



READY FOR TAKEOFF

#flytheflag #timetotravel

UPDATED TRAVEL GUIDELINES

A useful step-by-step guide for preparing for travel.

Our network is expanding again, but some service changes and travel restrictions will remain in place. As part of our new end-to-end health and safety program, Air Canada CleanCare+, some of our processes have changed. Prepare for your next trip and learn what to expect with this step-by-step guide designed to simplify your travels.



Check your eligibility

See if you're eligible to travel and follow the government requirements for your destination, which may include completing mandatory entry forms prior to departure. Passengers providing false or misleading information may be liable to a monetary penalty.



Packing for your trip

If you are planning on checking in bags, ensure you follow the guidelines and maximize each checked bag, as a minimum cabin baggage allowance will be enforced.



Appropriate face coverings

Please note, for those over the age of 2, wearing an approved face covering while travelling is a mandatory requirement issued by Transport Canada.



Checking in

Our check-in process has changed to better protect you, by minimizing contact.



At the airport

Extra precautions will be taken throughout your journey and some airport service offerings may be temporarily adjusted. It is important to arrive well in advance of your flight.



Boarding

Our boarding process has changed to ensure appropriate distancing and minimize contact.



Onboard

We have adjusted our onboard service to minimize touchpoints between our employees and customers.



COVID-19 Insurance provided and administered by Manulife

As part of our effort to help Canadians travel internationally safely and securely, effective September 17, 2020 for travel completed by April 12, 2021, new eligible international round-trip bookings with Air Canada originating in Canada include complimentary Manulife COVID-19 emergency medical and quarantine insurance underwritten by The Manufacturers Life Insurance Company ("Manulife"). Terms and conditions apply. To learn more please visit aircanada.com/covid-19-insurance." To learn more about Manulife, visit www.manulife.ca or call 1-888-220-5212

INTRODUCING AIR CANADA CLEANCARE+

AIR CANADA

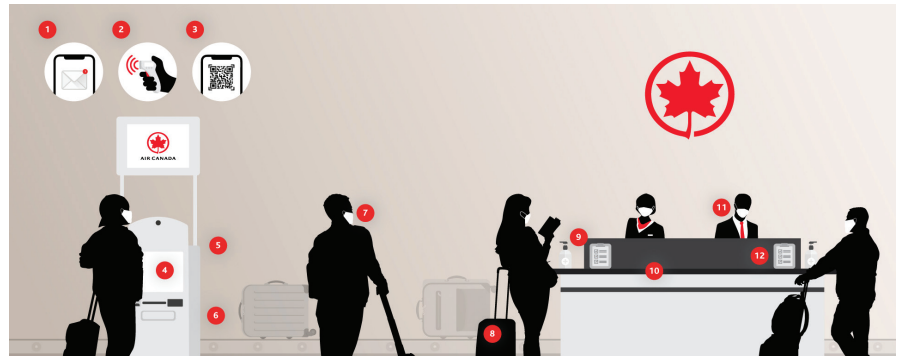
CLEANCARE+



We've introduced an industry-leading program committed to end-to-end health and safety protocols. Using new biosafety standards and enhancing preventive measures, we are elevating the steps we're taking to keep you safe throughout your travel with us, because we believe in putting **safety first, always**.

CHECK-IN

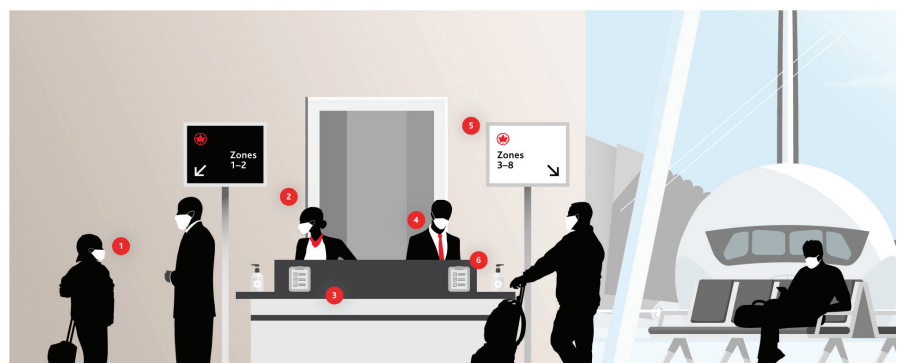
Health screening questions and pre-flight infrared temperature checks for customers, as well as the disinfection of frequently touched surfaces like check-in counters and kiosks are just some of the measures we've implemented for customer safety.



