



Customers travelling to/from mainland China

Summary

Air Canada said that following the Government of Canada's Advisory to avoid non-essential travel to mainland China, it is temporarily suspending all direct flights to Beijing and Shanghai effective January 30, 2020 until February 29, 2020.

Air Canada's last flights departing Canada will operate Jan. 29, 2020 and the return flights will operate from Beijing and Shanghai on Jan. 30, 2020. Affected customers will be notified and offered options, including travel on other carriers where available, or a full refund. Air Canada regrets this situation and apologizes for the serious disruption to our customers' travel plans.

Air Canada will continue to monitor this evolving situation closely in consultation with the Public Health Agency of Canada, Transport Canada and Global Affairs and will adjust its schedule as appropriate.

Air Canada currently operates direct flights to Beijing and Shanghai from Toronto, Montreal and Vancouver.

Flights to and from Hong Kong and Taipei remain unaffected.

More information

My flight to/from mainland China has been cancelled. What are my options?

If your flight has been cancelled, and you want to travel in the next few days, please contact us at 1-888-247-2262 ([click here for international and other numbers](#)) or contact your travel agent to discuss options to be rebooked with other carriers, where possible. For Aeroplan redemption bookings, please call 1-800-361-5373.

I'm booked to/from mainland China in the future, but my flight has NOT been cancelled, can I rebook my flight or get a refund?

- Customers whose flights have been cancelled will be notified.
- Depending on your travel dates, you may be eligible for a full refund. To request a refund on a ticket for future travel to/from mainland China, visit aircanada.com/refundrequest.
- For alternate travel options, please contact us at 1-888-247-2262 ([click here for international and other numbers](#)) or contact your travel agent. For Aeroplan redemption bookings, please call 1-800-361-5373.

Mainland China Flights

Due to the Government of Canada's Advisory to avoid non-essential travel to mainland China, some customers with tickets for travel to/from mainland China may be eligible for a refund. More information available [here](#).

Tickets eligible to be refunded:

Travel to/from/via: **Beijing (PEK), Shanghai (PVG)**

Ticket issued no later than: **Jan. 28, 2020**

Original travel dates: **Jan. 24 – Feb. 29, 2020**

If your ticket is eligible, please complete the form below.

 Return to the **Let Us Know** page for the more assistance options.

*Fields marked with * are required.*

Novel Coronavirus in China

Update - January 29, 2020

Because of the recent outbreak of the novel coronavirus in Wuhan, China, we understand that you may want to make alternate travel arrangements. For this reason, Air Canada has **extended** its goodwill policy related to the outbreak.

If you are scheduled to travel during the affected period, you can [retrieve your booking](#) and change your flight free of charge, subject to availability in the cabin you originally purchased. Otherwise, any fare difference will apply.

Customers also have the option of cancelling their flight for a full refund.

Details and a list of affected airports are as follows.

Affected airport	Ticket issued no later than	Original travel date	Rebook free of charge when you travel by
Beijing Capital Int. Airport (PEK) Pudong Int. Airport, Shanghai (PVG)	January 28, 2020	January 24 to February 29, 2020	June 15, 2020
Wuhan Tianhe Int. Airport (WUH).	January 21, 2020	January 22 to March 29, 2020	June 15, 2020

If you purchased your ticket with [Aeroplan](#) or [Air Canada Vacations](#), please contact them directly.

And if you require assistance, you can always [contact us](#) directly (1-888-247-2262).