

## Update to our operations to/from London-Heathrow

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Following the Government of Canada's directive to suspend all direct passenger flights from the UK between December 21-23, 2020, Air Canada has proactively re-booked customers travelling to/from London-Heathrow (LHR) between Dec. 21 – 22 from Canada, and Dec. 21 – 23 from LHR, to the next available flight.

For your remaining customers who may be impacted because they are connecting via other airlines (OAL), we encourage you to contact them to help with alternate travel arrangements:

- For customers who are transiting via LHR with OAL between Dec. 21 – 23, 2020, whose Air Canada flights have been cancelled, please refer to our [Flight Disruptions policy](#).
- For customers holding 014 ticket stock who are transiting via LHR with OAL travelling between Dec. 21, 2020 – Jan. 4, 2021, whose Air Canada flights have not been cancelled, please refer to the [UK transit goodwill policy](#).
- For itineraries originating in the UK/EU, customers may also obtain a full refund only if their flight has been affected by a disruption. Please refer to our [Schedule Change policy](#).

As a reminder, please validate on the relevant country government website or Timatic before re-booking your customers to ensure they have all the proper documentation and testing requirements. We understand that you may have questions about this evolving circumstance but ask you to refer to the above links as we anticipate longer than usual delays reaching our Contact Centres.

We regret the impact of the government directive on the suspension of these flights on our customers' travel plans in the middle of the holiday season and will continue to monitor this dynamic situation closely and adjust our schedule as appropriate.