

March 19, 2020

Dear Valued Partner,

In accordance to the decisions by our Canadian government, Air Canada announced yesterday that it will gradually suspend the majority of its international and transborder flights as a result of the COVID-19 crisis.

There will be repatriation of our citizens back to Canada, the details of which are being handled and communicated through our local DMC's representatives, by our Destination Services team here at Air Canada Vacations.

Further to the above, please note the immediate Travel Advisory in effect for all Air Canada Vacations passengers:

COVID-19 UPDATES: CANCELLATION OF BOOKINGS

As announced, Air Canada plans to gradually reduce its scheduled capacity as of April 1, 2020. Given the rapidly evolving situation, further schedule adjustments have been made.

All Air Canada Vacations bookings scheduled to depart Canada between March 19 and April 30, 2020, inclusively, have been cancelled.

*Affected customers whose bookings are **cancelled will automatically** receive a full credit for future travel valid for 24 months. If your customers have a Group booking, the future travel credit will be applicable to the same destination and same hotel.*

Please note that we are cancelling files in order of departure dates. Given the high volume of bookings, we are working as quickly as possible to cancel the files and appreciate your patience. The cancellation will eventually come through the normal reporting process to your respective hotel(s) however please consider the Mar 19 to Apr 30th bookings cancelled effective immediately.

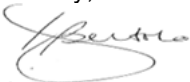
With this said, given the extraordinary circumstances that has touched every one of us from a global perspective, we trust there will be no hotel penalties incurred. I am sure you would agree that these measures are beyond our mutual control.

It is our intention to resume regular operations as of May 01, 2020. We want you to know that our partnership is extremely important, and we look forward to resuming business as usual.

We believe that our industry is resilient and, together with your continued support, Air Canada Vacations will come back even stronger!

Thank you for your understanding during these times of rapid change.

Sincerely,



Dina Bertolo
Vice President, Product Development
Air Canada Vacations