



AIR CANADA

[News Releases](#)

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

MONTREAL, Dec. 27 /CNW Telbec/ - As a result of the new security measures imposed by Canadian and U.S. government authorities, flights from Canada to the United States continue to experience significant delays and cancellations. Northbound flights from the U.S. to Canada are also being impacted due to late inbound aircraft. Customers can also expect potential delays on other domestic and international flights due to airport congestion and delayed aircraft.

Due to protracted waits for customer security clearance at Canadian airports, Air Canada and Jazz are being forced to cancel select short-haul flights to the U.S. beginning today. These cancellations will be implemented primarily on short-haul transborder routes with multiple daily flights between Toronto and the north-east U.S. Air Canada plans to consolidate affected flights and operate larger aircraft on these routes in order to minimize the impact on passengers. Air Canada is making all efforts to protect passengers affected by cancelled flights so they can travel as soon as possible. Due to high call 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.

Customers from Canada to the United States are limited to one personal carry-on item (such as a purse, computer bag, diaper bag or small backpack). All other baggage must be checked-in. In order to facilitate these new security measures, Air Canada is waiving excess baggage charges for checked baggage on a temporary basis for U.S.-bound customers travelling from Canada. Air Canada recommends passengers travelling to the U.S. from Canada arrive early at the airport for their flight in order to allow adequate time for additional personal searches.

"Air Canada staff are doing everything possible to ensure that flights operate as closely to their schedules as possible and we are reprotecting passengers affected by cancellations as quickly as we can, including by adding larger aircraft on key routes," said Duncan Dee, Air Canada's Executive Vice President and Chief Operating Officer. "Our number one priority is the safety and security of our customers and staff. Unfortunately, the delays are being caused by matters entirely outside our control. We appreciate the cooperation and understanding of our customers during this challenging time.

"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 baggage will be subject to full searches at airport screening points.

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

