



Air Canada- We're committed to taking you there "safely"

Inspired by Canadians, we're proud to be doing our part



Canadians have stepped up to show kindness and strength during these challenging times.

Inspired by how Canada has come together while remaining physically apart, we're proud to be doing our part.

From donating meals to charities, to delivering PPE to front-line workers, to flying Canadians home during the pandemic.

See **how we're proudly flying the flag** with the full video [here](#).



Flt Desg	Freq	Dept Arp	Dept Time	Arvl Arp	Arrv Time	Subfleet	Block Time
AC 0080	.23...7	YYZ	16:40	TLV	10:10	AC 789	10:30
AC 0081	1.34...	TLV	11:55	YYZ	16:35	AC 789	11:40

- Operating 3x weekly with our Dreamliner B789
- YUL is expected to resume in May 2021, likely with 2x weekly frequencies

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 biosecurity standards and enhancing preventive measures, we are elevating the steps we're taking, because we believe in putting safety first, always.

 AIR CANADA



More than ever, your health and safety is our top priority.



We are applying new biosecurity standards and enhanced preventive measures, including pre-flight infrared temperature check, mandatory face coverings, an electrostatic disinfectant sprayer as part of our sanitization procedures and more. We are elevating the steps we are taking to keep you safe throughout your travel with us, so you can fly with confidence.

See **how we're putting safety first**, watch our full video [here](#).

New: Covid-19 Insurance



Manulife

**TRAVEL INTERNATIONALLY
WITH CONFIDENCE**

As part of our effort to help Canadians travel internationally safely and securely, effective September 17, 2020, new 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").

This Manulife COVID-19 insurance covers eligible Canadian residents when travelling internationally on a booking made with Air Canada, for travel until April 12, 2021. Manulife coverage will be automatically included if eligible when you purchase your booking. There are no registration forms to complete and premiums are paid for by Air Canada. This even extends to tickets booked with Aeroplan Miles.

New: Covid-19 Insurance



•All passengers on new international round-trip bookings made from **September 17, 2020 until October 31, 2020** inclusively, for **travel completed by April 12, 2021**.

•Passenger must be a Canadian resident with a valid provincial or territory government health insurance plan for the duration of the trip.

•Bookings including at least one Air Canada flight and on a new Air Canada ticket (code 014) issued between September 17, 2020 and October 31, 2020. You will qualify for coverage regardless of whether your first flight was operated by Air Canada or by one of Air Canada's code share or interline partners so long as your booking was ticketed on Air Canada and includes at least one Air Canada flight (marketed or operated).

•Travel duration of up to 21 days.

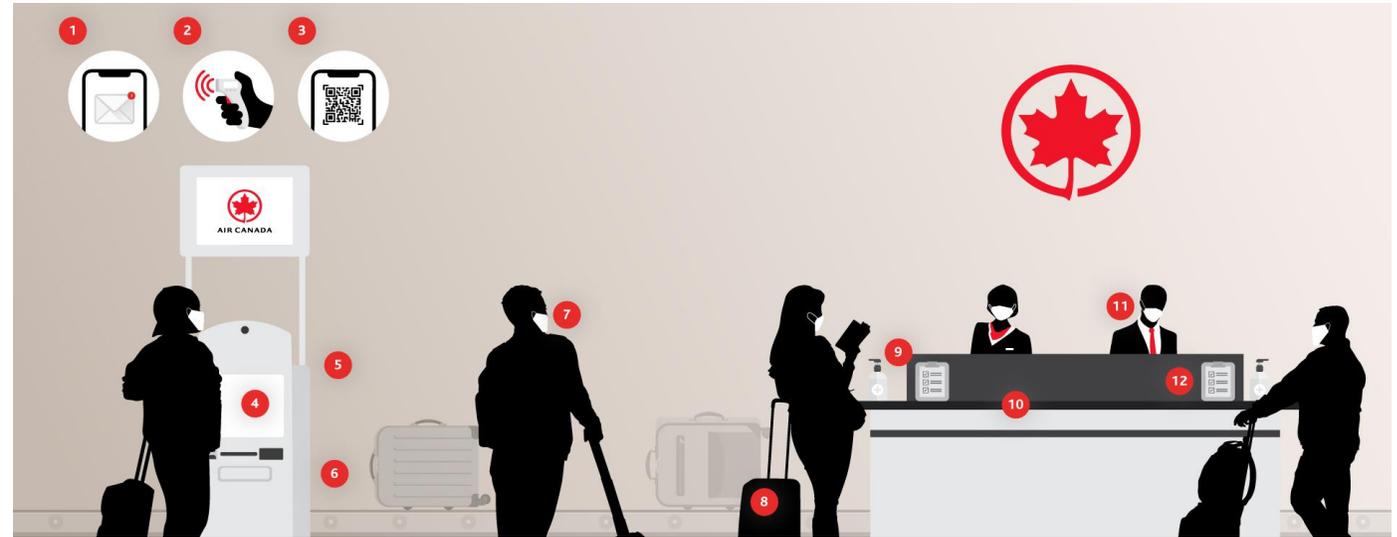
•Travel must originate in Canada to any international destination (**USA included**) for which there is no Level-4 "avoid all travel" advisory in effect issued by the Canadian government at time of departure.

