Auto Attendant

AUTO ATTENDANT / RESEARCH & PRACTICAL GUIDANCE

2027 Holiday Closure Calendar for US and Canadian Businesses

> Get a business phone number with a simple auto attendant menu from Auto Attendant. A caller picks who they need and the call rings that person's own mobile, so nobody on your team has to publish a personal number.

Published by Auto Attendant · 2026-10-29 · holiday closure phone greeting · canadian statutory holidays 2027 · us federal holidays 2027 business closed · holiday greeting

Original article: https://autoattendant.io/articles/business-holiday-closure-calendar-2027-us-canada

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Why a holiday calendar matters for your phone line

Every holiday your business closes is a day your phone keeps ringing. If the greeting still says "we're open, please hold," callers wait, give up, and some will not call back. If it says "closed for the holidays" in March, you lose the calls you *could* have answered.

This guide gives you the 2027 dates you need to plan those greetings in one place: US federal holidays, Canadian federal general holidays, and the provincial lists for Ontario, British Columbia, Alberta and Quebec. Every date below was checked against an official source on 28 October 2026. At the end there is a combined calendar, greeting scripts and a scheduling checklist.

The key point: holiday laws set pay, not whether you close

Holiday statutes mostly decide who gets paid time off, not which businesses must lock the door.

- **United States.** The federal holiday list in 5 U.S.C. 6103 sets "legal public holidays," and its weekend rules are written "for the purpose of statutes relating to pay and leave of employees" (5 U.S.C. 6103, Cornell LII). It governs federal workers. Private employers decide their own closing days.
- **Canada.** Holiday rules sit in employment standards: the *Canada Labour Code* for federally regulated employers (Canada.ca) and provincial laws for everyone else. Alberta puts it plainly: "The same rules apply whether a business is open or closed on a holiday" (Alberta.ca).

So the lists below tell you which days your *staff* may be entitled to, which days banks, governments and many customers will be closed, and which days callers will *expect* you to be closed. Whether you actually close is your decision (some retail sectors have separate opening-hour rules; check yours if you run a store). Your phone greeting should match what you decide, not what the calendar says.

This is general information as of October 2026, not legal or payroll advice.

US federal holidays 2027

The US Office of Personnel Management (OPM) publishes the federal holiday dates, including "observed" days when a holiday falls on a weekend. In 2027 four holidays move (OPM, Federal Holidays):

Holiday	Actual date	Federal offices closed (OPM)	Federal Reserve Banks
New Year's Day	Fri Jan 1	Fri Jan 1	Closed Jan 1
Birthday of Martin Luther King, Jr.	Mon Jan 18	Mon Jan 18	Closed
Washington's Birthday (Presidents Day)	Mon Feb 15	Mon Feb 15	Closed
Memorial Day	Mon May 31	Mon May 31	Closed
Juneteenth National Independence Day	Sat Jun 19	**Fri Jun 18** (observed)	**Open Fri Jun 18**
Independence Day	Sun Jul 4	**Mon Jul 5** (observed)	Closed Mon Jul 5
Labor Day	Mon Sep 6	Mon Sep 6	Closed

Holiday	Actual date	Federal offices closed (OPM)	Federal Reserve Banks
Columbus Day	Mon Oct 11	Mon Oct 11	Closed
Veterans Day	Thu Nov 11	Thu Nov 11	Closed
Thanksgiving Day	Thu Nov 25	Thu Nov 25	Closed
Christmas Day	Sat Dec 25	**Fri Dec 24** (observed)	**Open Fri Dec 24**
New Year's Day 2028	Sat Jan 1, 2028	**Fri Dec 31, 2027** (observed)	**Open Fri Dec 31**

Sources: OPM; Federal Reserve Financial Services holiday schedule.

Why the two columns differ: for a holiday on a Saturday, OPM treats the preceding Friday as the holiday for federal pay and leave (OPM), but the Federal Reserve says that "for holidays falling on Saturday, Federal Reserve Banks and Branches will be open the preceding Friday." For a Sunday holiday, both close the following Monday (Federal Reserve Financial Services).

What this means for your greeting:

- **Friday, June 18; Friday, December 24; and Friday, December 31, 2027** are days when federal offices are closed but the Federal Reserve is open. Payments and deposits may still move. Many private businesses stay open, at least part of the day. Decide early and tell your team.
- **December 31, 2027 belongs to the 2028 holiday year.** OPM lists it under 2028 because it is the observed New Year's Day for 2028 (OPM). Calendars that only list "2027 holidays" often miss it. Extra federal closures can be announced during the year, so check OPM again before December 2027.
- **States add their own holidays.** Several states observe days that are not on the federal list. Check your state's list for local closures.

