



# AIR CANADA

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## AIR CANADA OFFERS TIPS FOR A SMOOTH TRAVEL EXPERIENCE DURING THE HOLIDAY SEASON

### Highlights

- Customers are invited to use web-based self-service rebooking tool during storms and other disruptions
- *Daily Operational Outlooks* and *Travel Advisories* available at [aircanada.com](http://aircanada.com)
- Web, mobile and kiosk check-in made easier
- Blackberry and iPhone Apps provide wide range of real-time flight information and self-service options
- [aircanada.com](http://aircanada.com) has all the information for a one-stop easy travel experience

MONTREAL, Dec. 15 /CNW Telbec/ - With the holiday travel season upon us, Air Canada is gearing up to ensure customers a smooth travel experience during the peak holiday travel period between December 17, 2010 and January 4, 2011.

### Check flight status online

Customers can keep abreast of the latest daily operational news by checking the *Daily Operational Outlook* in the *Travel Updates* section on the home page at [aircanada.com](http://aircanada.com). Air Canada customers should also check the status of departing and arriving flights before leaving for the airport by either consulting the Air Canada website, by using an internet-enabled mobile device at [mobile.aircanada.com](http://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](http://aircanada.com/flightnotification)

### Self-service rebooking tool

In the event of flight disruptions that may be caused by winter storms, customers are invited to rebook themselves using Air Canada's self-service rebooking tool available on [aircanada.com](http://aircanada.com) or their mobile device.

### Web check-in at [AirCanada.com](http://AirCanada.com)

Air Canada customers can save time by checking in for their flight from their home or office before leaving for the airport. Air Canada's web check-in service at [aircanada.com](http://aircanada.com) is available 24 hours prior to departure time and offers customers many options including changing their seat assignment and selecting the number of checked-baggage.

### Mobile check-in on your mobile device

Mobile check-in can be accessed through [mobile.aircanada.com](http://mobile.aircanada.com) by clicking on the check-in option on a mobile device. Once check-in is completed, passengers will receive an electronic boarding pass or check-in confirmation on their mobile device. To learn more go to: [aircanada.com/mci](http://aircanada.com/mci)

Blackberry and iPhone Apps 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 (<http://mobile.aircanada.com>)

### Electronic boarding pass

If eligible, customers can choose to receive an electronic version of the boarding pass on their mobile devices. This option is available for mobile and web check-in. Electronic boarding passes may be sent via email or SMS. The Air Canada electronic boarding pass is a 2D barcode image that is sent to mobile devices and contains flight details. 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](http://aircanada.com/ebp)

### Kiosk self-tagging

Customers departing Halifax, Montreal, Ottawa, Toronto, Winnipeg, Calgary, Edmonton, Vancouver, Paris, Charles de Gaulle and London, Heathrow can save even more time at the airport by using Air Canada's quick and convenient self-tagging option available at Air Canada kiosks. The self-tagging option allows passengers to print and attach their own baggage tags and then

simply deposit their bags at the designated counter.

### **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/holidaytravel](http://aircanada.com/holidaytravel)

### **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. To facilitate security inspection, customers carrying gifts on board the aircraft should keep them unwrapped.

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](http://aircanada.com/carryon)

Information on checked baggage allowance is available at: [aircanada.com/checked](http://aircanada.com/checked)

### **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](http://aircanada.com/infant-child)

### **Sporting Equipment**

In order to benefit from a waiver on the excess and oversize fees for certain sporting equipment, customers are asked to register their sports equipment, either on [aircanada.com](http://aircanada.com) or through the Air Canada call center up to 24 hours prior to departure.

Customers who elect not to pre-register their sporting equipment will be subject to all applicable excess fees, at check-in.

Sporting equipment over and above the free baggage allowance is subject to excess fees. Details are available at:

[aircanada.com/excessbaggage](http://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](http://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. Containers have to be placed in one clear, closed and re-sealable plastic bag no larger than 1 litre (1 quart), with only 1 bag per person. 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](http://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](http://www.tsa.gov)

British Airports Authorities at [www.baa.co.uk](http://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. More information is available at [aircanada.com/traveldocumentation](http://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](http://aircanada.com).

### **Travelling to, from or via 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. For more information please consult [aircanada.com/secureflight](http://aircanada.com/secureflight)

All passengers, including Canadian and U.S. citizens, are required to present a valid passport when travelling by air between Canada and the United States.

**Air Canada wishes you a safe and happy  
holiday season!**

For further information:

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A STAR ALLIANCE MEMBER

