

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

**Please be advised that the Government of Canada has extended the directive to suspend all direct passenger flights from the UK. The suspension is now effective between December 21, 2020 and January 07, 2021.**

**For your 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, 2020 – Jan. 7, 2021, whose Air Canada flights have already been cancelled or will be cancelled in due course, 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. 7, 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.**