

Air Canada Self-Service Tips for Smooth Holiday Travel

Highlights

- aircanada.com has all the information for a one-stop easy self-service travel experience
- Web and mobile check-in offer the quickest and easiest way to check in
- Apps for Blackberry and iPhone provide wide range of real-time flight information and self-service options
- Customers are invited to use web-based self-service rebooking tool during disruptions
- *Daily Travel Outlook* and *Travel Advisories* available at aircanada.com
- Follow @AirCanada on Twitter for latest travel updates

MONTREAL, Dec. 11, 2012 /CNW Telbec/ - With the winter travel season upon us including the peak holiday travel period between December 15, 2012 and January 15, 2013, Air Canada is gearing up to ensure customers a smooth travel experience by offering time-saving tips. To keep up to date and for the latest operational information customers are invited to visit aircanada.com, follow @AirCanada on Twitter and Facebook.

Flight status and Travel updates online

Daily operational news is available in the *Daily Travel Outlook* of the *Travel Updates* section on the home page at aircanada.com. Before leaving for the airport customers should check the status of departing and arriving flights aircanada.com, or on an internet-enabled mobile device at mobile.aircanada.com, or by calling the toll free Air Canada flight status line at 1-888-422-7533; TTY (Hearing Impaired): 1-800-361-8071.

Flight notification

Air Canada customers can receive flight delay and cancellation information directly on their mobile devices or via e-mail. To register or for more information, simply visit: aircanada.com/flightnotification

Web check-in at aircanada.com

Air Canada customers can save time by checking in before leaving for the airport 24 hours prior to departure time at aircanada.com. Customers may also change their seat assignment and select the number of checked baggage.

Mobile check-in on your mobile device

Mobile check-in can be accessed through mobile.aircanada.com by clicking on the check-in option on a mobile device. To learn more go to: aircanada.com/mci.

Apps for Blackberry and iPhone make it convenient for travellers with mobile devices to retrieve electronic boarding passes, track flight information in real-time, receive notification of itinerary changes and obtain other details about Air Canada flights. Apps are available free on-line from Air Canada's mobile site (mobile.aircanada.com)

Self-service rebooking tool

In the event of flight disruptions that may be caused by bad weather, customers are invited to rebook themselves using Air Canada's self-service rebooking tool available on aircanada.com or their mobile device.

Electronic boarding pass

For mobile and web check-in, customers can choose to receive via email or SMS an electronic version of the boarding pass on their mobile devices. It can be used for domestic flights as well as international flights departing from Canada (not available for flights to and from the US). To learn more: aircanada.com/ebp

Recommended check-in times during peak travel days

During peak travel days, Air Canada recommends that customers arrive early at the airport to avoid problems associated with holiday congestion. Information on check-in times during the peak holiday travel period are available at: aircanada.com/deadlines

BAGGAGE INFORMATION

Customers are reminded to ensure that all their valuables including electronics, documentation, medication, car keys, money,

etc., are with them or in their in carry-on bags and **NOT** their checked bags.

The carry-on baggage allowance is one standard article 23cm x 40cm x 55cm weighing a maximum of 10 kg, and one personal article 16cm x 33cm x 43cm weighing a maximum of 10 kg. More information is available at: aircanada.com/carryon

Information on checked baggage allowance is available at: aircanada.com/checked

Customers checking in additional baggage

Passengers can save 10% on baggage fees when using the pre-payment option when checking in [online](#) or on a [mobile device](#) within 24 h of departure.

Strollers

Air Canada recommends the use of a small, umbrella type stroller as facilities are not designed to accommodate larger, heavy strollers. Collapsible strollers may be checked at the gate and will be delivered to you at the aircraft door. Details of the stroller policy are available at: aircanada.com/infant-child

Sporting Equipment

Customers can pre-register their sporting equipment on aircanada.com, up to 24 hours prior to departure. Some sporting equipment are entitled to a waiver of oversize and/or additional piece charges. Details are available at: aircanada.com/excessbaggage

External and internal name tags

As external baggage name tags sometimes become detached, Air Canada recommends that passengers place identification **INSIDE** their bag. A baggage ID template is available at: aircanada.com/baggageid

SECURITY

Security measures for carry-on luggage

Government regulations stipulate customers can only carry on a limited amount of liquid, gel and aerosol items through passenger screening points. The quantity of liquids, gels and aerosols permitted is 100ml/100g (3.4 oz) per article or smaller. Larger containers must be placed in checked luggage.

For more information, please consult the following official web sites:

Transport Canada at www.tc.gc.ca

Canadian Air Transport Security Agency (CATSA) <http://www.catsa-acsta.gc.ca/english/>

USA Transportation Security Administration at www.tsa.gov

British Airports Authorities at www.baa.co.uk

TRAVEL DOCUMENTATION

All international travel requires a valid passport and in some cases other documentation, such as visas, essential to enter the country of destination. Domestic travel requires government-issued photo identification that includes date of birth and gender for all passengers 18 years of age and older. Government regulations require that the name provided in the flight reservation be exactly the same as it appears in the travel documentation. More information is available at aircanada.com/traveldocumentation

Children travelling outside of Canada with one parent may require legal documentation proving the other parent or guardian's consent that the child may leave the country. Consult the Department of Foreign Affairs and International Trade at 1-800-267-8376 to determine if such documentation is necessary.

Air Canada encourages customers to complete any travel information form ahead of time at aircanada.com

TRAVELLING TO, FROM, VIA OR OVERFLYING THE U.S.

The United States now requires that travellers provide additional Secure Flight information at least 72 hours before their flight or at time of booking. Please note that this requirement now applies to many international flights which are deemed to over fly the US. For more information please consult aircanada.com/secureflight

SOURCE: AIR CANADA

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A STAR ALLIANCE MEMBER

