

## News Release

### **Air Canada Flights Resume From Hong Kong to Toronto This Winter**

- **2 x weekly flights to Toronto starting on October 04**
- **5 x weekly flights to Vancouver in October**

**Hong Kong, October 4, 2020** - Air Canada flights from Hong Kong to Toronto resumed today with the departure of flight AC016, marking the second destination in Canada

"At Air Canada, we know people have personal, family and business reasons to travel. Customers can be assured that when they book and travel with Air Canada, their safety and well-being is top of mind with our industry leading airport and onboard biosafety protocols through our Air Canada CleanCare+ program. Together with our flexible rebooking policies, biosafety-focused products and services, and science-based approach to our business, customers can as always, book and travel safely and confidently with Air Canada," said Kiyo Weiss, Director, Sales – Asia Pacific at Air Canada, based in Japan.

#### **Air Canada CleanCare+, a leading biosafety program**

Air Canada has been at the forefront of the airline industry in responding to COVID-19, including being among the first carriers globally to require customer face coverings onboard and the first airline in the Americas to take customers' temperatures prior to boarding. It has introduced a comprehensive program, [Air Canada CleanCare+](#), to apply industry leading biosafety measures at each stage of the journey. As well, to give customers flexibility, it has extended its goodwill policy so that new bookings made up to December 31, 2020 can be changed without fees for original travel up to December 31, 2021.

#### **Science-based approach to advance biosafety measures**

Air Canada has undertaken several medical collaborations to further advance a science-based approach across its business, including with McMaster HealthLabs and Greater Toronto Airport Authority to conduct a voluntary COVID-19 study of international travellers arriving at Toronto Pearson International Airport, with Cleveland Clinic Canada for medical advisory services, with Ottawa-based Spartan Bioscience to explore portable COVID-19 testing technology and, since 2019, with Toronto-based BlueDot for real-time infectious disease global monitoring.

#### **Onboard meals developed by Canadian panel of culinary talent have resumed**

Meal services onboard Air Canada's international flights departing Canada, planned and crafted by its panel of celebrated Canadian chefs have resumed in all classes of service. All meals are currently presented pre-packaged and all-inclusive in custom meal boxes to meet biosafety requirements.

Additional information is at: <https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/service-offering-changes.html#/ac-lounges>

#### **Award-winning Maple Leaf Lounges now open in Toronto and Vancouver with biosafety measures in place**

Air Canada welcomes eligible customers again to two of its Maple Leaf Lounges: one each at its Toronto Pearson and its Vancouver hubs. The Maple Leaf Lounge experience has been completely re-thought



The only Four-Star  
international network  
carrier in North America

with a range of industry-leading biosafety measures in place for the safety of customers and employees alike. Electrostatic spraying in the Maple Leaf Lounges are part of significantly enhanced cleaning procedures for additional peace of mind, as well as launching new touchless processes, such as the ability to order pre-packaged food directly to your seat from your smartphone.

Additional information is at: [aircanada.com/serviceoffering](https://www.aircanada.com/serviceoffering).

<https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/service-offering-changes.html#/ac-lounges>

### **Air Canada's transformed Aeroplan loyalty program relaunches Nov. 8**

Beginning November 8, 2020, current Aeroplan accounts will seamlessly transition to the transformed program, including existing Aeroplan membership numbers. Aeroplan miles will be known as "Aeroplan points," and existing balances of miles will be honoured on a one-to-one basis. New features include every seat for sale on every Air Canada flight will be available for flight rewards with Aeroplan points and no cash surcharges, predictable pricing, all-new Aeroplan credit card benefits, additional partners, and redemption for travel extras such as upgrades. Full details can be found at [www.aircanada.com/aeroplan](https://www.aircanada.com/aeroplan)

### **Flight schedule from Hong Kong in October**

Route	Flight #	Days operating	Departure Time	Arrival Time
HKG-YYZ	AC 16	Wednesday & Sunday	16:00	19:15
YYZ-HKG	AC 15	Monday & Friday	09:00	12:35 (next day)
HKG-YVR	AC 8	Monday, Tuesday, Thursday, Friday & Saturday	14:40	11:35
YVR-HKG	AC 7	Sunday, Tuesday, Wednesday, Thursday & Saturday	12:15	16:30 (next day)

Customers travelling are advised to check the [Government of Canada website](https://www.canada.ca) to review any applicable entry requirements, which may evolve and change rapidly.

### **About Air Canada**

Air Canada is Canada's largest domestic and international airline. Canada's flag carrier is among the 20 largest airlines in the world and in 2019 served over 51 million customers. Air Canada is a founding member of Star Alliance, the world's most comprehensive air transportation network. Air Canada is the only international network carrier in North America to receive a Four-Star ranking according to independent U.K. research firm Skytrax, which also named Air Canada the 2019 Best Airline in North America. For more information, please visit: [aircanada.com/media](https://aircanada.com/media), follow Air Canada on [Twitter](https://twitter.com/AirCanada) and [LinkedIn](https://www.linkedin.com/company/aircanada), and join Air Canada on [Facebook](https://www.facebook.com/AirCanada).

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