



## Air Canada and Air Canada Vacations System Transition Issues

Dear Valued Clients,

February 5, 2020

If your reservation is with Air Canada Vacations and you are experiencing some difficulties, please be aware that in November 2019, Air Canada Airlines changed over to a new reservation system. This transition has caused some challenges including significant delays in response time, the inability to do seat selections, the inability to add infants to a reservation, add connector flights, modify some group reservations and apply online payments. To this day, the team at Air Canada and Air Canada Vacations are still working around the clock trying to work through these issues and update existing and process new reservations. Please find the most recent statement below from their group reservations department -

*We completely understand your frustrations with our very delayed responses from our Groups Department. **Groups is still in Triage Mode!** We are still trying to migrate the remaining group bookings to the new Air Canada Altea reservation system.*

*Priority 1: Departures 7-14 days out*

*Priority 2: Departures 15-30 days out*

*Priority 3: Departures 31+ days out*

*For group bookings that have not yet migrated to Altea due to technical challenges, we are not able to make changes to a file until the migration for that booking is done. Therefore, as emails arrive into the groups department, if that group booking should fall into the non-migrated category the groups agent must first do a time-intensive file migration before making changes to your booking. **Travel agents are not yet able to apply group payments on our new website.** On behalf of Air Canada Vacations; I want to sincerely apologize for the inconvenience that you have incurred as a result of our system migration project.*

We have also been advised that their groups department has had to manually enter all existing group files into their new system, which has been laborious and time-consuming. To date, they are about 80% finished with this process.

Please understand that there is no fault in relation to the system change-over. We greatly value our 16-year partnership with Air Canada and Air Canada Vacations and know that the team there are doing their absolute best. As your designated travel agency, we have also been working very hard on our part to push through your requests and payments, often waiting on hold for hours with the tour operator, and staying on top of the groups agents there to ensure accuracy and the proper processing of your reservations and payments. However, we do truly appreciate your patience through this abnormal and unexpected situation. I can assure you that each of your reservation requests are being monitored by us and are on the forefront until we have the required answer or confirmation back from Air Canada Vacations. You can leave your requests in our hands and trust them to be fulfilled to the very best of our ability. We just ask for your patience in the process as some response times have taken up to 2 weeks long, especially for those groups departing late 2020 or in 2021.

Thank you greatly for your understanding and patience. It really is most appreciated.

Of course, if you have any questions, please do not hesitate to contact us.

Sincerely;

Laurie Keith

President

Romantic Planet Vacations

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