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Travel Advisory - Flights cancelled to/from London Heathrow, Paris Charles de Gaulle and Frankfurt

MONTREAL, April 15 /CNW Telbec/ - Air Canada advises that as a result of the spread of volcanic ash over northern Europe due to volcanic activity in Iceland, a number of European airports have closed until further notice. Flights have been cancelled to and from the following European airports served by Air Canada: London Heathrow, Paris Charles de Gaulle and Frankfurt. As other airports may be affected resulting in flight cancellations and delays, Air Canada will provide updates on aircanada.com as further information becomes available.

Customers with flights to or from affected areas are advised to check on the status of their flight prior to leaving for the airport by consulting the Air Canada website at aircanada.com, or by calling Air Canada's automated flight information system at 1-888-422-7533, or by using a web-enhanced cell phone.

In order to facilitate changes to travel plans, Air Canada has revised its ticketing policy for customers booked on flights that are subject to cancellation. Those customers wishing to make alternate travel arrangements can do so without penalty, space permitting, by contacting Air Canada Reservations toll free in Canada and the U.S. at 888-247-2262; TTY: 1-800-361-8071 or [Air Canada Reservations worldwide](#). Due to increased call centre volume, wait times may be longer than usual.

"Air Canada is closely monitoring the situation and is doing everything possible to accommodate affected customers," said Duncan Dee, Executive Vice President and Chief Operating Officer. "Due to heavy loads, particularly on flights to London starting today and into the weekend as a result of the end of Easter holidays, it may take several days after the re-opening of the affected European airports before customers will be able to resume travel."

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A STAR ALLIANCE MEMBER

