



**Air Canada remains committed to supporting you as
the COVID-19 situation evolves
v.4**



A STAR ALLIANCE MEMBER 

May 15, 2020

Introducing Air Canada CleanCare+

 AIR CANADA

CLEANCARE+



We are introducing 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.

 AIR CANADA



Air Canada CleanCare+ at Check-in

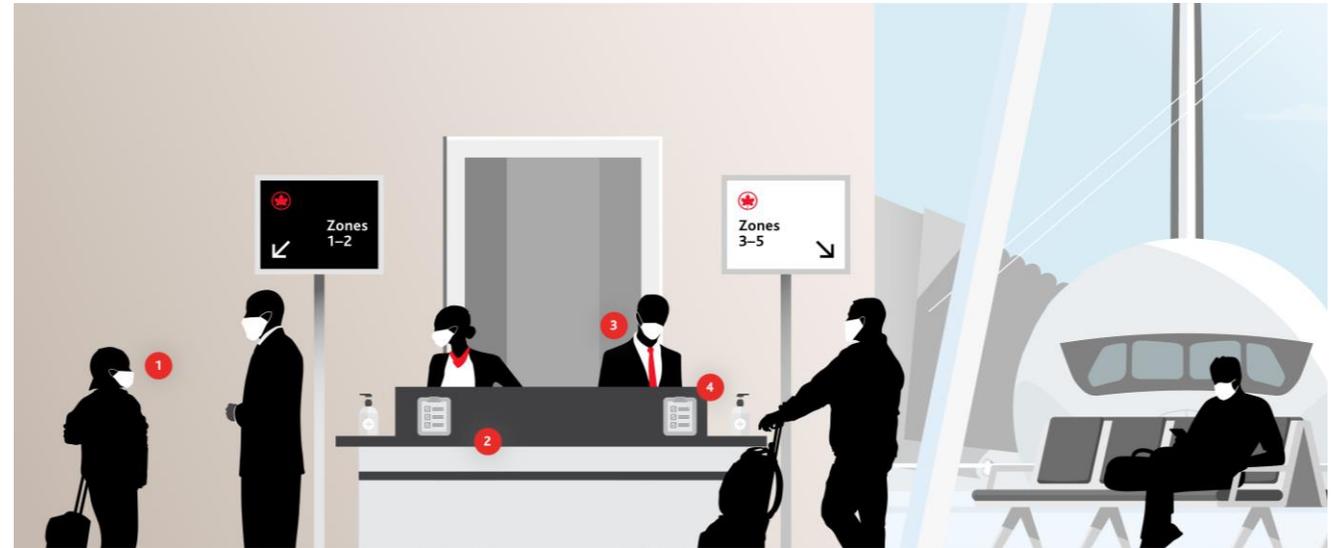
Health screening questions and pre-flight infrared temperature checks for customers, as well as the disinfection of frequently touched areas such as check-in counters and kiosks are just some of the measures implemented.



1. As a preventative measure, travellers' **temperatures** will be taken without contact.
2. For the safety of everyone, our **check-in kiosks** are regularly cleaned.
3. All customers are required to wear protective **face coverings**.
4. **Hand sanitizer** dispensers have been placed around the airport for personal use.
5. All of our **check-in counters** are thoroughly sanitized throughout the day.
6. All of our employees wear **face coverings**, with other optional PPE (personal protective equipment) items available such as gloves.
7. We'll ask a few **health questions** before boarding to make sure travellers are safe to fly.

