

17 December 2009

Notice Concerning the Closure of our Tokyo Ticket Office

Thank you for your continued support of Air Canada.

I am writing to inform you that from 31 December 2009 our Tokyo City Ticket Office (in Takeshiba) will be permanently closed.

Since June 2008, virtually all of the tickets we issue are electronic and these can be sent through the internet, without the requirement for our customers to personally visit the ticket office. All transactions can be completed over the telephone by calling our Tokyo Call Center.

We continue to look forward to taking care of your travel needs when you fly to Canada, USA and South America.

Yours sincerely,

Chris Garton  
General Manager, Asia & Pacific