



**Air Canada remains committed to supporting you as  
the COVID-19 situation evolves**

# Introducing Air Canada CleanCare+

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 AIR CANADA

**CLEANCARE+**



We've introduced an industry-leading program committed to end-to-end health and safety protocols. Using new biosecurity standards and enhancing preventive measures, we are elevating the steps we're taking, because we believe in putting safety first, always.

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 AIR CANADA



## More than ever, your health and safety is our top priority.

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We are applying new biosecurity standards and enhanced preventive measures, including pre-flight infrared temperature check, mandatory face coverings, an electrostatic disinfectant sprayer as part of our sanitization procedures and more. We are elevating the steps we are taking to keep you safe throughout your travel with us, so you can fly with confidence.

See **how we're putting safety first**, watch our full video [here](#).

# Air Canada CleanCare+

*Our award winning biosafety program features enhanced health and safety measures at every stage of your journey.*



## Check-In

For the safety of our customers health, screening questions, pre-flight infrared temperature checks, and the disinfection of frequently touched areas like check-in counters and kiosks have all been implemented among other measures.



## Boarding

Taking steps to protect you and everyone boarding, we constantly clean our gate areas, screen all customers with health questions, and have made face coverings for employees and customers mandatory.



## On Board

In addition to our in-flight safety measures, all high-touch areas are sanitized with hospital-grade disinfectant pre-flight, and all aircraft receive a thorough cleaning each time they overnight.



## Lounges

As we begin reopening lounges we've implemented further safety measures, including enhanced cleaning and disinfection procedures, pre-packaged foods, and a new ordering system.

For more information visit [aircanada.com](https://aircanada.com)

## Flexible Booking Options

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We've updated our flexible re-booking policy for new and existing bookings made by customers worldwide. Customers can make a change up to two hours before their departing flight for all new or existing bookings made through May 31, 2021 for original travel between March 1, 2020 and May 31, 2022.

**For tickets purchased on or before March 31, 2021:** If a customer needs to change any flight, their new travel must be completed within 24 months from the date of the last unflown flight.\*

**For tickets purchased on or after April 1, 2021:** If a customer needs to change any flight, their new travel must be completed within 24 months of the original purchase date.\*

They may also have the option to convert their ticket to an Air Canada Travel Voucher or to Aeroplan points with an additional 65% bonus.

[Learn more](#)

\*No change fee will apply, however a difference in fare may apply.



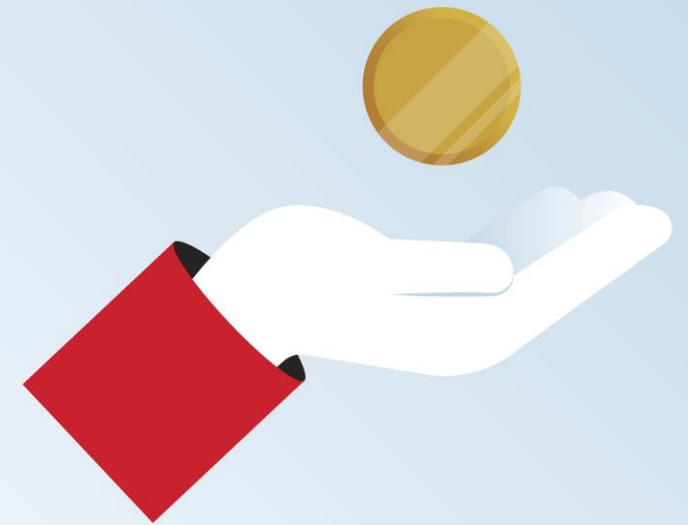
# Air Canada Refund Policy

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On April 13, 2021, Air Canada announced that eligible customers who purchased a non-refundable ticket for travel on or after February 1, 2020 but did not fly can now obtain a refund from Air Canada by submitting a request online or with their travel agent. The revised COVID-19 refund policy covers tickets and Air Canada Vacations packages purchased before April 13, 2021 for flights cancelled either by the airline or by the customer for any reason.

In addition to the expanded refund policy, customers will continue to have the option of accepting a fully transferrable Air Canada Travel Voucher (ACTV) with no expiry date or converting the value of their ticket to Aeroplan points with a 65% bonus.

[Learn more](#)



# Air Canada refund policy at a glance

A refund option is extended to all eligible customers with tickets for travel dates on or after February 1, 2020 and who purchased before April 13, 2021. Refunds are available to those customers whose flight was cancelled or who voluntarily cancelled their flight for any reason.

