



AIR CANADA

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Travel advisory - Update on flights to/from Europe for Wednesday April 21st

MONTREAL, April 21 /CNW Telbec/ - Air Canada advises that airspace continues to be restricted as a result of the spread of volcanic ash over Europe due to volcanic activity in Iceland. Operating schedules remain subject to change. Updates will be provided on aircanada.com when new information becomes available.

Air Canada currently plans to operate the following scheduled flights for Wednesday April 21:

Toronto-London AC856
Toronto-London AC848
Toronto-London AC858
Montreal-London AC864
Halifax-London AC860
Ottawa-London AC888
Edmonton-London AC898
Calgary-London AC850
Vancouver-London AC854

London-Vancouver AC855
London-Calgary AC851
London-Edmonton AC2099
London-Ottawa AC2189
London-Montreal AC2165
London-Toronto AC859

Calgary-Frankfurt AC844
Ottawa-Frankfurt AC838
Montreal-Frankfurt AC874
Toronto-Frankfurt AC872
Toronto-Frankfurt AC876

Toronto-Munich AC846

Montreal-Paris AC870
Toronto-Paris AC880
Paris-Montreal AC871
Paris-Toronto AC881

Toronto/Montreal-Geneva AC830

Toronto-Zurich AC2078

Rome-Toronto AC891

Toronto-Tel Aviv AC84
Tel Aviv-Toronto AC85

Air Canada is closely monitoring the situation and is doing everything possible to accommodate affected customers to get them on their way safely, and as quickly as possible.

Flights are full and while Air Canada will deploy additional flights and larger aircraft to get passengers to destination as quickly as possible, it is expected that it will take several days to accommodate all customers. Air Canada strongly urges customers who are affected to ensure that their personal contact information is available to Air Canada or their travel agent so that they may be contacted with their revised flight itinerary information once flights resume to their destination.

Customers with flights to or from affected airports 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 using Air Canada's self service rebooking tool at aircanada.com, on their mobile device, or by contacting Air Canada Reservations toll free in Canada and the U.S. at 888-247-2262; TTY: 1-800-361-8071 or AirCanada Reservations

worldwide. Due to increased call centre volume, wait times will be longer than usual. To receive a refund for cancelled flights, customers should contact their original point of purchase.

A STAR ALLIANCE MEMBER 