- 1 As of July 1, a **notification email** will be sent out prior to check-in if a customer's flight is reaching capacity in Economy Class. This will enable your client to explore other options if they prefer more space on board.
- 2 As a preventative measure, passenger **temperatures** will be taken without contact.
- 3 **Virtual queuing** in place of physical lineups will minimize wait times and contact at select counters.
- 4 For select journeys, customers can print bag tags and easily check their bags by scanning their boarding pass at our **TouchFree Bag Check**.
- 5 For the safety of everyone, our **check-in kiosks** are regularly cleaned.
- 6 Touch-free check-in at select airports includes our seamless **TouchFree Bag Check** service. Customers indicate the number of checked bags during mobile check-in, print their bag tags from dedicated kiosks, then drop off their bags at the **TouchFree Bag Drop**.
- 7 For added safety, all customers are required to wear protective **face coverings**.
- 8 **Carry-on baggage** compliance will be measured by new technology, at select airports, and enforced prior to security to limit physical interaction throughout the rest of our customers' journey.
- 9 **Hand sanitizer** dispensers have been placed around the airport for personal use.
- 10 All of our **check-in counters** are thoroughly sanitized throughout the day.
- 11 All of our employees wear **face coverings**, with other optional PPE (personal protective equipment) items available such as **gloves**.
- 12 We'll ask each customer a few **health questions** before they board to make sure they're safe to fly.

BOARDING

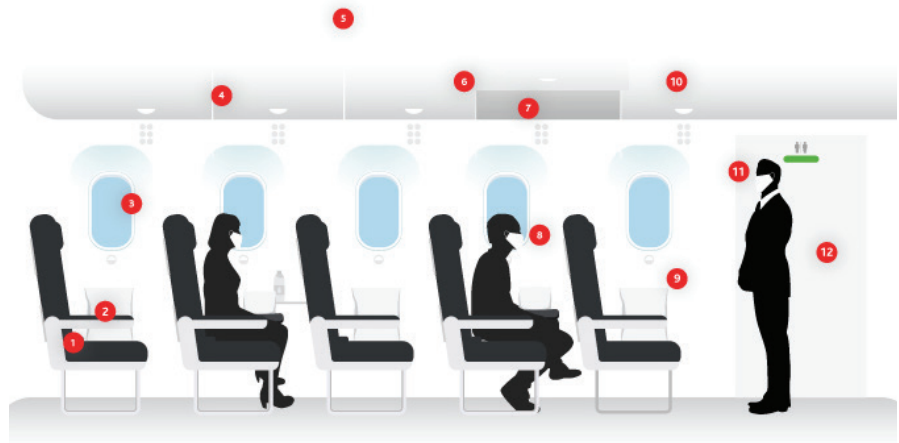
Ongoing cleaning of our gate areas, regular health screening questions for all customers, as well as mandatory face coverings for all employees and customers are steps designed to protect our customers, and everyone on board.



- 1 For added safety, we're asking all customers to wear protective **face coverings**.
- 2 As of July 1, **gate announcements** will be made to advise Economy Class customers if their flight is reaching capacity. This will enable customers to explore other options if they prefer more space on board.
- 3 All of our **gate counters** are cleaned regularly for our customers' convenience.
- 4 All of our employees wear **face coverings**, with other optional PPE items available such as **gloves**.
- 5 Our **boarding process** has changed to minimize contact and ensure appropriate physical distancing.
- 6 As a precaution, our customers may be asked a few **health-related questions** before boarding.

