



April 23, 2021

Dear valued customer,

As you may be aware, our flights to/from Delhi have been temporarily suspended from April 22 2021 for the next 30 days due to a directive from the Government of Canada to suspend all direct passenger flights from India. For the latest updates and flight information, please visit our COVID-19 Information hub ([www.aircanada.com/covid19](http://www.aircanada.com/covid19)).

**If your origin or final destination is India**

Unfortunately there are very limited options to rebook your travel due to ongoing flight suspensions. If you are able, you may consider postponing your travel plans. We can assist with the rebooking of your flights for a later date.

**If you are connecting via India to another destination**

If you have immediate travel needs, we recommend you consider other options including travel on other carriers or over other gateways. Please note that your ability to travel may be impacted by government entry requirements in connecting gateways and where seats are available.

**Important:** In advance of your flight to Canada, you must ensure your medical documentation and entry visa are valid and have not expired. If your medical certificate is more than 12 months old you will be unable to board your flight. Learn more at the Canadian High Commission (<https://secure.cic.gc.ca/enquiries-renseignements/canada-case-cas-eng.aspx>).

**How to rebook**

If you booked with a travel agent kindly contact them directly for changes or cancellations.

If you booked directly with Air Canada (including [aircanada.com](http://aircanada.com), the Air Canada Mobile App, and our Contact Centres) or Kayak, Google Flights, and Skyscanner:

You may also contact Air Canada Customer Care at <https://www.aircanada.com/ca/en/aco/home/fly/customer-support.html>.

- Tel + 0008000401885 (24 hours a day, 7 days a week)
- 1-888-247-2262 Toll free 24hrs/7days within Canada and the U.S.
- For Aeroplan bookings, visit [aeroplan.com/contactus](http://aeroplan.com/contactus) for contact options.

**Goodwill Policy**

Air Canada has implemented highly flexible and expanded booking and refund options. [Learn more](https://www.aircanada.com/ca/en/aco/home/fly/customer-support/cancellation-refund.html) at our Bookings and Refunds page at <https://www.aircanada.com/ca/en/aco/home/fly/customer-support/cancellation-refund.html>.

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We recognize the impact of this cancellation is a significant disruption to your travel plans. We sincerely apologize for the disappointment and inconvenience that this has caused.