



# AIR CANADA

## Temporary Suspension of Hong Kong Toronto Services

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**March 04, 2020**

Air Canada will temporarily suspend its Toronto-Hong Kong direct service between **March 01 - May 30, 2020** from Canada (**March 01 - May 31, 2020** from Hong Kong).

It has been a difficult decision for us but we have to review our capacity to address the sharp decline in travel demand. We understand this has brought a lot of uncertainty to your travel plans and it is an unsettling period for everyone, but we aim to give you as much notice, and as much support as we can in this difficult time.

Our daily services from Hong Kong to Vancouver are unaffected.

### **What are my options?**

You can either rebook on another service with Air Canada or our partner airlines, or if you choose not to travel you can refund your ticket.

### **What are my options if I decide to rebook on another flight?**

- You can rebook within 7 days on either side of your original travel dates (a 15-day window) in any fare class of the same cabin, via any Air Canada gateways (Vancouver, Tokyo, Seoul etc.) without any change fees or charges.
- Connecting flights from Hong Kong to one of our Asian gateways (Tokyo, Seoul, Taipei) can be made with a number of partner airlines including Air China, All Nippon Airways, Asiana Airlines, Cathay Pacific Airways, China Airlines, Eva Air and Hong Kong Airlines. Please call our contact centre or your travel agent if your new booking requires connecting flights with other airlines, as this cannot be fulfilled on the Air Canada website.
- Alternatively, you can choose to travel outside of the 15-day window, but you will need to travel your original itinerary without any re-routing, and booked in the same fare class, or there may be additional charges or fees.
- For example, if you are booked to travel from Hong Kong to Montreal on March 15 in Premium Economy Class (fare class 'N', 3 months ticket validity), you may be rebooked to any fare class (O/E/N) in Premium Economy Class from Mar 08 to Mar 22 inclusive via any Air Canada gateways without any charges (e.g. Hong Kong – Vancouver – Montreal, OR Hong Kong – Tokyo – Montreal). Alternatively, you may choose to fly outside of the 15 day window, in May/June for instance, on your original itinerary Hong Kong – Toronto – Montreal, but only on the dates when your original fare class (N) is available, or there may be additional charges.

### **How you can rebook or refund:**

If you made your booking through a travel agent, please contact your agent.

If your booking was made directly with Air Canada on our website, you can rebook yourself online. on itineraries that are operated purely by Air Canada. You will need to call our contact centre on 800-906-519 (Hong Kong Toll Free) if your new itinerary involves other airlines.

If you require further assistance, please email us at [hkg.sales@aircanada.ca](mailto:hkg.sales@aircanada.ca), or call 800-906-519 (Hong Kong toll free), or 400-112-2776 (Guangzhou/Shenzhen toll free).

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A STAR ALLIANCE MEMBER 