Canadian federal general holidays 2027

Federally regulated employers (banks, airlines, telecoms, interprovincial transport and others) follow the *Canada Labour Code*, which lists ten general holidays (Canada.ca, federal labour standards). The 2027 dates:

General holiday	2027 date
New Year's Day	Fri Jan 1
Good Friday	Fri Mar 26
Victoria Day	Mon May 24
Canada Day	Thu Jul 1
Labour Day	Mon Sep 6
National Day for Truth and Reconciliation	Thu Sep 30
Thanksgiving Day	Mon Oct 11

General holiday	2027 date
Remembrance Day	Thu Nov 11
Christmas Day	**Sat Dec 25**
Boxing Day	**Sun Dec 26**

Dates as published for 2027 by British Columbia and Alberta for the same holidays; Boxing Day from Alberta's list.

The weekend rule. Christmas and Boxing Day both fall on a weekend in 2027. Under the federal rule, if New Year's Day, Canada Day, the National Day for Truth and Reconciliation, Remembrance Day, Christmas Day or Boxing Day falls on a non-working Saturday or Sunday, employees are "entitled to a holiday with pay on the scheduled work day immediately before or after the general holiday" (Canada.ca). In practice that puts federally regulated workplaces' days off around Friday, December 24 and/or Monday, December 27 and Tuesday, December 28. Confirm the exact days with your payroll provider.

Province by province: Ontario, BC, Alberta, Quebec

Most Canadian businesses follow provincial rules, and the lists differ more than people expect.

2027 provincial holiday table

Holiday (2027 date)	Ontario	British Columbia	Alberta	Quebec
New Year's Day (Fri Jan 1)	Yes	Yes	Yes	Yes
Family Day (Mon Feb 15)	Yes	Yes	Yes	No
Good Friday (Fri Mar 26)	Yes	Yes	Yes	Good Friday **or** Easter Monday, employer's choice
Easter Monday (Mon Mar 29)	No	No	Optional	See above
Victoria Day / National Patriots' Day (Mon May 24)	Yes	Yes	Yes	Yes (Monday before May 25)
Fête nationale (Thu Jun 24)	No	No	No	Yes
Canada Day (Thu Jul 1)	Yes	Yes	Yes	Yes
Civic / B.C. / Heritage Day (Mon Aug 2)	No (employer's choice)	Yes (B.C. Day)	Optional (Heritage Day)	No
Labour Day (Mon Sep 6)	Yes	Yes	Yes	Yes
National Day for Truth and Reconciliation (Thu Sep 30)	No	Yes	Optional	No
Thanksgiving (Mon Oct 11)	Yes	Yes	Yes	Yes

Holiday (2027 date)	Ontario	British Columbia	Alberta	Quebec
Remembrance Day (Thu Nov 11)	No	Yes	Yes	No
Christmas Day (Sat Dec 25)	Yes	Yes	Yes	Yes
Boxing Day (Sun Dec 26)	Yes	No	Optional	No

Sources: Ontario's nine public holidays (Ontario.ca); B.C. 2027 dates and the note that "Easter Sunday, Easter Monday and Boxing Day are not statutory holidays in B.C." (Gov.bc.ca); Alberta general and optional holidays with 2027 dates (Alberta.ca); Quebec's seven statutory general holidays in section 60 of the *Act respecting labour standards* (LégisQuébec, N-1.1) and June 24 under the *National Holiday Act* (LégisQuébec, F-1.1).

Notes on the table:

- **Ontario.** The Ontario guide lists names, not dates. It notes that Easter Monday and the first Monday in August (Civic Holiday) are given by some employers, but "the employer is not required to do so" (Ontario.ca). When a public holiday falls on a day an employee does not normally work, the employee gets a substitute day off with holiday pay, scheduled no later than three months after the holiday (up to 12 months by written agreement) (Ontario.ca). With Christmas on a Saturday and Boxing Day on a Sunday, many Ontario employers will pick Monday, December 27 and Tuesday, December 28; a holiday-date site lists those as the observed days (canada-holidays.ca), but the law requires *a* substitute day, not those exact dates.
- **British Columbia.** B.C. publishes a dated 2027 list. Boxing Day and Easter Monday are not statutory holidays there; employers and employees may agree in writing to substitute another day (Gov.bc.ca).
- **Alberta.** Alberta separates nine general holidays from four optional ones (Easter Monday, Heritage Day, the National Day for Truth and Reconciliation and Boxing Day); if an employer recognises an optional holiday, holiday pay rules apply (Alberta.ca).
- **Quebec.** Section 60 of the *Act respecting labour standards* lists January 1; Good Friday or Easter Monday "at the option of the employer"; the Monday preceding May 25; July 1, "or 2 July where the 1st falls on a Sunday"; the first Monday in September; the second Monday in October; and December 25 (N-1.1, s. 60). June 24 is a separate statutory holiday, moved to June 25 only for employees who do not normally work Sundays when the 24th falls on a Sunday (F-1.1, s. 2). Neither shift applies in 2027. When a holiday does not fall on an employee's regular schedule, the employer pays the holiday indemnity or grants a compensatory day (N-1.1, s. 64).

