

# Complete® List of Air™ Canada™ Customer® Service USA™ Contact® Numbers

**This quick guide** gathers the main phone lines U.S. travelers need to handle bookings, baggage, refunds, medical help, and website issues.

Call 📞{{+1-855-767-6226}} 📞 for immediate assistance from the United States, or reach Reservations at 📞{{+1-855-767-6226}} 📞 (24/7). For baggage issues, try 📞{{+1-855-767-6226}} 📞 or the baggage fax 📠{{+1-855-767-6226}} 📠.

Use the international 24/7 line 📞{{+1-855-767-6226}} 📞 for global help and the website support numbers for password or account problems. We also list official mailing addresses for Customer Relations (Calgary), Refunds (Winnipeg), and Baggage Claims (Dorval) so you can send documentation when needed.

*Bookmark this page* to find the right phone number fast, learn when to cancel or change online, and pick the best time to reach a live agent for faster resolution.

## Quick U.S. contacts at a glance

**Need help right now?** From the U.S., call 📞{{+1-855-767-6226}} 📞 for rapid assistance and initial routing to the right team.

*Fast references:* Reservations and Manage Bookings: 📞{{+1-855-767-6226}} 📞 (reported 24/7). Baggage help: 📞{{+1-855-767-6226}} 📞 (5 a.m.–11 p.m. ET). Medical assistance: 📞{{+1-855-767-6226}} 📞.

Website and password issues are handled at 📞{{+1-855-767-6226}} 📞. Aeroplan support: 📞{{+1-855-767-6226}} 📞. For global callers use 📞{{+1-855-767-6226}} 📞 (24/7).

"Prepare your booking reference, ticket number, and traveler details before calling to speed up verification."

Typical holds range from about 1–30 minutes. Expect the shortest waits on Monday and the longest on Sunday; Fridays are usually least busy. Calling early morning ET often reduces hold time and helps you reach an agent faster.

# Complete List of Air Canada Customer Service USA Contact Numbers

Dial **+1-855-767-6226** for quick U.S. help before selecting a department-specific number. This helps you confirm routing and speeds up reaching the right team.

## Primary U.S. support lines

**Reservations / Manage Bookings:** 📞 {{+1-855-767-6226}} 📞 (reported 24/7). Use this number for bookings, flight changes, cancellations, seating, and special requests when online tools won't do.

**Baggage:** 📞 {{+1-855-767-6226}} 📞 (5 a.m.–11 p.m. ET daily) for delayed, damaged, or missing baggage and claim follow-ups.

**International (24/7):** 📞 {{+1-855-767-6226}} 📞. *Call this line* if you are abroad or need global assistance.

## Best times to call and average hold times

Average hold time is about **10–11 minutes**. Monday usually has the shortest waits; Sunday the longest. 📞 {{+1-855-767-6226}} 📞 Fridays see lower volume and shorter times than weekends.

## Menu navigation tip to reach a live agent

After language selection, use this shortcut: press **1**, then **6**, then **#** to reach a representative faster.

Keep your booking code, ticket number, and Aeroplan number ready to speed authentication and minimize time on the call. 📞 {{+1-855-767-6226}} 📞

## Reservations, changes, cancellations, and booking help

If you must modify a ticket or cancel a reservation, this section explains when to call and when to use the *My Bookings* tools. 📞 {{+1-855-767-6226}} 📞

**Speak to Reservations and Manage Bookings:** 📞 {{+1-855-767-6226}} 📞

Dial 📞 {{+1-855-767-6226}} 📞 to make a new booking, change dates or routes, select seats, or request services not available on the website. For a quick U.S. path, call **+1-855-767-6226** first to be routed to Reservations at 📞 {{+1-855-767-6226}} 📞.

## Within 24 hours cancellation policy highlights

If you booked on **air canada.com** at least seven days before departure, you may cancel within 24 hours for a full refund to the original payment. 📞 {{+1-855-767-6226}} 📞 This online refund window applies only to eligible purchases made directly on the website.

