



# AIR CANADA

## AGENCY BULLETIN

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January 05, 2022

Ref: 2203

To: All Travel Agents

### **Flight Cancellations between Hong Kong and Canada**

In light of the impacts of the COVID-19 Omicron variant on our Hong Kong operations, which includes mandatory flight bans imposed by the Hong Kong government, travel advisories, crew constraints and local movement restrictions, we are temporarily suspending our **YVR – HKG (AC007/AC008)** and **YYZ – HKG (AC015/AC016)** services.

**Note:** Last flights to operate will be **AC008 from HKG-YVR on January 6** and **AC016 from HKG-YYZ on January 7**. All passenger flights are planned to resume on **March 1**.

Please refer to your GDS for the latest flight schedule and consult the latest Schedule Change Policy (Ref: 2202) for your options to rebook, refund, or convert the ticket to Air Canada Travel Voucher.

**Important reminder:** the sample of the PCR tests for arrivals into Hong Kong must be taken within the 48 hours of the scheduled departure time of the aircraft that is directly landing Hong Kong.

For example, you are connecting from Air Canada onto Korean Air with a different flight number and aircraft in Seoul, the 48 hours start from the scheduled departure time from Seoul. If, after 01 Mar, you are booked on an Air Canada service from Canada to Hong Kong with just a technical stop in Seoul, because the whole journey Canada – Seoul – Hong Kong is operated by the same aircraft under the same flight number, and there is no deplaning in Seoul, the 48 hours start from the scheduled departure time from Canada.

Please be reminded that segment status changes due to a Schedule Change (SKCH) will be queued to your CRS and must be actioned within 14 days from the schedule change notification or 7 days prior to departure, whichever is earlier. This includes cancelling ticketed or un-ticketed segments with TK status code. If Air Canada determines that a CRS subscriber has engaged in practices that conflict with these procedures, the travel agency will be subject to \$50 CAD/USD charge per passenger for each TK segment (SKCH) not actioned within the time frame. You can refer to the latest [CRS BOOKING AND TICKETING POLICY](#) which is on June 10, 2021.

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