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Pre-COVID : As per fare rule
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COVID Period : Refundable (retain commission)
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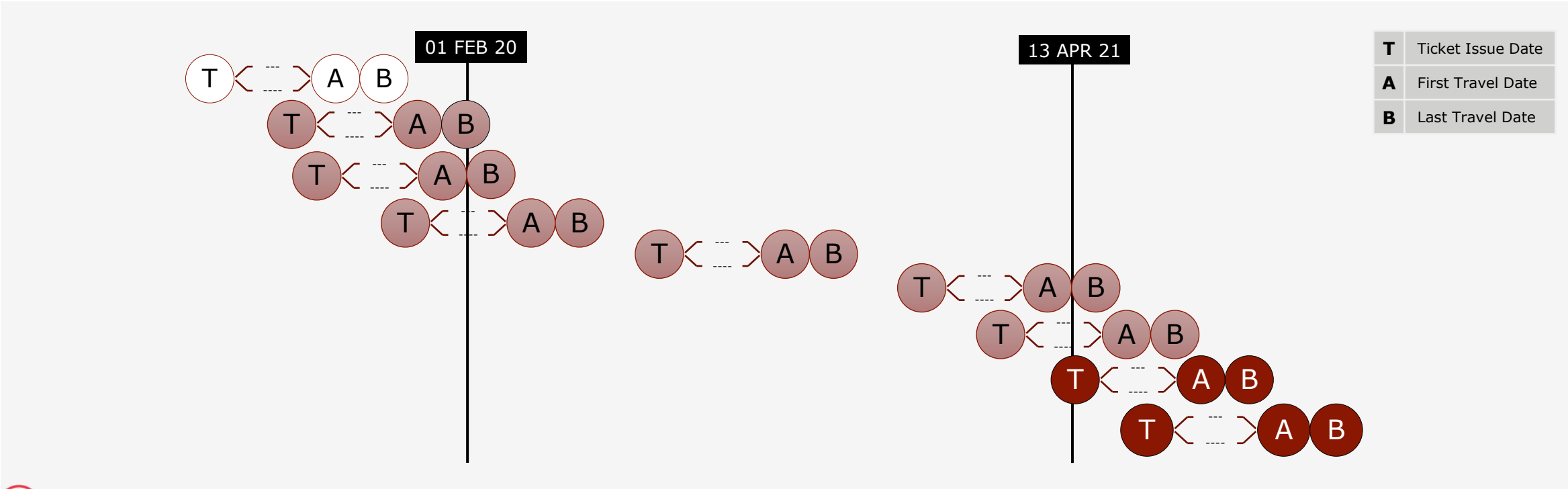
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Go Forward : Refundable for Invol cancellation and Invol change when departure time is more than 3 hours from original departure time. (recall commission)



# Air Canada refund policy at a glance

## Going forward for tickets purchased *on/after* April 13, 2021.

<b>Voluntary cancellation</b>	As per fare rules
<b>Involuntary cancellation</b>	Refund permitted
<b>Involuntary changes</b>	Refund permitted if the new flight departure is <b>more than 3 hours</b> from original departure time

## ✈ **COVID-19 PERIOD TRAVEL *on/after* FEBRUARY 1, 2020**

### Tickets purchased *before* April 13, 2021 and flight cancelled *before* April 13, 2021

<b>Voluntary cancellation</b>	Refund permitted
<b>Involuntary cancellation</b>	Refund permitted
🕒 Refunds must be requested between April 13, 2021 and <b>June 12, 2021, 23:59 EST</b>	

### Tickets purchased *on/before* April 13, 2021 and flight active *as of* April 13, 2021

<b>Voluntary cancellation</b>	Refund permitted
<b>Involuntary cancellation</b>	Refund permitted
🕒 Refunds must be requested at time of cancellation, or within ticket validity	

## **Ticket Validity**

- Tickets issued/exchanged **on/before March 31, 2021** are valid for 24 months from the date on the last unused coupon of the ticket, whether original or reissued ticket.
- Tickets issued/exchanged **on/after April 1, 2021** are valid for 24 months from original issue date.

## **Customers still have the option to transfer the value of eligible tickets to:**

- Air Canada Travel Voucher, with no expiry date, fully transferable and can be used multiple times.
- Aeroplan points and receive an additional 65% bonus points.