Other provinces and territories have their own lists. Check your provincial employment standards office before you set your closures.

The 2027 combined calendar

Use this as the master list when you schedule greetings. "Who" shows who commonly observes the day; your own closures are your call.

Date (2027)	Day	Holiday	Who
Jan 1	Fri	New Year's Day	US federal; all of Canada
Jan 18	Mon	Martin Luther King, Jr. Day	US federal
Feb 15	Mon	Presidents Day (US); Family Day (ON, BC, AB)	US federal; ON, BC, AB
Mar 26	Fri	Good Friday	Canada federal; ON, BC, AB; QC (or Easter Monday)
Mar 29	Mon	Easter Monday	AB optional; QC (if chosen instead of Good Friday)
May 24	Mon	Victoria Day; National Patriots' Day (QC)	Canada federal; ON, BC, AB, QC
May 31	Mon	Memorial Day	US federal
Jun 18	Fri	Juneteenth (observed)	US federal offices; Federal Reserve open
Jun 24	Thu	Fête nationale du Québec	QC
Jul 1	Thu	Canada Day	All of Canada
Jul 5	Mon	Independence Day (observed)	US federal; Federal Reserve closed
Aug 2	Mon	B.C. Day; Heritage Day (AB, optional); Civic Holiday (ON, employer's choice)	BC; some AB and ON employers
Sep 6	Mon	Labor Day / Labour Day	US federal; all of Canada
Sep 30	Thu	National Day for Truth and Reconciliation	Canada federal; BC; AB optional
Oct 11	Mon	Columbus Day (US); Thanksgiving (Canada)	US federal; all of Canada
Nov 11	Thu	Veterans Day (US); Remembrance Day (Canada)	US federal; Canada federal; BC, AB
Nov 25	Thu	Thanksgiving Day	US federal
Dec 24	Fri	Christmas (observed, US federal)	US federal offices; Federal Reserve open
Dec 25	Sat	Christmas Day	US; all of Canada
Dec 26	Sun	Boxing Day	Canada federal; ON; AB optional
Dec 27-28	Mon-Tue	Common substitute days for Christmas and Boxing Day	Many Canadian employers (check yours)
Dec 31	Fri	New Year's Day 2028 (observed)	US federal offices; Federal Reserve open

Sources: the dated tables and statutes cited above.

Greeting scripts for holiday closures

A good holiday greeting answers three questions in under 20 seconds: are you closed, when do you reopen, and what should I do now.

Single closed day

> Thank you for calling [Business name]. Our office is closed today, [Monday, October 11], for [Thanksgiving]. We reopen tomorrow, [Tuesday, October 12], at [9 a.m.]. Please leave your name, number and a short message, and we will call you back after we reopen.

Multi-day closure (end of year)

> Thank you for calling [Business name]. Our office is closed from [Friday, December 24] through [Tuesday, December 28] for the holidays. We reopen [Wednesday, December 29] at [9 a.m.]. Please leave a message and we will return your call when we are back. Happy holidays.

Bilingual (Quebec)

> Merci d'avoir appelé [Nom de l'entreprise]. Nos bureaux sont fermés aujourd'hui, [jeudi 24 juin], pour la Fête nationale. Nous serons de retour [vendredi 25 juin] à [8 h 30]. Veuillez laisser un message après le signal sonore. Thank you for calling [Business name]. Our office is closed today for Quebec's national holiday and reopens [Friday, June 25] at [8:30 a.m.]. Please leave a message after the tone.

Writing tips:

- **Say the reopening day and time, not just "after the holiday."** Callers do not know whether you close for one day or four.
- **For urgent matters, give a real alternative** if you have one, and never imply your line handles emergencies. More wording options are in the holiday closure call flow template and the phone menu script library.

