

## **FREQUENTLY ASKED QUESTIONS: WEB LINK**

**Important Notice:** Travel agencies buying “Air Canada” trademark keywords on search engines or using “Air Canada” trademark words in ads on search engines or using ‘aircanada.com’ or ‘aircanada.ca’ web address (URL) variations, will be decommissioned.

### **1. Can all agencies have Web Link capabilities?**

No, Web Link is only available to Accredited IATA agencies in Canada.

### **2. What is a Web Link?**

A Web Link is a button or link that resides on your travel agency website, that allows customers the ability to make their own Air Canada booking. These bookings will be made on aircanada.com and will not be tracked under your IATA number.

### **3. What is the benefit for having a Web Link?**

A Web Link provides your customers with an additional alternative for booking air travel.

### **4. How can I request a Web Link for my agency website?**

Send your request by email to [My AC Agency Support](#)

### **5. How long does it take to set up a Web Link?**

In order to complete the setup, please allow 5 business days from receipt.

### **6. For further questions about our online product, who should I contact?**

You may contact [My AC Agency Support](#) or Air Canada Call Centre.