## Flight Passes: Refunds, one-time changes and cancellation fees

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All Flight Passes (excluding unlimited Flight Passes) with an expiration date in 2021, as well as those with an expiration date between January 1 and March 30, 2022, have been extended until **March 31, 2022**. This new extension also includes Flight Passes previously extended until September 2021.

**Unlimited Flight Pass customers** can put their unlimited Flight Passes on hold (one-time only).

Details including the processes for unlimited Flight Pass customers wishing to place their unlimited Flight Passes on hold can be found [here](#).

All Flight Passes, with current expiry date of **March 31, 2022**, or earlier are eligible for refund:

- For partially used credit-based Flight Passes, the refund is based on the value of the unused credits.
- Unlimited Flight Passes are eligible for refunds if a monthly installment was paid, but no flights were taken.



# New government entry and quarantine requirements in Canada

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Before your customer flies with us to Canada, we want to make sure you're aware of the new entry and quarantine requirements imposed by the Government of Canada that will affect your customer's arrival.



## **Have your customer download the free ArriveCAN mobile app.**

ArriveCAN must be used prior to their arrival in Canada to provide mandatory contact details and quarantine plan information.



## **Customers must take a COVID-19 test 72 hours prior to departure.**

For full details, visit the Government of Canada website.



## **Customers must reserve their room at a government-authorized accommodation for three nights.**

Customers can go to [travel.gc.ca](https://travel.gc.ca) for more information about how to book their accommodations. Hotels are located near each of the international airports in Vancouver (YVR), Calgary (YYC), Toronto (YYZ) and Montreal (YUL).



## **Air Canada Goodwill policy**

Air Canada provides rebooking options for passengers with onward-connecting itineraries within Canada who are laying over due to the new testing requirements in YYZ/YVR/YUL/YYC.



## IATA Resolution 830d

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Effective June 1, 2019, and enforced by Air Canada, the resolution requires Customer Contact Info in specific SSR formats, which are industry standard for all airlines:

- SSR CTCE, Email
- SSR CTCM, Mobile phone
- SSR CTCR, Customer Refused

Resolution 830d specifically states that airlines use this info only for operational



## CTA Air Passenger Protection Regulations

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- These regulations require airlines to communicate with customers in a clear, concise, accurate and timely manner.
  - Airlines must contact the customer in the event of flight disruptions (e.g., cancellations, delays, schedule changes).
  - Failure to follow guidelines can result in a hefty fine to airlines – up to \$25,000 per incident.
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# A more rewarding Aeroplan program is here

With exciting new features and benefits, get ready to travel more and travel better.



## MAKING FLIGHT REWARDS MORE REWARDING

Members can redeem points to purchase any Air Canada seat that is available for sale with no restrictions, all with no cash surcharges. They also have the ability to access flight rewards on more than 35 airlines, plus combine points and cash for flights rewards if they'd like to save some points for another reward.



## ADDITIONAL WAYS TO REDEEM POINTS DURING TRAVEL

Members have the opportunity to use their points for popular travel extras, such as in-flight Wi-Fi, the chance to relax in Air Canada's Maple Leaf Lounge, and upgrading their cabin class.



## AEROPLAN FAMILY SHARING

Members are able to combine points with others in their household, for free, so they can redeem for rewards sooner.



## ALL-NEW AEROPLAN CREDIT CARDS

While the exact benefits vary by card, Aeroplan credit cards have been designed to help members earn rewards more quickly, access unique benefits during travel, and earn toward Aeroplan Elite Status.



## THE WAY MEMBERS EARN ON FLIGHTS WILL BE CHANGING IN 2021

Beginning in 2021, Aeroplan points will be earned based on the amount paid for a ticket. You can find out more on the new Aeroplan program website, but in the meantime, members will continue to earn on flights just like today – based on distance flown.



## MORE CHOICE FOR NON-AIR TRAVEL AND MERCHANDISE REDEMPTIONS

Members have more options when redeeming for hotel stays, vacation packages, car rentals, and merchandise. Gift cards can also be delivered digitally, so members can access them more quickly than ever before.



## REFRESHED STATUS PROGRAM

Status in the new Aeroplan has been rebranded. Air Canada Altitude is now known as Aeroplan Elite Status. The most popular benefits of the program remain, along with some exciting improvements.



