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| **FLASH - July 17, 2023** |

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| ****Omni Air International to Operate our Manchester-Toronto Route**** |

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| To fulfill our commitment to our customers’ upcoming travel and to support Air Canada’s operations, we’ve contracted Omni Air International to operate our Toronto (YYZ) - Manchester (MAN), Manchester (MAN) - Toronto (YYZ) route between July 20, 2023, and October 1, 2023. Depending on cabin class booked, there may be some changes to the service customers are expecting to receive.  **Business Class:** Omni offers lie flat seats and other premium amenities in its Business Class cabin.  **Premium Economy:** Unfortunately, due to the change in carrier, Premium Economy is no longer available on the aircraft operating this flight, therefore cabin/seats reserved in this class are no longer available. Customers who choose to travel in Economy will receive a fare difference refund for choosing the downgrade.**Economy:** Beyond the change in carrier, the itinerary remains the same.  Here is what you need to know:  * Flight number will change from AC908/AC909 to AC2410/AC2411
* **Schedule change notices were sent July 17 and 18, 2023, with the following options:**
	+ **Customers can travel as planned with their current booking and no action is required.** When it’s time to check-in, they will check in with Air Canada online or at the airport. They’ll automatically receive a separate email with their flight information including seat selection and any special meal request previously made.
	+ **Customers may choose to rebook on another flight.** All change fees and charges will be waived if origin, destination, and cabin remain the same and if they rebook within 90 days of the original departure date.
		- Enter DUE SKCH in the endorsement box of the reissued tickets.
	+ **Customers may cancel their flight – without penalty – for a full refund.**
		- Enter Refund Waiver Code ACUSKEDCHG and the flight number (example ACUSKEDCHG0411) in the GDS refund waiver field before you cancel the PNR.
	+ **For Premium Economy rebooking in Economy:**
		- Process the fare difference within your agency.
		- Enter DUE SKCH in the endorsement box of the reissued tickets.
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| ****Transferring via Manchester (MAN)**** |
| Due to airport facility constraints at Manchester Airport (MAN), customers must reclaim their checked baggage when transferring to or from an Air Canada flight with any other airline. This applies even if both flights are on the same ticket.  For example, when travelling from Toronto to Manchester on an Air Canada operated flight, then onward to Brussels on a flight operated by another airline, customers must:* first claim their checked baggage when arriving at Manchester then...
* re-check their bags again with the connecting airline operating their flight to Brussels.

Regardless of the direction, the same process applies for inbound and outbound travel.For example, when travelling from Frankfurt to Manchester on a flight operated by another airline, and the ticket includes an onward Manchester-Toronto connection operated by Air Canada. Customers must:* first claim their checked baggage when arriving at Manchester then...
* re-check their bags again with Air Canada
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| ****Return of Daily Non-stop Seasonal Service from London Heathrow to Mumbai for Winter 2023-24**** |
| We are pleased to announce the return of our daily non-stop seasonal service between London Heathrow and Mumbai, starting October 29, 2023 and operating through to March 29, 2024.  The service will be operated with Boeing 787 Dreamliner aircraft featuring three cabins of service for customers to choose from, including lie-flat seats in Air Canada Signature Class, Premium Economy Class and Economy Class.  Flight Schedule - operating daily starting October 29, 2023 - March 29, 2024

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| **Flight** | **Departure** | **Time** | **Arrival** | **Time** | **Duration** |
| AC 856 | London Heathrow | 11:10 | Mumbai | 01:35+1 | 08:55 |
| AC 855 | Mumbai | 04:25 | London Heathrow | 10:25 | 10:25 |

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