



Announcing **NEW** Canadian North Locations Effective Friday, November 1, 2019

On Friday, November 1, 2019, Canadian North and First Air will unite to serve you as the **NEW Canadian North.**

As part of this change, we will be combining our existing Canadian North and First Air passenger and cargo facilities in four communities - **Edmonton, Iqaluit, Ottawa and Yellowknife.**

We look forward to serving you from the following revised locations, beginning Friday, November 1:

EDMONTON	
Airport Check-in	Canadian North Check-in Counter - Edmonton International Airport (adjacent to Door 27, the location of the existing Canadian North check-in counters)
Cargo Drop-offs and Pick-Ups	No change to the existing First Air/Canadian North Cargo location: Canadian North Cargo Braden Burry Expediting (BBE) Building 1759 - 35 Avenue East Edmonton International Airport, AB T9E 0V6 - map
IQALUIT	
Airport Check-in	Canadian North Check-in Counter - Iqaluit Airport
Cargo Drop-offs and Pick-Ups	The existing First Air Cargo facility will serve as the new Canadian North Cargo facility, with all shipment drop-offs and pick-ups available from this location: Canadian North Cargo Building 1120, Mivvik Street P.O. Box 477, Iqaluit, NU X0A 0H0 - map
OTTAWA	
Airport Check-in	Canadian North Check-in Counter - Ottawa International Airport
Cargo Drop-offs and Pick-Ups	The existing First Air Cargo facility will serve as the new Canadian North Cargo facility, with all shipment drop-offs and pick-ups available from this location: Canadian North Cargo 100 Thad Johnson Private Ottawa, ON K1V 0R1 - map

YELLOWKNIFE	
Airport Check-in	Canadian North Check-in Counter - Yellowknife Airport (the location of the existing Canadian North check-in counters, closest to the security screening area)
Cargo Drop-offs and Pick-Ups	The existing First Air Cargo facility will serve as the new Canadian North Cargo facility, with all shipment drop-offs and pick-ups available from this location: Canadian North Cargo Postal Service 9000, 155 Bristol Ave. Yellowknife, NT X1A 2R3 - map

OTHER CHANGES COMING SOON

- On November 1, 2019, we will launch a new version of our website - canadiannorth.com.
- Beginning Friday, November 1, 2019, we will serve you from one telephone number for all passenger and cargo services - 1.800.267.1247 | contact@canadiannorth.com
- We will combine our other locations gradually over the coming months, with changes to be announced in advance on our website at canadiannorth.com/integration.

QUESTIONS?

Until Thursday, October 31, 2019

Please speak with one of our Customer Service Agents, or contact us at:

Canadian North

- Passenger enquiries - 1.800.661.1505
customercare@canadiannorth.com
- Cargo enquiries - 1.866.663.2223
cargologistics@canadiannorth.com
- Online cargo tracking canadiannorth.com/cargo/track

First Air

- Passenger enquiries - 1.800.267.1247
contact@firstair.ca
- Cargo enquiries - 1.800.267.1247
cargoreservations@firstair.ca
- Online cargo tracking - firstair.ca/cargo/track-and-trace

From Friday, November 1, 2019 onwards

Please speak with one of our Customer Service Agents or contact us at our unified Customer Contact Centre :

- Passenger enquiries - 1.800.267.1247 | contact@canadiannorth.com
- Cargo enquiries - 1.800.267.1247 | cargologistics@canadiannorth.com
- Online Cargo Tracking - canadiannorth.com/cargo/track



We look forward to welcoming you onboard your NEW Canadian North