



May 19, 2020

Ref:2027

**To: All Travel Agents**

Please find below additional information regarding COVID-19 updates from Air Canada.

### Introducing Air Canada CleanCare+

Discover how our industry-leading, end-to-end program, Air Canada CleanCare+, uses new biosecurity standards and enhanced preventive measures to ensure you and your customers can fly with confidence.

Watch our [short video](#).

### Adjacent seats blocked in Economy cabins

Beginning May 15, we will automatically block the sale of adjacent seats in Economy Class on all flights and cap the total number of seats sold for each flight. As a result, no customer in Economy Class will be required to sit immediately adjacent to another, unless they are travelling with a child under the age of 14 or attending to the needs of a customer requiring assistance as approved through Air Canada's Medical Desk. This policy will remain in effect until June 30, 2020.

Seat maps reflecting this new standard of blocking every adjacent seat in the Economy cabin can be found [here](#). If your customer is travelling with children under the age of 14, seats must be selected within the same row, whenever possible. On board, your customer or their child will be allowed to occupy the adjacent seat.

More information can be found [here](#).

### Reminder: CRS Booking and Ticketing procedures

As a reminder, it is the Agent's responsibility to ensure that all its employees, in all its locations, comply with Air Canada CRS Booking & Ticketing Policy.

Specifically:

- Segment status changes due to schedule changes, irregular operations, flight firming, flight cancellations or other circumstances will be queued to your CRS and must be actioned at least 48 hours prior to flight departure. This includes cancelling ticketed or unticketed segments with a status code of UN, NO, HX, WK, WL, or WN. You must also action or cancel segments with status codes UC, US, or DS.
- All CRS bookings must be ticketed as per tariff rules
- All CRS bookings must be cancelled when not required, prior to departure.

Air Canada reserves the right to cancel flight segments and associated services not matching the coupons on the e-ticket and or issue debit memos in the case of no-shows. Please refer to Air Canada's [CRS Booking & Ticketing Policy](#), for further information.

In addition to above, all bookings made via [aircanada.com/agents](#) must be cancelled when not required, prior to departure.



# AIR CANADA

## AGENCY BULLETIN

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### **Additional information: Government-imposed entry requirements**

As the global impact of COVID-19 evolves and government entry requirements continue to change rapidly, we urge that you please review any applicable entry requirements to keep up to date with the latest information.

For more information please [click here](#).

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A STAR ALLIANCE MEMBER 

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