## NEW PRIORITY REWARDS FOR ELITE MEMBERS

Elite Status members receive 50% off the price in points (excluding taxes, third-party fees, and, where applicable, the partner booking fee) on eligible flight rewards with Air Canada and our airline partners. As of 2021, members receive a Priority Reward voucher each time they reach a new Status Qualifying Dollar threshold.



## STATUS PASS

Eligible Elite Status members are able to share their benefits, such as priority boarding and lounge access with friends and family, even if they are not travelling together.

## Even more flexibility for all our Aeroplan members

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### **Change or cancel flight rewards, free of charge**

Aeroplan flight rewards booked through April 30, 2021 (for travel through April 2022) can be changed or cancelled free of charge, at any time. Members who opt to cancel will receive all of their Aeroplan points back in their account, plus a full refund of any associated taxes, fees and surcharges on the unused value of their travel.

### **Temporary pause to expiration of Aeroplan points**

We have further paused expiry of Aeroplan points until January 31, 2022. Effective January 31, 2022, our recently improved expiration policy will apply, meaning that points will expire if an eligible transaction has not been completed prior to this date.

[Learn more](#)



# Updates for Aeroplan Elite Status Members

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## **Automatic extension of 2021 Aeroplan Elite Status**

All Aeroplan Elite Status for 2021 will automatically be extended through to the end of 2022.

## **Priority Reward Vouchers extended**

Air Canada is also extending the validity of all unused Priority Reward vouchers issued in 2020 by one full year, making them valid for use until October 2022.

## **Elite Status Qualification Jumpstart for 2022**

For Aeroplan members who earn any Elite Status through their 2021 flight activity, the Status Qualifying Miles, Segments, and Dollars earned in 2021 will be honoured the next year, jumpstarting their status qualification in the years to come.

[Learn more](#)

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# Keeping the supply chain moving with Cargo-only flights

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## AIR CANADA CARGO

Available on demand, cargo-only flights can accommodate general and specialized freight, and are operated on Air Canada Boeing 777 and Boeing 787-9 aircraft.

Routing is available between cities in our global network. Capacity is also available on flights to and from Shanghai, Incheon, Istanbul and Hong Kong, as well as London, Paris, and Frankfurt.

Convenient trucking to and from the U.S. connects freight from Chicago (ORD), San Francisco (SFO), New York (JFK), Los Angeles (LAX), Seattle (SEA), and Portland (PDX) to international flights.

We are committed to working with you to find solutions for your business.

Learn more about the many shipping solutions we offer here [aircanada.com/cargo](https://aircanada.com/cargo)



# Introducing Rivo

Rivo is an enhanced pick up and delivery service for Air Canada Cargo and offers express transportation of e-commerce shipments to consumers. It takes advantage of our domestic network to facilitate end-to-end distribution of small parcels across Canada.

The service is currently available at one of the world's largest global sporting goods retailers and we look forward to announcing additional partnerships in future.

[www.rivolution.com](http://www.rivolution.com)



## Air Canada Charters service

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The comfort and convenience of travelling on your own terms.

Our charter aviation services offer personalized experiences, tailored to your unique travel needs. With destinations around the world and multiple aircraft available for charter – including aircraft with 50 seats, all the way up to 450 seats – we're ready to take you where you and when you want to go.

### **Exclusive access to your own private aircraft:**

- Choose from a vast range of aircraft types, with options that include both Economy and Business Class cabins, as well as our full Business Class cabin with Air Canada Jetz.

### **Travel the world, your way:**

- Ready when you are, travel on your own schedule with services tailored to your needs and flight requirements.

### **You can count on us:**

- Our global reputation for safety and reliability allows you to fly with unquestionable confidence, almost anywhere in the world.

Please contact your account manager for more details or [request a quote here.](#)



# New Facial Biometrics Boarding Option

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Air Canada has become the first Canadian airline to offer customers the safety and convenience of a new, innovative boarding option that uses facial biometrics.

Customers departing San Francisco can now choose this secure, touchless form of identity verification that reduces contact and speeds up the boarding process.

It's just one of many touchless processes we've incorporated throughout the customer journey.

We plan to expand biometric boarding options to other U.S. airports in the near future, and we're exploring options for Canadian airports.

[Learn more about biometric boarding](#)



# Air Canada Resumes Boeing 737 MAX Commercial Operations

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Following the lifting of the restriction relative to Transport Canada's Airworthiness Directive, the 737 MAX returned to Air Canada's North American route network on February 1, 2021.