ON BOARD

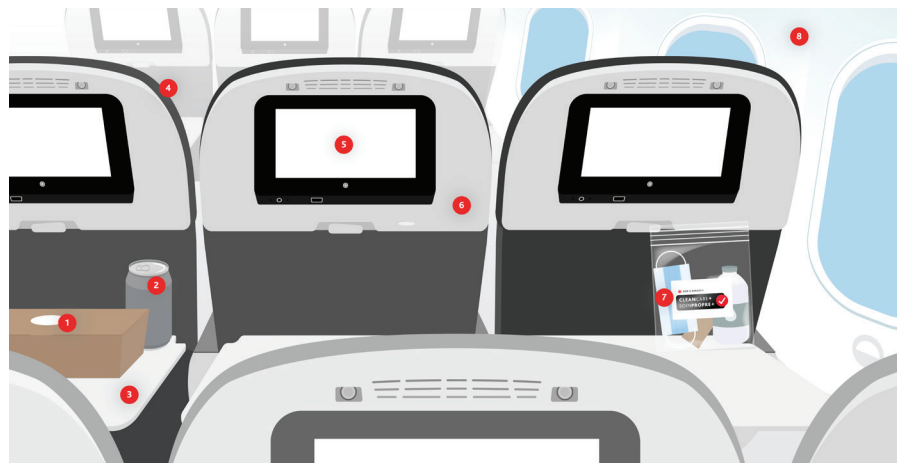
All high-touch areas are sanitized with a hospital-grade disinfectant before every flight, and each time an aircraft overnights it receives a thorough cleaning. Additional preventive measures like mandatory face coverings, and adjusted onboard services are also in place to better protect customers and employees.



- 1 For our customers' safety, all **seat belt buckles** and **seat controls** are sanitized inside and out.
- 2 We properly wipe and sanitize each **armrest** for our customers' health and comfort.
- 3 We're sanitizing **cabin windows and shades** to help our customers enjoy the view.
- 4 **Light switches and air circulation controls** are properly sanitized to keep our customers safe.
- 5 Our crew sanitizes all **ceiling areas** when an aircraft overnights.
- 6 When an aircraft overnights, we sanitize the **inside of each overhead bin** to keep our customers' luggage clean.
- 7 Our customers can fly with peace of mind, knowing our **HEPA filtration systems** capture 99.9% of airborne particles, and continually refreshes cabin air.
- 8 For added safety, we're asking all customers to wear **protective face coverings**.
- 9 **Pillows and blankets** provided are wrapped and sealed.
- 10 We sanitize each **overhead bin handle**.
- 11 Our employees now wear **face coverings** throughout the flight, with other PPE items available.
- 12 We use a disinfectant in the regular cleaning of our **lavatories**, and **hand sanitizer** will also be available for our customers' use in lavatories.

ON BOARD


All high-touch areas are sanitized with a hospital-grade disinfectant before every flight and each time an aircraft overnights it receives a thorough cleaning.




- 1 On flights where complimentary meals are offered, **pre-packaged meals** will be provided for your customers' safety, with an antiseptic wipe included in the meal box.
- 2 **Bar service** will be combined with meal service to minimize contact.
- 3 We're sanitizing all **tray tables** before boarding for our customers' safety.
- 4 We're rigorously grooming all **headrest covers**.
- 5 We sanitize **personal screens** and all surfaces of the **in-flight entertainment area**.
- 6 We're introducing an **electrostatic disinfectant sprayer** as part of our sanitization procedures.
- 7 We're enhancing our disposable **Customer Care Kits** to include a complimentary mask, bottled water, hand sanitizer, disinfecting wipes, headset, and, on flights within North America, a snack.
- 8 We're wiping down **sidewalls** for peace of mind each time an aircraft overnights.


THE EVOLUTION OF OUR ONBOARD SERVICE

From the elevated health and safety precautions we're taking before you fly, to our updated in-flight bar and meal service, we continue to improve the onboard experience to serve you better.

