

Temporary suspension of service

To our valued customers,

The speed of developments related to COVID-19 is shocking. It is having an unprecedented impact around the globe on businesses, economies and people.

Porter supports the efforts of the Canadian, U.S. and global authorities in their responses. Government actions make it apparent that restricting activities by people in all communities is what's required to keep everyone healthy, and ultimately to end this fast-spreading pandemic.

As a result, we are doing our part by temporarily suspending flights at the conclusion of the operating day on Friday, March 20. We will resume service on June 1. This time period allows the COVID-19 public health crisis to diminish and then time for us to effectively restart operations.

We intend to operate a schedule through Friday, to ensure all customers have an opportunity to complete trips or make last-minute travel arrangements. This will occur as long as aviation and public health infrastructure allows us to do so safely.

To assist our passengers in returning home on short notice, we've waived change and cancellation fees for all our flights. Changes and cancellations can be made online. If you have an upcoming flight booked with us during our temporary suspension, we will email you or your travel agent with information specific to your reservation. It isn't necessary to contact us at this time while we assist passengers with travel requirements between now and Friday.

These are very challenging times for people. Let's all do our part to take care of each other.

Sincerely,



Michael Deluce
President and CEO
Porter Airlines Inc