

# COVID-19 Updates

Given the high volume of calls related to COVID-19, we kindly ask customers to contact their original booking source for inquiries. If you booked directly with us, we look forward to serving you as soon as we are able. Thank you for your understanding.

## A message from Calin Rovinescu

*The airline industry has always been a fast-changing one and these times are no different. It's important that we be nimble and respond quickly and effectively to developments around the world while maintaining our commitment to serving you safely and reliably.*

*Like all of you, we've been monitoring the evolving global impact of COVID-19 and are in constant dialogue with Canadian and international health authorities. We will keep you informed of the latest updates and always with your safety in mind.*

Read the [full message](#).

## Latest Updates

- [Travellers who have visited the E.U.](#)
- [Flight suspension to/from Israel](#)
- [Change your existing booking](#)
- [Flight suspension to/from Italy](#)
- [Book without change fees](#)

At Air Canada our core value is Safety First, Always - for our employees and for our customers. Learn about the preventive measures Air Canada is taking in response to COVID-19, and find answers to Frequently Asked Questions.

[Find out more](#)

You can book with confidence as we're waiving change fees on all new bookings until March 31, 2020 to give you freedom to travel.

[Find out more](#)

[Find out more](#)

To give you more flexibility, we're waiving change fees for travel booked before March 4, 2020 with an original travel date before April 30, 2020.

[Find out more](#)

Flights to certain countries have been temporarily suspended due to COVID-19. Find out what to do if your flight is affected.

[Find out more](#)

The United States and several other countries have imposed new entry requirements to their countries for passengers who have been to the various countries impacted by COVID-19.

[Find out more](#)

## Useful resources

We encourage our customers to stay informed about the facts surrounding COVID-19 and recommend the following links to qualified authorities:

**Centers for Disease Control and Prevention (CDC)** is sharing background information about COVID-19 and news about cases in the United States. [Read more.](#) 

**The World Health Organization (WHO)** has the latest updates and a Q&A about COVID-19. [Read more.](#) 

**The Government of Canada** is providing outbreak updates within Canada and around the world. [Read more.](#) 

**International Air Transport Association (IATA)** is publishing the latest travel restrictions. [Read more.](#) 