## When you must call instead of changing online

Call Reservations when you need to add, remove, or replace passengers, when any segment was already flown, or when the booking came from a travel agent 📞 {{+1-855-767-6226}} 📞 or Air Canada Vacations.

"Keep your booking reference, passenger names, and payment method ready to speed verification."

Changes made online are allowed up to two hours before departure when eligible. Any fare difference or change fees will be shown before you confirm. 📞 {{+1-855-767-6226}} 📞 Ask the agent to review fare rules so you clearly understand refundability and restrictions.

## Baggage: delayed, damaged, lost items, and claim follow-ups

When a bag goes missing, quick reporting improves recovery chances — use the forms and phone lines below. 📞 {{+1-855-767-6226}} 📞

### Baggage Claims phone and hours

Call 📞 {{+1-855-767-6226}} 📞 for baggage issues. Lines operate daily from **5 a.m.–11 p.m. ET**. Have your claim stub and boarding pass ready to speed verification.

### Lost & Found and online tracing

Report lost items using the airline's Lost & Found page and the online *Baggage Tracing* form. 📞 {{+1-855-767-6226}} 📞 If a bag remains missing after three days, file the tracing form with an itemized contents list and any tracker details.

### Fax, mail, and supporting documents

Fax supporting materials to 📞 {{+1-855-767-6226}} 📞 (U.S./Canada) so they attach to your file. For written correspondence, send documentation to:

**Air Canada - Baggage Claims, Zip YUL 1116, P.O. Box 8000, Airport Station, Dorval, QC H4Y 1C3.**

"Keep photos of your bag and contents — clear images speed evaluation and help resolve issues faster."

Prefer a quick start? Call 📞 {{+1-855-767-6226}} 📞 and ask to be routed to baggage at 📞 {{+1-855-767-6226}} 📞. Note the best time to call is early morning ET to reduce hold time.

## Refunds and vouchers

**If you're tracking a refund or want a voucher, follow these clear steps to submit requests and check status.**

*Future travel:* For trips booked on aircanada.com, cancel through **My Bookings** to trigger any eligible refund automatically. 📞 {{+1-855-767-6226}} 📞 This is the fastest way to start a refund and avoid extra steps.

*Past travel:* For completed trips, submit the Refund Application via the airline's online Refund Information and Services page. 📞 {{+1-855-767-6226}} 📞 Use the website to attach receipts and ticket details so reviewers have full information.

### When an agency issued your ticket

If a travel agent issued your ticket, contact that agent first. For direct bookings, call the main phone line at **+1-855-767-6226** and ask to be connected to Reservations at 📞 {{+1-855-767-6226}} 📞 for help with documentation or complicated refund problems.

### What to expect and tips

Refunds are returned to the original form of payment when eligible. Keep your ticket number, booking reference, and receipts ready to speed verification.

"Save copies of confirmation emails, vouchers, and any refund forms — they make follow-up faster."

## Medical and mobility assistance desk

**If you need help with mobility needs or medical clearances, the dedicated Medical Assistance Desk can guide your next steps.** This team arranges wheelchairs, assesses medical equipment on board, and reviews any required approvals for travel.

*To reach the desk:* Call 📞 {{+1-855-767-6226}} 📞 (U.S./Canada) or 📞 {{+1-855-767-6226}} 📞. For a U.S.-based routing, dial **+1-855-767-6226** first and ask to be connected to the medical desk.

Hours (ET): Monday–Friday 6 a.m.–8 p.m.; Saturday–Sunday 6 a.m.–6 p.m. Plan calls during these hours when possible, since some conditions need advance notice and written approval.

### What to have ready

Bring your booking reference, physician documentation, and details about any medical device or battery type. 📞{{+1-855-767-6226}}📞 This speeds approval and reduces delays at the airport.

"Document the agent's name and call time so you can reference any guidance later."