	TAKEOFF	BAR SERVICE	MEAL SERVICE
AIR CANADA SIGNATURE CLASS / INTERNATIONAL	<p>Our commitment to safety will be apparent from the minute you board.</p> <p>A sanitized and clean pillow, duvet, and mattress pad packaged together in a plastic bag will be waiting at your seat.</p> <p>Once boarding is complete, cabin crew will distribute a travel essentials bag, containing a Customer Care Kit, WANT Les Essentiels amenity kit, and earbud headsets.</p>	<p>BBar service will be combined with meal services with drinks available on demand between services. Laurent-Perrier Champagne, red and white wine selections from Sommelier Veronique Rivest, coffee, tea, and soft drinks will be offered, all in disposable plastic cups.</p>	<p>Flights departing Canada: An all-inclusive meal box crafted by one of our culinary partners, Chef Hawksworth (Atlantic) or Chef Park (Pacific/South America), featuring a hot main course, salad, cheese, desert, and packaged bread, all packaged together and served in single use products.</p> <p>Flights to Canada: A premium meal box (hot main, salad, cheese, desert, and packaged bread) will be served.</p> <p>Pacific/Athens-Montreal-Athens, Toronto-Tel Aviv and Middle East: A mid-flight cold sandwich and snack will be served in a disposable paper bag.</p> <p>Flights from Canada to India: A pre-packaged meal box curated by Chef Vikram Vij will be served, featuring a hot main course, salad, dessert and packaged bread.</p> 
AIR CANADA SIGNATURE CLASS / BUSINESS CLASS - NORTH AMERICA	<p>SIGNATURE CLASS A sanitized and clean pillow, duvet, and mattress pad packaged together in a plastic bag will be waiting at your seat. Shortly after boarding you will be greeting with a revamped Customer Care Kit.</p> <p>BUSINESS CLASS Shortly after boarding you will be greeting with a revamped Customer Care Kit.</p>	<p>SIGNATURE/BUSINESS Flights 45+ minutes Bar service will be combined with meal services with drinks available on demand between services. Red and white wine selections from Sommelier Veronique Rivest, coffee, tea, and soft drinks will be offered, all in disposable plastic cups.</p> <p>Flights under 45 minutes A complimentary water bottle service will continue to be available.</p>	<p>SIGNATURE/BUSINESS Flights 2:00 hours+ You can access our menus electronically through the AC app and website.</p> <p>Flights feature a cold breakfast/lunch/dinner in a carefully packaged, all-inclusive meal box featuring items curated by our culinary partner, Chef Antonio Park.</p> <p>Flights Under 2 Hours (45-120 minutes): A pre-packaged meal box will be served featuring a cold breakfast or snack item.</p> 
ECONOMY INTERNATIONAL	<p>An Economy class pillow and blanket packaged together in a plastic bag will be waiting at your seat. Shortly after takeoff, cabin crew will distribute a new Customer Care Kit.</p>	<p>Bar service will be combined with meal services with drinks available on demand after, featuring a limited selection of soft drinks along with water, Lavazza coffee, tea, juices, and individual bottles of wine.</p>	<p>Flights departing North America: A cold lunch/dinner served shortly after takeoff will feature a pre-packaged meal box, containing a cold main course casserole crafted by our culinary partner Chef Jérôme Ferrer. This will be accompanied by a side salad, bread roll, and dessert. A meal box (cold main, side salad, desert and packaged bread) will be served on flights to North America.</p> <p>Flights to North America: A meal box (cold main, side salad, desert and packaged bread) will be served.</p> <p>Pacific/Athens-Montreal-Athens, Toronto-Tel Aviv and Middle East: A mid-flight cold sandwich will be served.</p> <p>International flights: Prior to landing, a cold breakfast or light meal will be served.</p> <p>Flights from Canada to India: A pre-packaged meal box curated by Chef Vikram Vij will be served, featuring a cold main course, salad, dessert and packaged bread.</p> 




Packaged pillow, duvet, and mattress pad



Travel essentials bag:

- Customer Care Kit
- WANT Les Essentiels amenity kit
- Earbud headset



Customer Care Kit:

- Mask
- Antibacterial wipes
- Hand sanitizer
- Water bottle
- Earbud headset
- Snack

OUR CULINARY PANEL IS EXPANDING

We remain committed in supporting and showcasing Canadian culinary talent to our customers, welcoming Montreal-based chef Jérôme Ferrer to our culinary panel. Chef Jérôme Ferrer is the culinary mastermind behind acclaimed restaurant Europea, one of only two Les Grandes Tables du Monde in Montreal.



