



Canadian North acknowledges order prohibiting travel to the Northwest Territories with limited exceptions

Saturday, March 21, 2020 - [As shown here](#), the Chief Public Health Officer of the Northwest Territories has issued an order effective Saturday, March 21, 2020 prohibiting all travel (by air, land, and port) into the Northwest Territories, with limited exceptions, to combat COVID-19 in the territory.

Furthermore, those returning to the territory will be ordered to self-isolate in Yellowknife, Fort Smith, Hay River, or Inuvik.

Canadian North is supportive of all efforts to prevent the spread of COVID-19 to the northern communities we serve. We are engaging with the Government of the Northwest Territories to determine how we can support this order. This will help us to determine how we should adjust our schedule and operations. We have noted that flight crews are included in the list of workers that will be exempted from this order.

It is important to note that cargo will continue to be an important priority and we will be ready to adjust our capacity to ensure the uninterrupted flow of food, medical supplies, municipal materials, mail and other important goods, along with the transport of people who the Government of the Northwest Territories has deemed to be essential.

We will continue to provide updates as more information becomes available on our website at www.canadiannorth.com/coronavirus and on our social media channels. In the meantime, customers can contact us if they have questions about their travel or cargo shipments:

- Passenger travel – 1.800.267.1247 or contact@canadiannorth.com
- Cargo – 1.800.267.1247 or cargologistics@canadiannorth.com

As previously announced, we have implemented temporary change, refund and cancellation policies in response to COVID-19

If your travel occurs before April 30, 2020, you may modify or cancel your reservation without a fee, regardless of fare type. For non-refundable fares, the refund will be issued as a travel credit voucher that will be valid for one year from date of issue.

To make modifications to your booking, you may contact us at 1.800.267.1247 or via email at contact@canadiannorth.com.

We are continuing to receive an extremely high volume of calls and emails and thank you for your patience.

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For reservations,
visit canadiannorth.com
or call toll free:

1-800-267-1247
TTY 1-877-873-3718