



AIR CANADA

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Travel Advisory - AIR CANADA UPDATES TRAVEL SITUATION FOR LONDON AND EUROPE

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.

Under operational restrictions imposed by London Heathrow airport, Air Canada is currently planning to operate three flights to London from Canada on the evening of Monday, December 20, in addition to the five scheduled today from Heathrow to Canada.

Today's flights from Canada to London Heathrow are: AC854 from Vancouver, AC850 from Calgary and AC848 from Toronto. Although a schedule for Tuesday, December 21, is not yet finalized, it is anticipated these aircraft will operate return flights from London on that date to these same Canadian cities.

Air Canada also advises that winter weather is causing lengthy delays at other northern European airports.

Customers with confirmed tickets for 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.

Due to increased call centre volume, wait times are longer than usual.

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Air Canada encourages customers who have been affected by cancelled

flights:

- To postpone non-essential travel if at all possible; fees have been waived to facilitate changes and refunds are also available.
- Customers who purchased their ticket through a travel agency should contact their original point of sale for re-booking options.
- Customers booked on flights between December 18 and December 22 can either apply for a refund or change their bookings through the Delayed and Cancelled Flights Service at aircanada.com, or through an Air Canada Call Centre.
- 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.
- However, customers are reminded that seat availability is currently very limited for the next two weeks.
- Customers are reminded that as operations resume and previously booked passengers change their plans, seat availability is subject to change on an on-going basis, and therefore it is important to check back online regularly.
- The same seat availability information is provided through Call Centres. However, due to increased call centre volume, wait times are longer than usual.
- Customers should consult their flight status online at aircanada.com before proceeding to the airport with their confirmed booking.

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Air Canada appreciates the importance of travel during the holiday season and is making its best efforts to safely transport customers as soon as possible. It will continue to provide updates at www.aircanada.com as information becomes available.

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

A STAR ALLIANCE MEMBER

