

# FLASH



**FLASH Canada - June 29, 2020**



**Air Canada Further Refines Industry-Leading Bio-Safety Measures, Re-Introduces Select Services Onboard Flights**

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Today we announced that we'll be advancing our industry-leading bio-safety measures by offering flexible options to Economy Class customers on full flights, introducing additional touchless processes at airports, and enhancing in-flight amenities.

## **Here's what you need to know:**

### **Touchless services at the airport**

We introduced TouchFree Bag Check for our domestic flights for select airports earlier this month and are expanding this offering for our international departures. Customers should look for signs for TouchFree Bag Check at our hubs in Toronto, Vancouver, Montreal and Calgary and, starting July, other select Canadian airports.

We're also launching virtual queuing at select counters in our domestic hubs that will permit customers to scan a QR code on their mobile device, and then be notified via their smartphone when it's time to proceed to the counter for assistance.

More information on our travel guidelines can be found [here](#).

### **Boarding**

Starting July 1, we'll be replacing our policy of guaranteeing adjacent seats in Economy Class are empty with a new transparent process offering flexible options for customers. We'll be notifying customers via email in advance of check-in and through gate announcements when the Economy Cabin on their flight is close to capacity. If your customer would like to explore alternative options, they can select another flight at no charge within three days of their original flight or to the next available flight if outside the 3 days. Please contact the Air Canada Contact Centre if your customer would like to re-book or cancel their booking.

### **On board**

In addition to Air Canada CleanCare+ customer care kits containing hand sanitizer, a mask, antibacterial wipes, hand sanitizer, gloves, water bottle, headphones and a snack, additional antibacterial wipes will be made available as part of each meal service and in most lavatories. Pillows and blankets will be offered again on all international flights and

presented to customers wrapped and sealed.

For more details, read our [press release](#).