

London-Heathrow Terminal 2

Effective June 18, 2014, Air Canada will move to Terminal 2 (T2), also referred to as "The Queen's Terminal," from Terminal 3 at London-Heathrow airport (LHR). T2 will serve as the new home for all Star Alliance carriers at LHR as well as Aer Lingus, Germanwings and Virgin Atlantic Little Red.

Where will Air Canada be located?

There will be four check-in zones (A, B, C and D), each servicing customers for a group of airlines. Air Canada will be located in Zone A with:

- Air China
- EVA Air
- Singapore Airlines
- Thai Airways
- Turkish Airlines

What can Air Canada customers expect in T2?

Customers will be processed by waves*. Waves are designated areas that take all customers regardless of their operating carrier, from check-in to baggage drop-off efficiently.

Air Canada customers will be processed as part of a general flow in Zone A by any available kiosk in wave 1 and any available agent in wave 2. **There will not be dedicated Air Canada personnel or counters in wave 1 or wave 2.**

Waves in Zone A are designated as follows:

- **Wave 1:** Self-service check-in kiosks where both boarding passes and bag tags must be printed before proceeding to bag drop (common use for all carriers within the zone)
- **Wave 2:** Economy Class Bag drop and check-in assistance (common use for all carriers within the zone)
- **Wave 3:** Priority check-in (dedicated by carrier within the zone)

As per the current process, there will be a single point of access through security for customers. Eligible customers will enter separately through Fast Track.

Eligible customers can access a new Air Canada Maple Leaf™ Lounge designed by award-winning Toronto based interior designer, Bennett Lo. The lounge will feature a bistro with chef's cooking station, a tended bar and a "quiet zone" with TV-equipped relaxation pods and chaises.

Arrivals:

Air Canada flights will arrive at gates in both T2A and T2B.

For customers whose final destination is LHR, they will follow the yellow "Arrivals" signs and proceed to U.K. Border Control. Eligible customers will be able to use Fast Track at Border Control on a by-invitation basis.

*Please note the organization of services in each wave may differ by zone.
Sales Communication. September 25, 2014.

Connections:

Connecting customers will follow purple "Connections" signage. Transfer security at T2 will offer both Fast Track and a short connection lane for eligible customers.

Customers connecting within T2 will:

- Transfer security on T2A arrivals level
- If a customer's connection departs from T2B, they may also use the transfer security in T2B if open

Customers connecting between T2 and T1:

- A direct walkway connects T2A with T1
- From T2 to T1: customers may follow signage and proceed to transfer security in T1
- From T1 to T2: customers may follow signage and proceed to transfer security in T2

Customers connecting between T2 and T3/T4/T5:

- Inter-terminal coaches will connect T2A with T3, T4 and T5
- From T2 to T3/T4/T5: customers may follow signage and proceed to transfer security in T3/T4/T5
- From T3/T4/T5 to T2: customers may follow signage and proceed to transfer security in T2

Q&A:

Q: Will there be dedicated Air Canada ticket counters to assist customers with ticketing issues?

A: Yes. A dedicated Air Canada ticketing counter will be available to customers just across from wave 1 (self-serve kiosk area).

Q: Can Air Canada Economy Class customers check-in with the dedicated ticketing counter?

A: No. Air Canada Economy Class customers must complete their check-in with a self-serve kiosk in wave 1 or **any available** agent in wave 2.

Q: Will customers requiring check-in assistance or dropping off baggage in wave 2 be prioritized based on departure time?

A: Not necessarily. It will be up to the airport personnel on a case-by-case basis to prioritize customers based on departure time.

Q: Will eligible customers continue to have access to the arrivals lounge in Terminal 3?

A: Yes, the Arrivals Lounge at London-Heathrow is conveniently located to the left upon leaving the secure area past the baggage reclaim belts in the T2 arrivals hall.