- All flights are operated in accordance with Air Canada's industry-leading biosafety protocols, centred on the Air Canada CleanCare+ program.
- Air Canada's 737 MAX will operate selected flights between Toronto and these destinations: Halifax, Montreal, Ottawa, Edmonton and Winnipeg.

Captain Murray Strom, Vice President, Flight Operations at Air Canada, discusses the many safety measures we've taken before welcoming customers back on the Boeing 737 MAX.



**Watch the video:** <https://www.aircanada.com/ca/en/aco/home/about/media/media-features/resume-b737max-operation.html>

# Air Canada Commits to Ambitious Net Zero Emissions Goal by 2050

Air Canada is committed to advancing climate change sustainability throughout its business and has set ambitious mid term and long-term climate targets to realize a goal of net-zero greenhouse gas emissions (GHG) throughout its global operations by 2050.

Air Canada has identified the following key carbon reduction pillars:

Fleet and operations	Innovation	Sustainable Aviation Fuels (SAF) & Clean Energy	Carbon Reductions and Removals
Air Canada will continue deploying its newly modernized and energy efficient Airbus A220 and Boeing 737 MAX narrow-body.	Further evaluate the viability, safety and performance of new electric, hydrogen or hybrid operational technologies, and other innovations such as short-haul transportation opportunities and electric drones to complement and support Air Canada's global business network.	Air Canada will invest \$50 Million in SAF and other low carbon aviation fuel (LCAF) development, evaluate the practical applications of renewable energy sources such as biogas and renewable electricity, and energy transition measures.	Air Canada will explore carbon negative emission technologies and other direct emission reduction and removal strategies in addition to further developing its carbon offset strategy for CORSIA compliance, customer offerings and more.

Learn more at [leaveless.com](https://www.leaveless.com)

## Air Canada Recognized as One of Canada's Best Diversity Employers for the Sixth Consecutive Year

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Air Canada was selected by MediaCorp Inc. for its ongoing commitment to inclusiveness through various initiatives and programs that promote equal opportunities for all people and a work environment where all employees feel respected and recognized.

Some of the successful diversity and inclusion initiatives include:

- Support for 315 registered charities in 2020 through the Air Canada Foundation.
- In 2020, Air Canada signed the BlackNorth Initiative CEO Pledge focused on promoting the elimination of anti-Black systemic racism and on creating opportunities for black people within the company.
- Investment in a variety of training initiatives that reflect inclusive operations.

Air Canada exceeded its previously established targets to have women represent at least 30 per cent of senior management by 2020 as well as its objective to have at least 30 per cent of its board of directors be women.

[Learn more](#)



# COVID-19 information hub

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It can be difficult to stay up to date on how the pandemic is impacting the way we travel. To assist our customers with their travel plans at every step of their journey, we've created the Air Canada COVID-19 information hub. Find the latest updates on:



Government entry requirements

[VISIT SITE >](#)



COVID-19 testing locations

[VISIT SITE >](#)



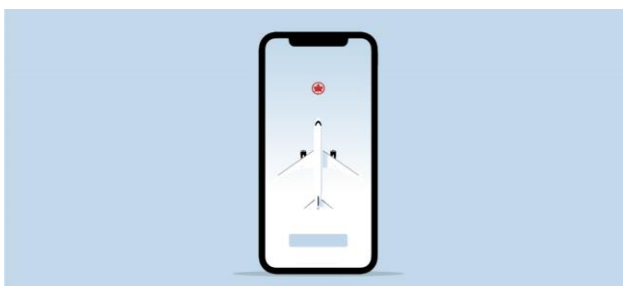
Our current services

[VISIT SITE >](#)



Health and safety

[VISIT SITE >](#)



Booking policy

[VISIT SITE >](#)



Where we fly

[VISIT SITE >](#)

## Inspired by Canadians, we're proud to be doing our part

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Canadians have stepped up to show kindness and strength during these challenging times.

Inspired by how Canada has come together while remaining physically apart, we're proud to be doing our part.

From donating meals to charities, to delivering PPE to front-line workers, to flying Canadians home during the pandemic.

See **how we're proudly flying the flag** with the full video [here](#).



**Even apart, we're all  
in this together.**

**Thank you for your  
ongoing support.**

[aircanada.com](https://aircanada.com)

