

## Air Canada: Service Changes

**Introduction** In response to evolving passenger needs and global health challenges, Air Canada has implemented significant service changes to ensure passenger safety, comfort, and convenience. This document outlines the key adjustments made, focusing on how these changes have been integrated into daily operations to enhance the overall travel experience.

**COVID-19 Adjustments** The global pandemic has necessitated a comprehensive reevaluation of service structures. Air Canada's response includes:

- **Flexible Booking Policies:** Introduction of more flexible booking options, allowing passengers to make changes to their travel plans without penalties, catering to the unpredictability of travel restrictions.
- **Contactless Check-In:** Enhancement of the Air Canada mobile app and airport kiosks to support contactless check-in processes, minimizing physical interactions.

**Safety Protocols** To safeguard the health of passengers and crew, Air Canada has instituted rigorous safety measures:

- **Enhanced Cleaning Regimes:** Implementation of an enhanced aircraft cleaning protocol, using hospital-grade disinfectants before each flight.
- **HEPA Filters:** All aircraft are equipped with High-Efficiency Particulate Air (HEPA) filters, which effectively capture 99.9% of airborne particles, ensuring cleaner cabin air.
- **Face Covering Policy:** Mandatory face coverings for passengers and crew throughout the flight, except during meal times.

**Amenity Adjustments** Adjustments to in-flight and ground services have been made to improve safety without compromising on service quality:

- **In-flight Service Modifications:** Simplification of meal services to reduce contact while maintaining quality, with pre-packaged meals and disposable cutlery.
- **Lounge Access:** Redesign of lounge services to offer a safer dining experience, with physical distancing measures and a shift towards individually packaged meals.

**Outlook** As the global situation evolves, Air Canada remains committed to adapting its services to meet the highest standards of safety and customer satisfaction. Ongoing evaluations of service protocols ensure that Air Canada can promptly respond to new developments and passenger expectations.