•There is no age restriction to be eligible for this coverage.

•Traveller must not be advised by a physician not to travel.

Air Canada CleanCare+ at Check-in

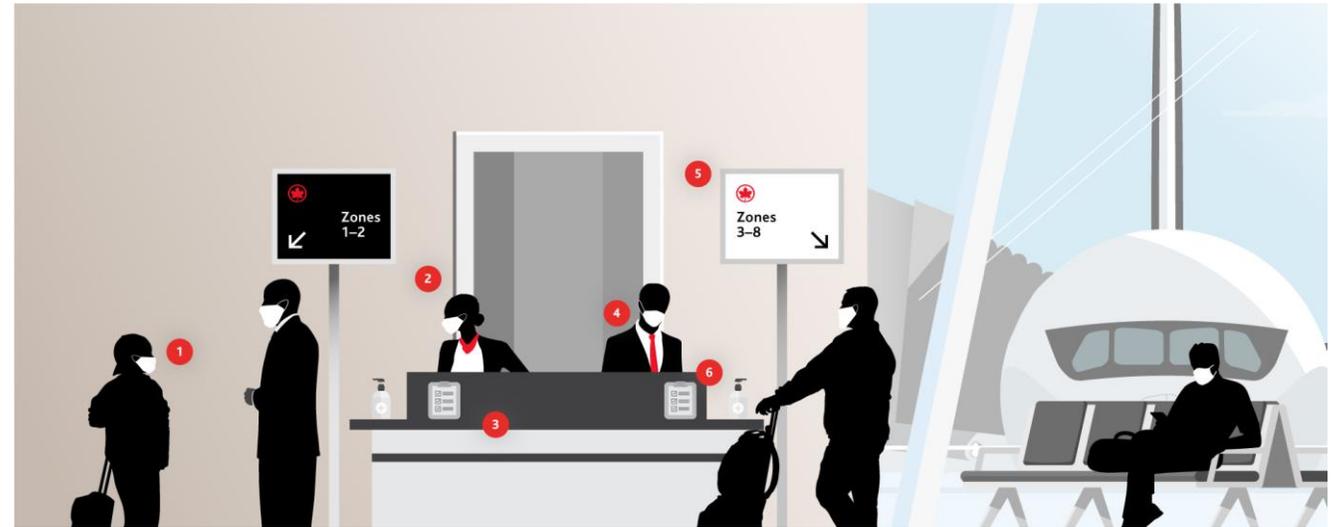
Health screening questions and pre-flight infrared temperature checks for customers, as well as the disinfection of frequently touched areas such as check-in counters and kiosks are just some of the measures implemented.



1. As of July 1, a **notification email** will be sent to you prior to check-in if your flight is reaching capacity in Economy Class. This is to allow you to explore other options if you prefer more space onboard.
2. As a preventative measure, your **temperature** 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, print bag tags and check your bags simply by scanning your 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. Indicate the number of checked bags during mobile check-in, print your bag tags from dedicated kiosks, then drop off your bags using **TouchFree Bag Drop**.
7. For your 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.
9. **Hand sanitizer** dispensers have been placed around the airport for your personal use.
10. All of our **check-in counters** are thoroughly sanitized throughout the day.
11. All of our employees wear protective **face coverings**, with other optional PPE (personal protective equipment) items available such as gloves.
12. We'll ask you a few **health questions** before you board to make sure you're safe to fly.

