



INTERRUPTED TRIP INFORMATION

On behalf of all of us at Air Canada, we offer our sincere regrets for the disruption of your travel plans today.

We understand how important a reliable schedule and the punctuality of your flight are and we regret that factors outside our control have led to the situation today. Your safety remains our first priority and we will never operate when conditions put that in doubt.

Rest assured that we are dedicated to providing excellent and dependable service and will do our best to get you on your way as soon as possible.

We look forward to welcoming you on-board again soon. Thank you for your patience and understanding.

In order to minimize your inconvenience, we are providing you with the following information and services.

REBOOKING

We will make every effort to rebook you on the first available flight and notify you via your preferred method of notification provided at time of booking.

Additionally, you have the option to search for alternate flights and rebook online using our **Delayed and Cancelled Flight Service**. This service is available on the web at www.aircanada.com/cancelledflight or via your web enabled mobile device at www.mobile.aircanada.com

If you are unable to use the Delayed and Cancelled Flight Service, please contact Air Canada's special reservation service at **1 888 440-5641** to rebook your Air Canada flights.

ACCOMMODATION

Unfortunately, we will not be able to provide you with accommodation as the interruption of your travel occurred due to factors outside our control. However, our team has negotiated a special rate for you as a Valued Customer of Air Canada.

To benefit from this special rate, please contact Travelliance Inc., toll free at **1-866-296-5022** for service in English. Their operators will assist you in choosing and confirming a local hotel at a discounted rate.

ON MY WAY™ - The name for peace of mind for your future travel plans

Unpredictable weather conditions, airport and air traffic delays... at some point we've all experienced the frustration of a flight delay or travel disruption that is out of our hands.

At Air Canada, we understand how frustrating such situations can be and we respond like any responsible airline would: by working hard to rebook you on the first available flight out so you can get to your destination as quickly as possible.

But Air Canada goes one step further by offering **ON MY WAY™**, a unique service in North America, that goes beyond what airlines normally do, so you'll always be prepared, no matter what setback you encounter.

Visit www.aircanada.com/onmyway for rates and more information.