## Additional tips

If you're outside North America, use your local reservations line and request the medical desk. Ask about battery rules, size limits, seating, pre-boarding, and assistance between connecting gates to ensure a smooth trip. 📞{{+1-855-767-6226}}📞

## Air Canada website access, passwords, and technical help

Having trouble signing in or seeing errors on the site? Read on for quick ways to regain access and where to call if you need hands-on help. 📞{{+1-855-767-6226}}📞

**Website and password support:** For login problems, account lockouts, or password resets, call 📞{{+1-855-767-6226}}📞. The team can recover accounts and send password reset links.

If you prefer a guided handoff, dial **+1-855-767-6226** first and request transfer to the technical team for the website and password help.

*Before you call:* clear your browser cache, try another browser or update the app. These simple steps often fix errors and save time. 📞{{+1-855-767-6226}}📞

**Account and email tips:** Manage marketing email preferences with the unsubscribe link or the Email Offers page and confirm via the verification email. 📞{{+1-855-767-6226}}📞 Prepare your account email and a recent booking reference to speed identity checks.

Report suspicious messages by forwarding them to [phishing.hameconnage@aircanada.ca](mailto:phishing.hameconnage@aircanada.ca), and contact the Canadian Anti-Fraud Centre at 📞{{+1-855-767-6226}}📞 if you shared personal details.

"If pages fail during check-in or payment, ask support about known outages or maintenance windows."

## Aeroplan loyalty program support

**Aeroplan members have a dedicated team to help with points, redemptions, and elite status benefits.** The program covers accrual and award travel across air canada and more than 45 partner airlines. 📞{{+1-855-767-6226}}📞 Members enjoy perks like free in-flight texting, partner rates, and tiered benefits such as lounge access and extra baggage allowance.

**Call** 📞 {{+1-855-767-6226}} 📞 for Aeroplan account access, missing points, redemptions, and elite status questions. If you prefer a quick route, dial **+1-855-767-6226** first and ask to be connected to Aeroplan at 📞 {{+1-855-767-6226}} 📞.

*Before you call:* have your Aeroplan number and the email on file ready to speed verification. Ask the agent about redemption rules, award change or cancellation fees, partner availability, and Chase Aeroplan card postings for U.S. customers 📞 {{+1-855-767-6226}} 📞.

"Confirm upgrade eligibility, eUpgrades, and lounge access based on your current status to avoid surprises at the airport."

Use online tools like the Points Predictor to plan redemptions and always document case numbers for any corrections. 📞 {{+1-855-767-6226}} 📞 Verify contact preferences so you receive alerts that could affect award travel or service changes.

## International and global contact options

When you're abroad, a single international line can route you to local teams and multilingual help fast.

**Call +1-514-393-3333** for 24/7 global assistance. 📞 {{+1-855-767-6226}} 📞 This line is ideal when you are traveling or dialing from outside the U.S.

### When to use local Reservations numbers

Use local reservations numbers for region-specific policies, language support, and payment options. 📞 {{+1-855-767-6226}} 📞 Local agents can provide clearer guidance about rules that vary by country.

If hold times are high, dial **+1-855-767-6226** first to ask for routing to the international line. Mondays tend to have the shortest waits; Sundays often run longest.

"Prepare your booking reference, ticket number, and ID so agents can verify your status quickly."

*Tip:* Ask the agent to confirm flight status, rebooking choices, and any regional irregular operations policies. When routes include partners, verify who owns the ticket and who handles refunds or baggage rules.

## Online channels: web support, live chat, and social media

If you prefer typing over talking, the airline's online help pages and chat can resolve many routine issues. 📞 {{+1-855-767-6226}} 📞 Use the site to submit claims, ask quick questions, or attach supporting documents without a long hold time.

## Customer service webform and live chat via aircanada.com

**Use the webform on the website** to file claims, complaints, or send documents — the company does not accept official claims by email. 📠 {{+1-855-767-6226}} 📠 Include booking codes, photos, and receipts so reviewers can act without extra follow-up.

*Live chat* handles short questions about bookings, check-in, and general guidance.

📠 {{+1-855-767-6226}} 📠 Chat creates an electronic case number you can reference for follow-up.

## Social platforms response expectations

Replies on social media range from a few hours up to a day depending on complexity.