Air Canada CleanCare+ at Boarding

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

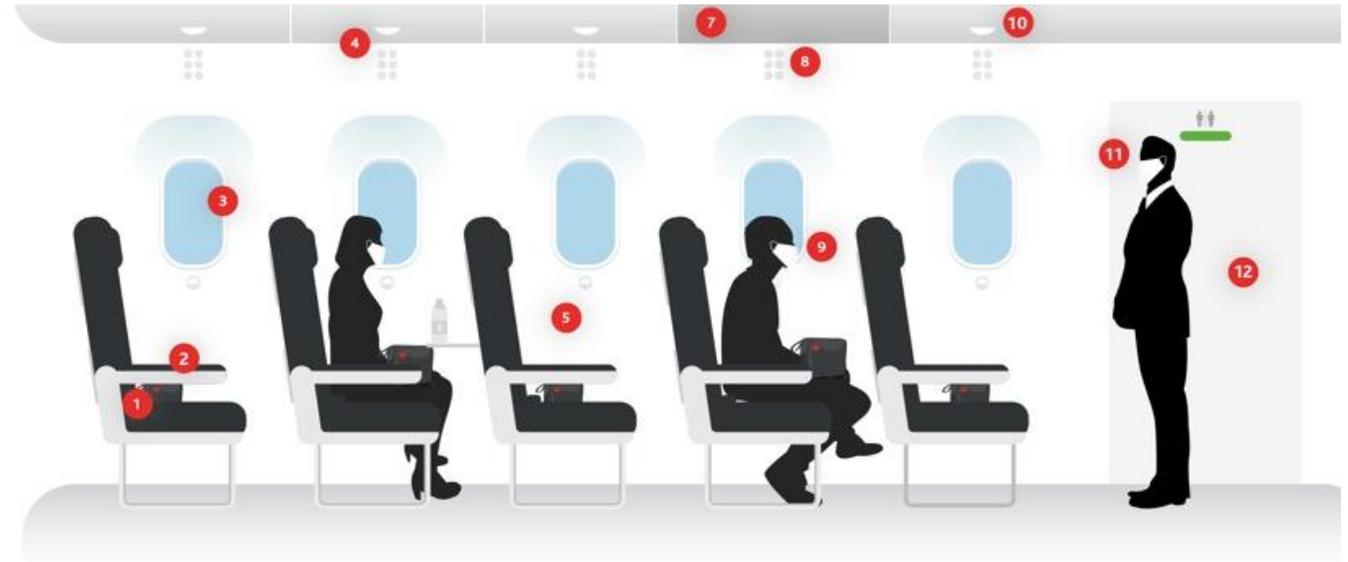


1. For your safety, we're asking all customers to wear protective **face coverings**.
2. As of July 1, **gate announcements** will be made to advise Economy Class customers if their flight is reaching capacity. This is to allow you to explore other options if you prefer more space onboard.
3. All of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

