Canadaâ€™s holiday delivery network is ready for Canadians

12-11-2026

From convenient shipping and returns solutions to letters to Santa, Canada Post is proud to deliver magic and more during the holidays

OTTAWA – Whether we're connecting Canadians with loved ones here or worldwide, helping retailers fulfill wish lists, or keeping the spirit of Christmas alive for children, Canada's delivery company is ready to help the country celebrate the holidays.

Today, we're providing important holiday information, including our services that can support Canadians and businesses through the season, key mailing dates and the best way to get letters into the hands of Santa.

Delivering for Canadians

With the only network built to serve every household in Canada, our dedicated employees are proud to deliver the gifts, care packages and Christmas cards that keep friends and families connected during the holidays, no matter where in the country they live.

We also have a range of convenient services that make it easy for Canadians to ship, return, send money and shop Canadian throughout the busy holiday season:

- FlexDelivery™: To keep Christmas gifts a surprise, shoppers can have packages sent to a post office of their choice instead of their home.
- Flat rate boxes: Available at post offices across Canada, flat rate boxes let Canadians send items anywhere in the country for a fixed price. If it fits, it ships. Also available this year is a special pre-wrapped version in support of the Canada Post Community Foundation.
- Easy returns: Our accessible returns add peace of mind when making online purchases. We provide more than 25,000 return points through post offices and street letter boxes. We are also offering our box-free label-free return service at select post offices through participating retailers.
- Home pickup: Currently available for about 8.5 million households, this service allows customers to save time by scheduling Canada Post to pick up parcels from their home, at their convenience.
- Western Union: To help people send and receive funds internationally with ease, we have partnered with the

world's largest global money transfer service, which is available at our post offices nationwide.

Online shoppers can also try out Canada Shops™, our new online marketplace dedicated to Canadian retailers. From toys to fashion to gifts for pets, the marketplace – which is currently in a test-and-learn phase – offers a range of gift options that can help shoppers put a little more Canada under their trees.

Supporting Canadian small businesses

For small businesses, the holiday season is one of the most important times of year. To help them prepare for the busy weeks ahead, Canada Post offers solutions that can reduce shipping costs, save time and expand online sales opportunities:

- Shipping discounts: Through December 31, our Solutions for Small Business™ members can access our best pricing discounts, no matter how much they ship.
- Fuel surcharge relief: Canada Post is providing a 15 per cent discount on the published fuel surcharge for eligible domestic parcel services through Jan. 3, 2027.
- Snap Ship: Our free online shipping tool makes it easy for small businesses to create shipping labels, pay for postage and schedule pickups, helping them manage holiday orders more efficiently.
- eCommerce Store Builder: Our new solution allows entrepreneurs to create a professional e-commerce store for free in five minutes – helping them make the most of the holiday period.

Parcel shipping deadlines

To help us get holiday parcels to their destinations in time for Christmas, we are encouraging Canadians to be aware of our key parcel mailing deadlines:

- Regular Parcel™: Dec. 10 (nationally) | Dec. 16 (regionally) | Dec. 21 (locally)
- Expedited Parcel™: Dec. 14 (nationally) | Dec. 18 (regionally) | Dec. 22 (locally)
- Xpresspost™: Dec. 22 (nationally) | Dec. 22 (regionally) | Dec. 23 (locally)

Last-minute shoppers sending mail and parcels within Canada can also take advantage of Priority™ service, where the deadline is Dec. 23 regardless of destination.

For a full list of deadlines for letters and parcels, including international deadlines and countries impacted by postal interruptions or service suspensions, visit our website.

Sending letters to Santa

For more than four decades, Canada Post has been helping Santa respond to more than one million letters annually from around the world. To receive a response from Santa, please follow these guidelines:

- Send letters no later than December 9,

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2026. For class letters, the deadline is December 2. We cannot guarantee delivery dates, but Santa does respond to all letters he receives.
- Include a clear, legible return address.
- Drop the letter in any Canada Post mailbox or post office – or give it to one of our Christmas parade helpers, if Canada Post is participating in your local Christmas parade.
- Mail all letters from one family in the same envelope.
- No stamps are required to mail a letter to Santa within Canada.
- Make sure letters are addressed to Santa, using the following address:

Santa Claus
North Pole
H0H 0H0
Canada

On behalf of everyone at Canada Post, we wish all Canadians a happy and safe holiday season, from coast to coast to coast.

Source: Canada Post

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