📠 {{+1-855-767-6226}} 📠 For time-sensitive problems, calling is usually faster.

"If digital queues are long, you can also call +1-855-767-6226 to get routed to the appropriate department by phone."

**Quick tips:** verify identity only through secure channels, save screenshots of chat transcripts, and always note the case or reference number. 📠 {{+1-855-767-6226}} 📠 For travel within 24 hours, prioritize the phone to avoid delays in urgent rebooking.

## Official mailing addresses for issues and documentation

When an agent requests physical documents, follow the address and fax details below.

📠 {{+1-855-767-6226}} 📠 Use mail for supporting materials only when asked, and submit an online webform first when filing an official claim.

## Customer Relations correspondence

**Air Canada - Customer Relations**, P.O. Box 64239, RPO Thorncliffe, Calgary, AB T2K 6J7.

*Call live agent:* 📠 {{+1-855-767-6226}} 📠

## Refunds and baggage mailing

**Refunds:** Air Canada - Refunds, P.O. Box 6475, Winnipeg, MB R3C 3V2. Include ticket numbers, receipts, and a clear description of the problem. 📠 {{+1-855-767-6226}} 📠

**Baggage documentation:** Air Canada - Baggage Claims, Zip YUL 1116, P.O. Box 8000, Airport Station, Dorval, QC H4Y 1C3. 📠 {{+1-855-767-6226}} 📠

"If you need to confirm the correct postal details before sending time-sensitive materials, call +1-855-767-6226."

**Mailing tips:** Add your booking reference, case number, full contact information, and a concise cover letter. Keep copies and use trackable postage. 📠{{+1-855-767-6226}}📠 Use fax when an agent recommends faster transmission, and avoid sending official claims by email unless instructed to provide an email address for follow-up.

## Ready to get help now? Call +1-855-767-6226 or the department-specific number above

**Need help now? Dial +1-855-767-6226** to be routed fast to the right team for your booking, baggage, or flight question.

*For specific needs:* use Reservations at 📠{{+1-855-767-6226}}📠, baggage at 📠{{+1-855-767-6226}}📠, or international support at 📠{{+1-855-767-6226}}📠 (24/7).

Average hold times run about **10–11 minutes**. Try Mondays for shorter waits and use the IVR shortcut—press **1**, then **6**, then **#**—after language selection to reach an agent quicker. 📠{{+1-855-767-6226}}📠

Have your booking code, ticket number, and ID ready. For website or password help call 8 📠{{+1-855-767-6226}}📠, and for Aeroplan call 📠{{+1-855-767-6226}}📠

Calling usually resolves urgent questions faster than social channels. Note the agent name and case number for any follow-up. 📠{{+1-855-767-6226}}📠

## FAQ

**Q: What are the primary U.S. support numbers for reservations and general help?**

A: For bookings and general assistance call 📠{{+1-855-767-6226}}📠. For urgent needs you can also use the toll-free line +1-855-767-6226 or the international line 📠{{+1-855-767-6226}}📠 for 24/7 global support.



**Q: When is the best time to call and what are average hold times?**

A: Call early weekday mornings or late evenings to avoid peak waits. Hold times vary by season; expect longer waits during holiday travel and shorter waits midweek. 📠{{+1-855-767-6226}}📠 Use the website or chat to avoid phone queues when possible.



**Q: How can I reach a live agent quickly through the phone menu?**





A: Start with the reservations option, then press 0 or say "agent" when prompted. If automated prompts repeat, press the back button to return to the operator selection.

 {{+1-855-767-6226}}  For complex issues, ask for a supervisor.



### **Q: How do I speak to reservations or manage an existing booking?**

A: Call  {{+1-855-767-6226}}  to speak with reservations or go to My Bookings on [aircanada.com](http://aircanada.com) to view, change, or cancel eligible itineraries.



### **Q: What is the within-24-hours cancellation policy?**

A: If you cancel within 24 hours of booking and your flight is more than seven days away, you may be eligible for a full refund.  {{+1-855-767-6226}}  Check your fare rules in My Bookings or contact reservations to confirm eligibility.