Air Canada CleanCare+ On Board

 AIR CANADA

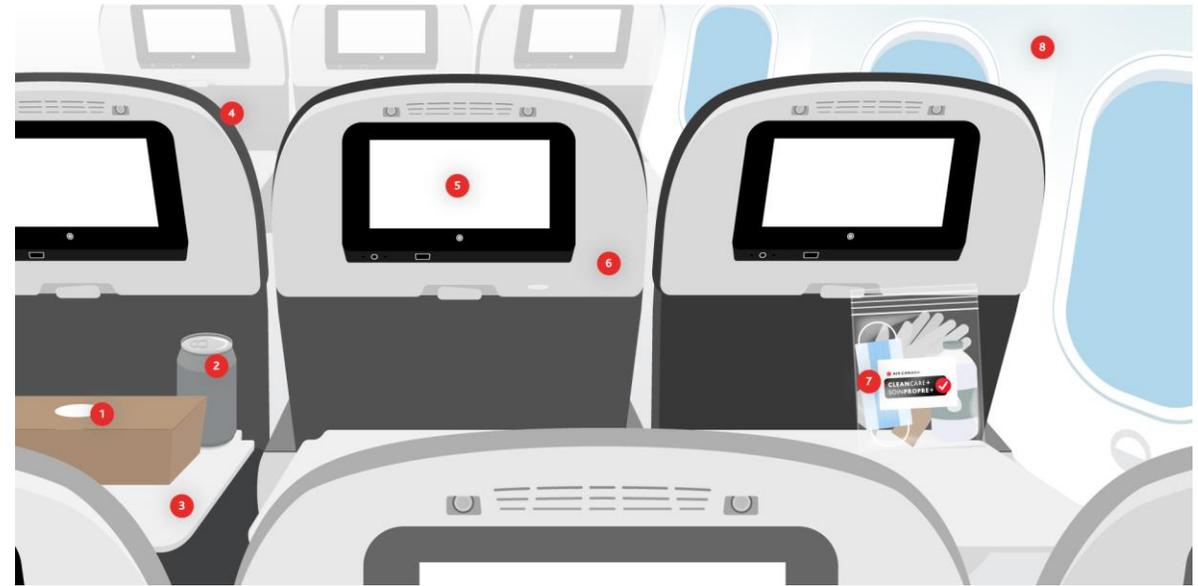
CLEANCARE+



1. All **seat belt buckles and seat controls** are sanitized inside and out.
2. We properly wipe and sanitize each **armrest**.
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.
5. From May 15 to June 30, 2020 we're **blocking every adjacent seat** in the Economy cabin for more personal space.
6. Our crew sanitizes all **ceiling areas** when an aircraft overnights.
7. When an aircraft overnights, we sanitize the inside of each **overhead bin** to keep luggage clean.
8. Fly confidently, knowing our **HEPA filtration systems** capture 99.9% of airborne particles, and continually refreshes cabin air. This includes microbial organisms such as bacteria and viruses.
9. We're asking all customers to wear protective **face coverings**.
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**.

Air Canada CleanCare+ On Board

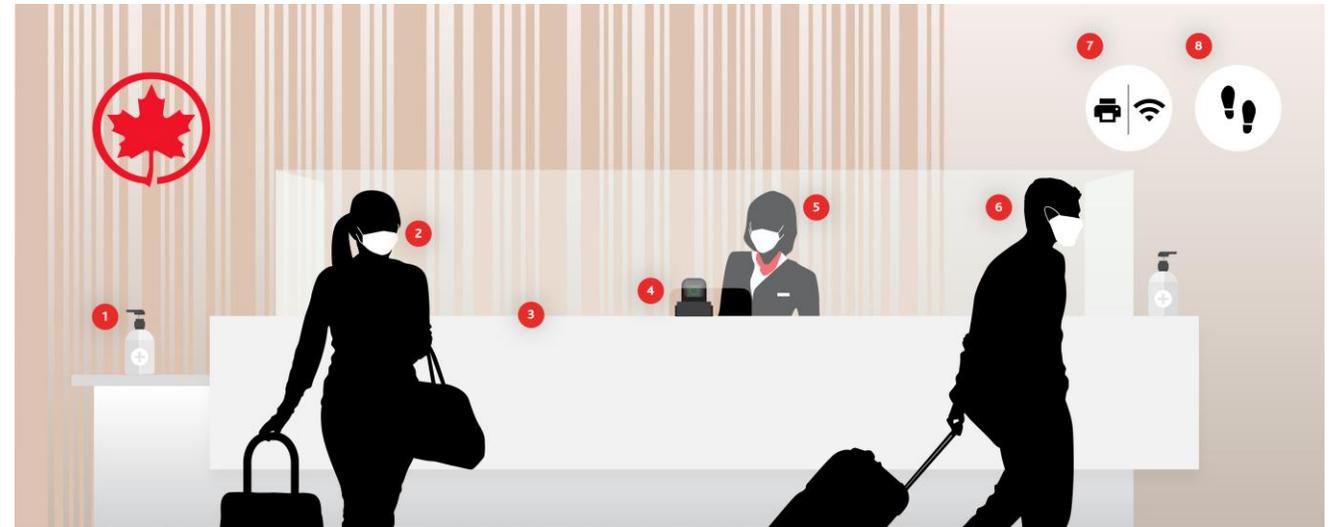
All high-touch areas are sanitized with a hospital-grade disinfectant before every flight and each time an aircraft overnights it receives a thorough cleaning.