Scheduling checklist

Do this once, in January or now, for the whole year:

1. **Decide your closures** for 2027 using the combined calendar. Write them down, including partial days (for example a 1 p.m. close on December 24).
2. **Check every location's rules.** A business with offices in Ontario and Quebec has different holidays in each; a US-Canada business has two lists.
3. **Enter the dates in your phone system** as closed days, if it supports a holiday list, so the closed greeting plays automatically.
4. **Check the time zone** your phone system uses for closures. A holiday that starts at midnight Eastern starts at 9 p.m. the night before in Pacific time.
5. **Write the closure wording** and save it ahead of time; switch it on the afternoon before.
6. **Plan partial days.** If you close early on December 24 or December 31, adjust the hours for that day rather than marking the full day closed.
7. **Tell the people who take overflow calls or voicemail** which days the inbox needs checking.
8. **Update other channels**: your website hours and your Google Business Profile, so callers see the same information everywhere.

9. **Test it.** Call your number on the first closed morning (or simulate it) and listen to the full message.

FAQ

Is Boxing Day a statutory holiday everywhere in Canada? No. It is a federal general holiday and an Ontario public holiday, optional in Alberta, and not a statutory holiday in British Columbia (Canada.ca; Ontario.ca; Alberta.ca; Gov.bc.ca). It is not on Quebec's section 60 list (N-1.1).

Is Easter Monday a holiday? Only in some places: optional in Alberta, and in Quebec an employer may choose Easter Monday instead of Good Friday (Alberta.ca; N-1.1, s. 60). It is not a statutory holiday in Ontario or British Columbia.

What happens when a holiday falls on a weekend? It depends on who you are. US federal offices close the Friday before a Saturday holiday and the Monday after a Sunday holiday (OPM); the Federal Reserve stays open on the Friday (Federal Reserve Financial Services). In Canada, employees generally get a substitute day or holiday pay under federal or provincial rules. Your greeting should follow the days *you* close.

With Auto Attendant, you add each closed date in the dashboard and callers hear your closed message, then voicemail if you choose, for that whole day.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. https://www.law.cornell.edu/uscode/text/5/6103
2. https://www.canada.ca/en/services/jobs/workplace/federal-labour-standards/vacations-holidays.html
3. https://www.alberta.ca/alberta-general-holidays
4. https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays
5. https://www.frbservices.org/about/holiday-schedules
6. https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/statutory-holidays
7. https://www.ontario.ca/document/your-guide-employment-standards-act-0/public-holidays
8. https://www.legisquebec.gouv.qc.ca/en/document/cs/N-1.1
9. https://www.legisquebec.gouv.qc.ca/en/document/cs/F-1.1
10. https://canada-holidays.ca/provinces/ON/2027

THE PUBLISHER

About Auto Attendant

Auto Attendant gives a small business one phone number and a recorded menu that sends each caller to the right person. The call rings the mobile that person already carries, using their normal dialler and their normal mobile plan. Pricing is a single flat monthly fee for the whole company rather than a charge for each user, and there is no app, desk phone or hardware to install.

One number, one menu, the phones you already own

A caller dials the business number, hears a short greeting and chooses an option. Each option can ring one mobile, ring several at once so whoever is free answers first, or try people one after another in a set order. There is no limit on how many people sit on the receiving end, because nobody is billed per seat. Setup is done by the owner in a few minutes: pick a number, write the greeting, and point each option at a mobile.

What it deliberately is not

An auto attendant routes a call; it does not answer one. Nobody at Auto Attendant speaks to callers, and no AI stands in for a receptionist. A business that wants its calls handled, messages taken and appointments booked wants an answering service, which is a different product at a different price. A business that needs call recording, queues, agent dashboards or CRM integration wants a contact centre platform. Auto Attendant is for the case where the call should simply reach the right pocket.

Keeping personal numbers off the internet

The business number is the only number a caller ever sees. Personal mobile numbers are never displayed and never given out, which is what lets an owner put a number on a website, an invoice, a van or a Google Business Profile without handing a personal line to everyone who finds it. An existing advertised number can be ported across and kept, and the old line keeps working while the port is in progress.

Work with Auto Attendant

Visit Auto Attendant to see how it works, how it compares to a personal mobile, Google Voice and a full phone platform, and the current pricing.

Telephone number portability, emergency calling and caller-ID rules differ by country and change over time. Articles published here describe general practice and cite primary regulator and carrier sources; they are not a guarantee of any timeline, and they are not legal or regulatory advice for a specific business.

Website: https://autoattendant.io

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