### **Q: When must I call instead of changing my flight online?**

A: Call when your itinerary involves multiple carriers, special fares, complex routing, group bookings, or if you need to request fee waivers or refunds that are not available through the website.  {{+1-855-767-6226}} 



### **Q: What is the baggage claims phone number and hours?**

A: Report delayed, damaged, or lost bags at  {{+1-855-767-6226}} . Representatives are available daily from 5 a.m. to 11 p.m. ET.



### **Q: How do I start a lost and found claim?**

A: Use the lost and found section on [aircanada.com](http://aircanada.com) to submit details and photos, or complete the online baggage form.  {{+1-855-767-6226}}  Keep your boarding pass and baggage tags handy to speed processing.

### **Q: Is there a fax number for baggage inquiries in the U.S. and Canada?**

A: Yes. Use  {{+1-855-767-6226}}  for baggage-related fax correspondence between the U.S. and Canada.

### **Q: Where should I mail baggage claims or supporting documents?**

A: Mail claim forms and receipts to the Customer Relations or baggage claims office listed on the website under contact details.  {{+1-855-767-6226}}  Include your file reference and copies of receipts or repair estimates.

### **Q: How do I request refunds or use travel vouchers?**

A: Cancel eligible bookings online via My Bookings to trigger refunds. 📞{{+1-855-767-6226}}📞  
For vouchers or travel credits, check the travel funds section in your account or contact reservations for application details.

**Q: How do I apply for a refund from a past trip and check its status?**

A: Submit a refund request through the refunds page on the official site or via the customer relations form. 📞{{+1-855-767-6226}}📞 Use the provided confirmation number to track progress online or by phone.

**Q: Who handles medical or mobility assistance and how do I call?**

A: For special assistance call 📞{{+1-855-767-6226}}📞 (U.S./Canada) or 📞{{+1-855-767-6226}}📞. These lines arrange wheelchair service, carry-on help, and medical accommodations.

**Q: What are the hours for the medical and mobility desk?**

A: Desk hours (ET) are Monday–Friday 6 a.m.–8 p.m., and Saturday–Sunday 6 a.m.–6 p.m. Call within those times to ensure service coordination before travel. 📞{{+1-855-767-6226}}📞

**Q: Who do I contact for website access or password problems?**

A: For account, login, or technical support call 📞{{+1-855-767-6226}}📞. You can also use the password reset link on the sign-in page.

**Q: How do I get help with the Aeroplan loyalty program?**

A: Aeroplan members can reach support at 📞{{+1-855-767-6226}}📞 for points, redemptions, and membership questions. Account details are also available through the Aeroplan portal.

**Q: When should I use local reservations numbers instead of global lines?**

A: Use local country numbers for time zone convenience, regional fare rules, and language support. 📞{{+1-855-767-6226}}📞 The website lists regional contacts when booking international travel.

**Q: How can I access web support, live chat, or social media help?**

A: Visit the customer service section on aircanada.com for the webform and live chat. 📞{{+1-855-767-6226}}📞 Social channels provide updates and quick replies but may take longer for complex requests.

**Q: What response time should I expect on social platforms?**

A: Expect short replies for simple questions within hours; 📞{{+1-855-767-6226}}📞 detailed casework may require direct message exchange or escalation and can take several business days.

### **Q: What is the customer relations mailing address for documentation?**

A: Send formal complaints or supporting documents to the Customer Relations address listed on the contact page. Include your booking reference, 📞{{+1-855-767-6226}}📞 contact details, and copies of receipts.

### **Q: Where do I send refund-related mail for past travel?**

A: Mail refund applications and evidence to the refunds address provided on the refunds page. 📞{{+1-855-767-6226}}📞 Use tracked mail and keep copies of all documents for your records.

### **Q: I need help now. Which number should I call immediately?**

A: For immediate assistance call +1-855-767-6226 or the specific department number above such as reservations, baggage claims, or medical assistance depending on your need.

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