1. On flights where complimentary meals are offered, **pre-packaged meals** will be provided for your 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 rigorously grooming all **headrest covers**.
4. We're sanitizing all **tray tables** before boarding for your safety.
5. We sanitize your **personal screen** and all surfaces of the in-flight entertainment area.
6. We are 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, gloves, bottled water, hand sanitizer, disinfecting wipes, headset, and snack.
8. We're wiping down **sidewalls** for your peace of mind each time an aircraft overnights.

Air Canada CleanCare+ Lounges

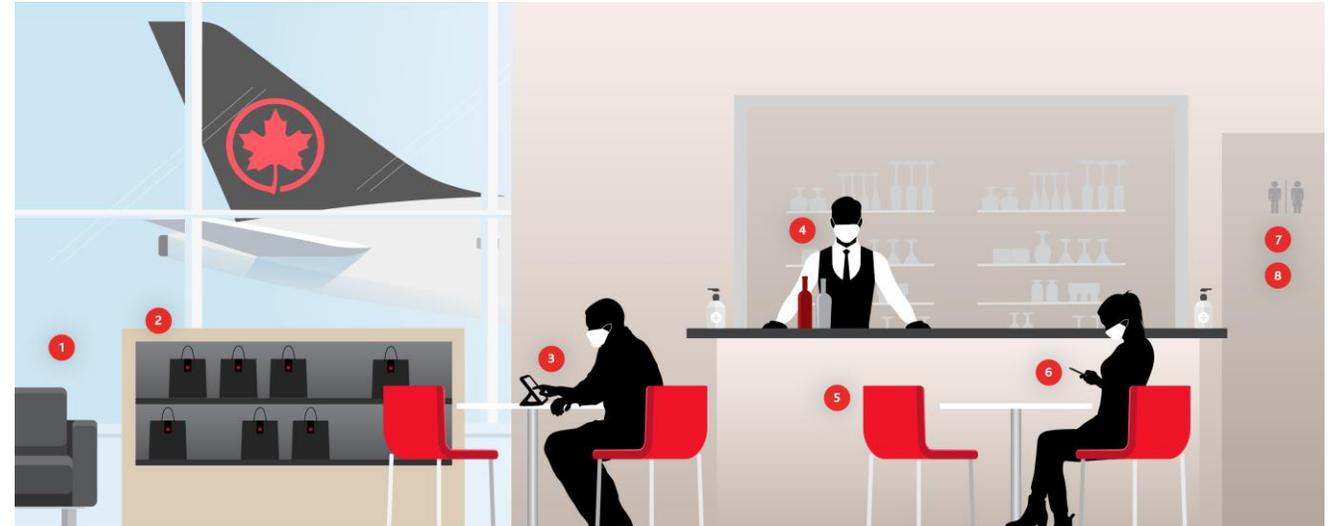
Enhanced cleaning and disinfection procedures, pre-packaged foods and a new ordering system are some of the steps we're taking as we begin reopening lounges this summer.



- 1. Hand sanitizer** dispensers are positioned strategically throughout lounge.
- 2. Protective face coverings** are mandatory for customers and employees
- All high-touch areas are **thoroughly cleaned** with a hospital-grade disinfectant throughout the day.
- Eligible customers are required to scan their own boarding pass, status card, or membership card. The **card swiper** will be disinfected after each use.
- For employees, temperature screenings and daily health assessments are **mandatory**.
- As a means of **contact tracing**, a record is kept of all lounge visitors for 30 days.
- Business services are limited to **complimentary Wi-Fi and remote printing**.
- Customer flow is managed via **arrowed floor decals**.

Air Canada CleanCare+ Lounges

Enhanced cleaning and disinfection procedures, pre-packaged foods and a new ordering system are some of the steps we're taking as we begin reopening lounges this summer.



