

## **Air Canada plans changes to improve service for groups**

OMCA's Tour Operator Council Chair Mario Poulin and a delegation of tour operators recently met with Air Canada to discuss ways in which Air Canada and tour operators can work together to improve service for tour operators and their staff. A number of key concerns were discussed, including seat assignment, pre-payment of baggage fees, and check in procedures at Pearson.

Air Canada staff were very frank about these challenges and they indicated that they too have concerns in these areas and they are taking steps to provide enhanced service in all of these areas. While changes are still likely some months away, we were assured that they are coming and that as quickly as technology changes can be implemented, Air Canada is committed to making the necessary changes and to working with tour operators to address concerns as they arise.

In addition, in response to concerns that had previously been raised about difficulty in accessing Air Canada groups, Air Canada informed us that they are now only dealing with IATA registered operators and this, along with other service improvements, has helped improve the customer service they can offer tour operators.

It is anticipated that OMCA and Air Canada will meet again early in the new year to discuss progress and any other concerns that may arise.