



Air North, Yukon's Airline

Information Update on Our Response to COVID-19 For Travel Partners

Thank you for your continued support. We appreciate your patience and value your dedication and commitment to the well-being of our mutual clients. Air North greatly values the contributions of our partners and friends in the travel trade community. We are committed to providing the highest quality of service and are here to help.

Please review the following policy and please do not hesitate to contact us anytime for assistance or development support.

Contact us:

Travel Agents:

travelagent@flyairnorth.com
1.800.661.0407 ext. 193 toll-free
(867) 668.2228 ext. 193 local

Tour Operators:

touoperator@flyairnorth.com
1.800.661.0407 ext. 198 toll-free
(867) 668.2228 ext. 198 local



Flight Change and Cancellation Policies

We're waiving change and cancellation fees until 30 April 2022.

The fee waiver applies with the following conditions:

- Valid for bookings made on or before 30 April 2022
- Waiver code: [CHNGFEE20](#)
- Applicable to all fare types
- Modifications to itinerary must be made at least 24 hours prior to scheduled departure
- New bookings are subject to availability
- Fare difference applies if the new booking is at a higher fare than the original fare purchased
- No refund or credit will be given if the new fare is lower than the original fare purchased
- All cancellations will be processed as customer credit for future travel
- Customer credits will be valid for future flights with a scheduled departure within one year from date of issue for GDS bookings or two years of the original travel date for online bookings
- Tickets issued worldwide through the Air North Travel Agent and Tour Operator booking tool
- Tickets issued in Canada and USA with Air North CIP 287
- Contact Hahn Air for assistance with tickets issued using Hahn Air CIP 169. Air North has waived fees for all reservations ticketed with CIP 169, in compliance with these conditions. Other fees may apply at the discretion of the ticketing carrier.



Flight Schedule Changes and Cancellations

We have made temporary changes to our schedules and destinations. For up-to-date information on our schedule and operating routes, visit our [Operating Flight Schedule](#) page.

All affected passengers have been contacted directly via the email address(es) on file for each reservation. We highly recommend all passengers reconfirm their [flight status](#) at least 24 hours prior to departure as schedule changes may occur while our team does their best to work through this situation.

How to Manage Bookings

Changes to existing reservations may be made through [Manage My Booking](#) in the online booking tool. We request that travel agents and tour operators seeking assistance with passengers scheduled to travel in the next 72 hours only, who are unable to make changes online, to contact us toll-free at 1.800.661.0407 ext. 1 or (867) 668.2228 ext. 1. Emailing the Inside Sales team for assistance will enable Air North to minimize service delays and provide prompt assistance to all affected agents, operators and travellers.



Care First Program

Air North Care First is our commitment to keeping passengers safe and comfortable during their travels. Our passengers' well-being, and that of our staff, is at the heart of what we do.

Mind your mask

Passengers over the age of two are required to wear a removable, non-medical mask or face covering on our flights and in airports.

Blocked middle seats

To ensure appropriate physical distancing, middle seats on our flights can't be booked unless the passengers are in the same social bubble.

Passenger health check

During check-in, passengers will be required to complete a health check questionnaire. They will also have their temperature checked before boarding.

Keeping social distance

Distancing measures are in place during check-in, boarding, and while disembarking our aircraft.

State-of-the-art sanitization

We use electrostatic disinfectant sprayers with high-quality, hospital-grade disinfectants to clean frequently-touched areas in our aircraft cabins.

Breathe easy

The air in our Boeing 737s is completely replaced every 2-3 minutes and is purified by a HEPA filter system that captures over 99 percent of microbes and bacteria in the air.

Inflight delights

Passengers' favourite part of flying is still here. Many of our flights still feature tasty snacks and inflight meals, individually packaged.

All measures are subject to change without notice. Please visit [Care First](#) for latest information and complete details.