1. Our lounge is divided into separate sections to **facilitate cleaning procedures** throughout the day, including electrostatic spraying, which requires a particular section to be closed for about 5-10 minutes.
2. **Pre-packaged meals.**
3. All reading material (newspapers and magazines) is provided digitally **via PressReader.**
4. There is assisted **bar service** with our full offering.
5. Tables and chairs are sanitized **after each use.**
6. Meals can be ordered and delivered to your table by accessing the new *Maple Leaf Lounge @ la table* service by simply **scanning an NFC or QR code** at your table.
7. A **dedicated washroom attendant** is on duty, responsible to disinfect and sanitize facilities.
8. Showers **remain closed** until further notice.

A Step-by-Step Guide to our New Travel Processes



Our **Air Canada CleanCare+** protocols are in place, but we're taking additional steps to further protect and prepare your clients for travel. Follow this step-by-step guide to inform them on what they can expect throughout their travels.



1. Check eligibility

See if they're eligible to travel, and familiarize them with the established travel requirements for your destination.



2. Packing

Recommend packing as much as possible in checked bags, as minimal cabin baggage is allowed. If they are planning on checking in bags, ensure they follow the guidelines and pack as much as they can in those bags.



3. Checking in

Encourage remote check-ins via the Air Canada mobile app, or at aircanada.com. Ensure they indicate the exact number of checked bags and pay applicable fees to avoid having any transactions and additional wait time at the airport.



4. At the airport

Prepare them for new airline precautions, like temperature checks, health questionnaires, and cashless payments.



5. Boarding

Notify them of new pre-board gate announcements, including a new zonal boarding process and scanning their own boarding pass.



6. Onboard

Share how our on-board service has been adjusted to minimize contact.



7. Deplaning and baggage collection

Encourage physical distancing upon arrival, and the adherence to new baggage collection protocols.

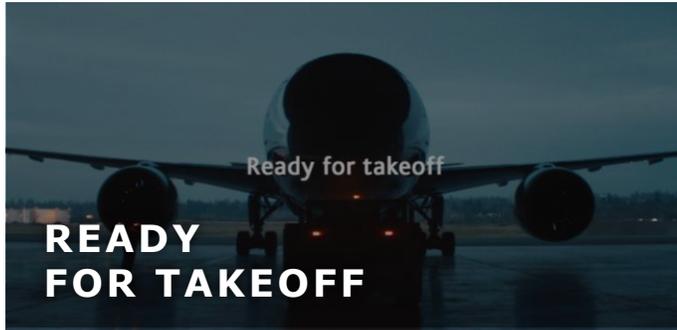
Our amenities and services, reimagined

- We announced a new partnership with prestigious Montreal-based **Chef Jérôme Ferrer**, who will design meals for our Premium Economy and Economy Class customers on select international flights departing Canada.
- Meals designed by **Chef Antonio Park** will be introduced in North American Business Class.
- All onboard meals will be presented in a **custom paper box**.
- **Food options will be re-introduced** on board flights greater than two hours in North American Economy Class.
- **Menu details** for all cabins and flights will be made available at aircanada.com later in July and via the Air Canada app in early August.
- Travellers will be offered an **expanded selection of alcoholic and non-alcoholic drinks** adapted for each cabin and route.

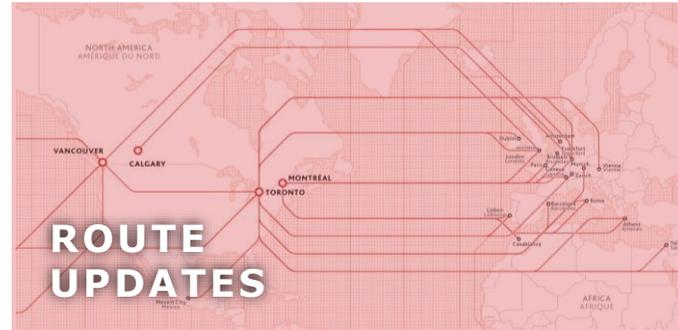




COVID-19 RESOURCES



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**Even apart, we're all
in this together.**

**Thank you for your
ongoing support.**

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