



# AIR CANADA

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## **Air Canada and Jazz provide the following update for flights from Canada to the United States**

MONTREAL, Dec. 28 /CNW Telbec/ - Air Canada and Jazz remind customers that due to new security measures imposed by Canadian and U.S. government authorities on flights from Canada to the U.S., there are strict limits in effect for carry-on articles allowed in the cabin.

Air Canada advises passengers that the new regulations permit only a single carry-on item and recommends customers consult Transport Canada guidelines at <http://www.tc.gc.ca/eng/mediaroom/backgrounders-menu-5781.htm> for details on permissible carry-on items such as a small purse, laptop computer or infant care items.

To accommodate customers travelling to the U.S., Air Canada is waiving excess baggage charges for checked baggage on a temporary basis for U.S.-bound customers travelling from Canada. Customers will be permitted to check up to three items of baggage at no additional charge until further notice.

Customers can continue to expect delays on U.S.-bound flights. Northbound flights from the U.S. to Canada are also being impacted due to late inbound aircraft. Customers can also expect potential delays on domestic and international flights due to airport congestion and delayed aircraft.

Air Canada recommends passengers travelling to the U.S. from Canada check the status of their flight before going to the airport and arrive early for their flight in order to allow adequate time for additional personal searches. Under new rules enacted by Transport Canada and the U.S. Transportation Security Administration, passengers and their carry-on allowance will be strictly limited and subject to full searches at airport screening points.

"We appreciate the cooperation and understanding of our customers during this challenging time and ask them to assist us in getting them to their destination faster by bringing as little carry-on as possible," said Duncan Dee, Executive Vice President and Chief Operating Officer. "Air Canada is doing everything it can to maintain its schedule, despite the delays caused by security screening issues outside its control. However, our number one priority remains the safety and security of our customers and staff."

Due to heavy volumes customers may find response times are longer than normal at call centres. Customers should check the status of their flight at [www.aircanada.com](http://www.aircanada.com).

For further information: Isabelle Arthur (Montréal), (514) 422-5788; Angela Mah (Vancouver), (604) 270-5741; Peter Fitzpatrick (Toronto), (416) 263-5576

A STAR ALLIANCE MEMBER

