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Heathrow conditions continue to limit Air Canada flights to London

MONTREAL, Dec. 20 /CNW Telbec/ - Air Canada advises that the continuing effects of severe winter conditions in England are strictly limiting its operations to and from London and passengers are urged to consult the company website www.aircanada.com for flight schedule updates before travelling or going to the airport.

"Air Canada is only able to operate one-third of its normal schedule due to restrictions at London Heathrow, meaning we initially are allowed only a combination of six take-offs and landings today. We will be using those flights primarily to return aircraft to Canada from London as well as moving to London one aircraft and passengers earlier diverted to Dublin. We recognize the inconvenience this situation is causing passengers anxious to travel and we are taking all measures to ensure customers travel safely to their destinations as soon as possible. However our ability to increase capacity is very limited due to slot constraints at Heathrow and the fact our flights are already fully booked for the holiday season. Customers and others going to the airport should consult our website for the latest information as conditions at the London airport are continually changing and we will be updating it through the day," said Duncan Dee, Executive Vice President and Chief Operating Officer.

Due to restrictions at London Heathrow, Air Canada currently plans to operate five departures from London on Monday, December 20, including two to Toronto and one each to Halifax, Calgary and Vancouver and there will be one flight in during the day from Dublin. Air Canada is currently awaiting information from Heathrow before determining which flights from Canada will operate to London in the evening of December 20. Winter weather is also affecting other European stations, notably Paris, where airport conditions are imposing lengthy delays or cancellations on carriers. Air Canada asks passengers to postpone non-essential travel and is waiving change and cancellation fees for those who wish to reschedule on affected routes.

Customers with confirmed tickets to 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 are longer than usual. **Customers inquiring about travel to or from London are asked NOT to call the call centre but should instead use www.aircanada.com**

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