

SALES & RESERVATIONS-Service Guide



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A STAR ALLIANCE MEMBER 

Dear Valued Travel Partner,

In order ensure effective and prompt service for our valued Canadian travel partners, Air China Canada requests your attention to the following service guide.

Department	Telephone / Email	Service Area
Reservations/ Ticketing Service Centre	1-800-882-8122 / Email :Airchina- us@airchina.com China-011-86-10- 95583	<ul style="list-style-type: none"> • Published Fare assistance (incl. quotes/calculations and re-routing) • Special Meals • Seat Selection • STPC • Refund fare calculation assistance • Visa requirements • Delay/Cancelled flight re-accommodation • Infant Requests • UM (5-12 yrs) requests • Wheelchair • Small Animal Carriage • Luxury car service (Business)
Air China website	www.airchina.ca	<p>Service Booking</p> <ul style="list-style-type: none"> • Chauffeured Transfer • Transit Hotel • Transit Lounge • First and Business Class Foods • Additional baggage allowance purchase • Advance seat selection <p>Self-service</p> <ul style="list-style-type: none"> • Online Check-in • Self-Service Check-in • Self-service Baggage Check-in • Ticket validation • Flight delay or cancellation certificates • Unaccompanied Minor • Online Baby Bassinet Request
Sales-Western Canada (Mitra)	604-685-9552 ext 109 / mitra@airchina.ca insidesales@airchina. ca	<ul style="list-style-type: none"> • Net Fare assistance • Contract enquiries • Waiver requests • Private fare quoting error assistance

Sales-Eastern Canada (Pierre)	438-387-6661 waiveryul@airchina.ca	<ul style="list-style-type: none"> • Net Fare assistance • Contract enquiries • Waiver requests • Private fare quoting error assistance
Customer service- Western Canada	insidesales@airchina.ca	<ul style="list-style-type: none"> • Customer Service Inquiries
Customer service- Eastern Canada	csyul@airchina.ca	<ul style="list-style-type: none"> • Customer Service Inquiries
Groups- Western Canada (Anya) Groups-Eastern Canada (Yvonne)	yvrgroup@airchina.ca yulgroup@airchina.ca	<ul style="list-style-type: none"> • Group Sales • Group Reservations
BSP Canada- Western/Eastern Canada (Mayuko)	bsp@airchina.ca	<ul style="list-style-type: none"> • .Refund • .Adm • .Acm • .Auditing

IMPORTANT: As part of Air China's commitment to ensuring prompt response times to travel agent enquiries, requests sent to the incorrect department will not be addressed. Please ensure that your enquiry is directed to the appropriate department.

Should you require any further clarification or assistance, please contact your respective CA Sales representative or the Inside Sales Team.

- **Thank you for your continued support!**
The Canada Sales Team