Chef Jérôme Ferrer

In Premium Economy and Economy Class on all International flights departing Canada and in our Calgary Maple Leaf Lounge.



Chef David Hawksworth

In Signature Class on flights to Europe, Israel, and the Middle East, as well as in our Vancouver and Calgary Maple Leaf Lounges.



Chef Vikram Vij

In Premium Economy, and Economy Class on flights to India departing Canada.



Chef Antonio Park

In Signature Class on flights to Asia and South America

In Signature Class/Business Class on flights within North America (2:00hrs+) as well as in our Toronto, Vancouver, and Calgary Maple Leaf Lounges.



Sommelier Véronique Rivest

In Air Canada Signature Class, North American Business Class, and in our Maple Leaf Lounges.

AEROPLAN

A MORE REWARDING AEROPLAN PROGRAM IS ON THE HORIZON.



LAUNCHING NOVEMBER 8

With exciting new features and benefits,
get ready to travel more and travel better.



MAKING FLIGHT REWARDS MORE REWARDING

Members can redeem points for any Air Canada seat that is available for sale with no restrictions, all with no cash surcharges. They'll also have the ability to access flight rewards on more than 35 airlines, plus combine points and cash for flights rewards if they'd like to save some points for another reward.



ADDITIONAL WAYS TO REDEEM POINTS DURING TRAVEL

Members will have the opportunity to use their points for popular travel extras, such as in-flight Wi-Fi, the chance to relax in Air Canada's Maple Leaf Lounge, or even to upgrade their cabin class.



AEROPLAN FAMILY SHARING

Members will be able to combine points with others in their household, for free, so they can redeem for rewards sooner.



ALL-NEW AEROPLAN CREDIT CARDS

While the exact benefits vary by card, AeroPlan credit cards have been designed to help members earn rewards more quickly, access unique benefits during travel, and earn toward AeroPlan Elite Status.

TO LEARN MORE, VISIT [AIRCANADA.COM/AEROPLAN](https://aircanada.com/aeroplan)



THE WAY MEMBERS EARN ON FLIGHTS WILL BE CHANGING LATER IN 2021

Beginning later in 2021, Aeroplan points will be earned based on the amount paid for a ticket. You can find out more on the new Aeroplan program website, but in the meantime, members will continue to earn on flights just like today – based on distance flown.



MORE CHOICE FOR NON-AIR TRAVEL AND MERCHANDISE REDEMPTIONS

Members will have increased options when redeeming for hotel stays, vacation packages, car rentals, and merchandise. Gift cards will also be delivered digitally, so members can access them more quickly than ever before.



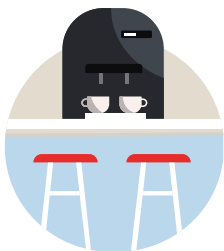
REFRESHED STATUS PROGRAM

Status in the new Aeroplan will be rebranded. Air Canada Altitude will be known as Aeroplan Elite Status. The most popular benefits of the program remain, along with some exciting improvements.



INTRODUCING THE NEW PRIORITY REWARDS FOR STATUS MEMBERS

Elite Status members can receive 50% off the price in points (excluding taxes, third-party fees, and, where applicable, the partner booking fee) on eligible flight rewards with Air Canada and our airline partners. Beginning in 2021, members will receive a Priority Reward voucher each time they reach a new Status Qualifying Dollar threshold. Members with Altitude Elite 35K Status or higher will automatically receive Priority Rewards when the program launches in November.



STATUS PASS

Eligible Elite Status members will be able to share their benefits, such as priority boarding and lounge access, with friends and family, even if they are not traveling together.

TO LEARN MORE, VISIT [AIRCANADA.COM/AEROPLAN](https://aircanada.com/aeroplan)

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AIR CANADA

A STAR ALLIANCE MEMBER 