Air Canada CleanCare+ at Boarding

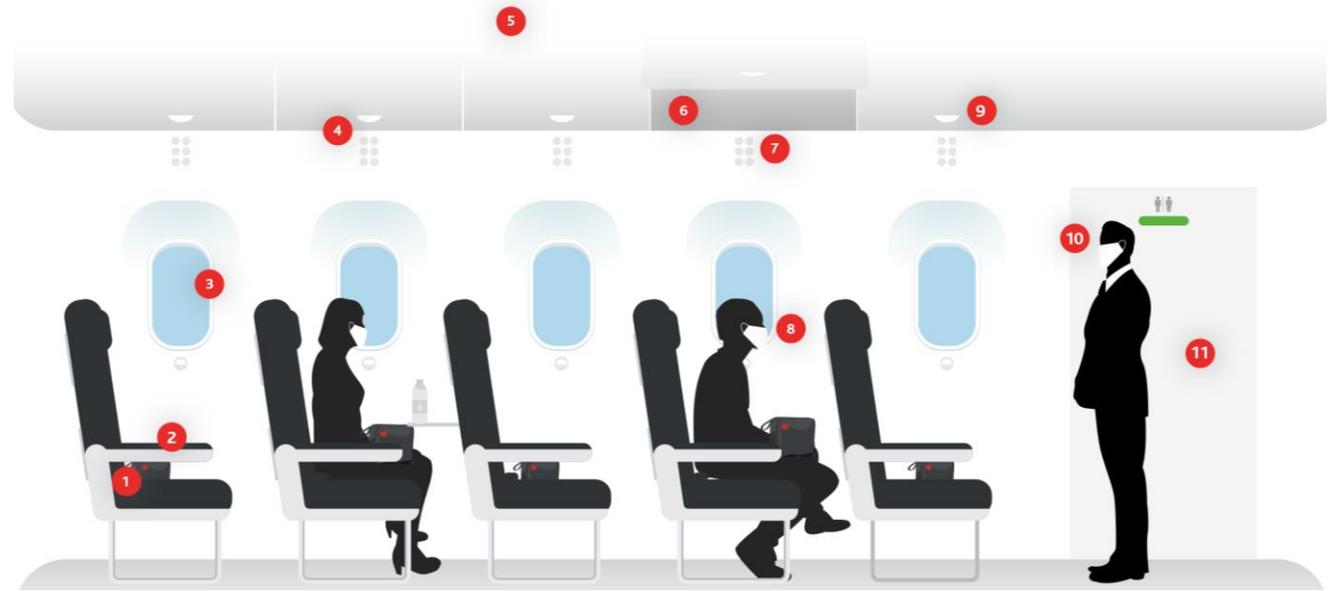
Ongoing cleaning of our gate areas, regular health screening questions for all customers, as well as mandatory face coverings for all employees and customers are steps designed to protect our customers, and everyone on board.



1. We're asking all customers to wear protective **face coverings**.
2. All of our **gate counters** are cleaned regularly for your convenience.
3. All of our employees wear **face coverings**, with other optional PPE items available such as **gloves**.
4. As a precaution, customers may be asked a few **health-related questions** before boarding.

Air Canada CleanCare+ On Board

Additional preventive measures like blocking the adjacent seat in Economy Class, mandatory face coverings, and adjusted on board service are also in place to better protect customers and employees.



1. All **seat belt buckles and seat controls** are sanitized inside and out.
2. We properly wipe and sanitize each **armrest**.
3. We're sanitizing **cabin windows and shades** to help our customers enjoy the view.
4. **Light switches and air circulation controls** are properly sanitized.

5. Our crew sanitizes all **ceiling areas** when an aircraft overnights.
6. When an aircraft overnights, we sanitize the inside of each **overhead bin** to keep luggage clean.
7. Fly confidently, knowing our **HEPA filtration systems** capture 99.9% of airborne particles, and continually refreshes cabin air.

8. We're asking all customers to wear protective **face coverings**.
9. We sanitize each **overhead bin handle**.
10. Our employees now wear **face coverings** throughout the flight, with other PPE items available.
11. We use a disinfectant in the regular cleaning of our **lavatories**.

Flexible booking options for when the time is right to travel

Extra time to plan with extended ticket validity



Any tickets with an original issue date **between March 1, 2019 and April 9, 2020**, are valid for a period of **24 months** from the original date the ticket was issued.

This means travellers have an extra year to use their tickets to fly on Air Canada. The rescheduled trip must commence prior to the expiry date, now 24 months after the original ticket issued.

- **Example:** Customer purchased a ticket on May 8, 2019 and cancelled the trip on June 10, 2019. Ticket can now be reissued for travel commencing before May 8th, 2021, **24 months from the original purchase date.** *Travel must commence prior to ticket expiry.*

If your traveller wants to make a change or cancellation



We've waived change fees for flights booked up to **May 31, 2020** for travel between March 1, 2020 – May 31, 2021 as follows:

- A **one-time change** can be made without a fee, for a flight to the same destination, or a different destination at a later date.
- Cancellations can be made without a fee. A full credit to be used towards future travel will be issued.
- In both cases, you can cancel or make changes to your travel plans up to two hours before your departing flight and travel must be completed within 24 months of the date the booking was modified or cancelled.
- **Example:** Flight booking to London on September 1, 2020, but customer no longer wishes to travel. Booking is cancelled on April 23, 2020. Future travel valid for 24 months from the day trip is cancelled and customer must complete travel by April 23, 2022.

If your traveller's flight has been cancelled



- If a flight has been cancelled due to an Air Canada schedule change, a **full credit** to be used towards future travel will be issued, valid for travel within 24 months from the date the schedule change occurred.
- **Example:** Flight booking to Venice on May 15, 2020. The flight was cancelled by Air Canada on April 20, 2020. A credit for future travel valid for 24 months from the flight cancellation date now applies, and customer must complete travel by April 20, 2022.

Click [here](#) for the latest information and updates surrounding Covid-19