



# COVID-19 GUIDANCE MATERIAL FOR AIR CARRIERS

## Managing Travellers Coming to Canada from Transborder & International Airports

This guidance material is intended to provide recommendations and guidance on the operationalization of Transport Canada's Interim Order: [Interim Order Respecting Certain Requirements for Civil Aviation due to COVID-19](#).

This document also includes material related to key aspects of the Public Health Agency of Canada's Emergency Order: [Minimizing the Risk of Exposure to COVID-19 in Canada Order](#).

**Important Caveat:** Nothing in this guidance document supersedes any requirement or obligation outlined in Transport Canada's *Interim Orders* or the Public Health Agency of Canada's Emergency Order. It is meant to complement these legal documents and provide recommendations and guidance on how to understand and carry out the requirements.

## Table of Contents

---

Overview .....	3
Section 1 – Pre-Board Process .....	3
Section 2 – Boarding Process .....	4
Section 3 – Denial of Boarding .....	8
Section 4 – In Flight & De-planing .....	9
Section 5 – Information on Crew .....	10
Section 6 – Post-Arrival in Canada: Information on What Travellers Should Expect .....	11
ANNEX A - Sample Email to Send to Travellers .....	12
ANNEX B – Pre-board Notification to Travellers .....	14
ANNEX C – Additional Information on Pre-Departure COVID-19 Testing .....	15
ANNEX D – Additional Information on ArriveCAN .....	16
ANNEX E – In-flight Announcement Prior to Landing in Canada .....	18

---

## Overview

This guidance material, dated September 15, 2022 (V 11.3), replaces the August 26, 2022 version and includes an update on page 9 to provide reference to the Public Health Agency of Canada's most current copy of the Traveller Contact Information Form.

---

## Section 1 – Pre-Board Process

### Air Carrier Notification Requirements

Prior to boarding, air carriers must notify every traveller that:

- They must provide their contact information, quarantine plan (if applicable), and information related to their COVID-19 vaccination (if applicable) within 72 hours prior to arrival in Canada using the ArriveCAN application or website. Air carriers must also notify the traveller that failure to comply with these requirements may result in a fine;

**Note:** For more information on ArriveCAN refer to [Annex D](#).

- They may be denied permission to board the aircraft if they:
  - Are exhibiting: (1) a fever and cough; or (2) a fever and difficulty breathing; or
  - (1) have COVID-19 or has had it within the previous 10 days; or (2) has reasonable grounds to suspect that they have COVID-19 or have developed signs and symptoms of COVID-19 within the previous 10 days;

**Note:** Air carriers must advise all travellers that they may be liable to a monetary penalty if they provide answers or a confirmation that they know to be false or misleading.

- They must be in possession of a mask, even if fully vaccinated, unless they have a medical certificate certifying they are unable to wear a mask for medical reasons (see [Conditions Preventing the Wearing of Face Masks or Face Coverings](#) for an example certificate). Travellers must also comply with any instructions given by an air carrier gate agent or a crew member with respect to wearing a mask.

**Important:** Masks must continue to be worn at the screening checkpoint, during the boarding process, in flight, while deplaning, and in the customs and border processing area – even for fully vaccinated individuals (i.e., travellers, employees, or anyone entering these areas). Individuals may, however, briefly remove their mask to have a sip of water, take medication or for other reasonable purposes.

**Note:** Sample communications have been prepared to assist air carriers in notifying passengers of the required information above. Please see [Annex A](#) (email to send to travellers before their trip) and [Annex B](#) (pre-board announcement). These products cover all notification requirements for air carriers.

### Traveller Confirmation Requirements

Prior to boarding, all travellers must confirm to the air carrier that they:

- are not exhibiting: (1) a fever and a cough; or (2) a fever and breathing difficulties;

- (1) do not have COVID-19 or have not had it within the previous 10 days; or (2) do not have reasonable grounds to suspect that they have COVID-19 or have not developed signs and symptoms of COVID-19 within the previous 10 days; and  
**Note:** If the traveller has had COVID-19 or symptoms, they must confirm that they have in their possession a medical certificate indicating these symptoms are not related to COVID-19 or a valid negative COVID-19 test.
- are in possession of a mask or have a medical certificate certifying they are unable to wear a mask due to medical reasons (see [Conditions Preventing the Wearing of Face Masks or Face Coverings](#) for an example certificate).

### **Confirmation of Health Status – 10-day wait period following COVID-19 infection**

If a traveller has had COVID-19 or has a reason to suspect they had COVID-19 (such as experiencing signs and symptoms of COVID or coming into close contact with someone who was positive), under the Transport Canada *Interim Order*, they must wait 10 days before boarding an aircraft inbound to Canada or departing a Canadian airport. The starting day of the 10-day waiting period is calculated based on whether the traveller has or does not have symptoms. **A traveller who has developed symptoms but tested positive days later is to use the day after they developed symptoms as day 1. If a traveller had no symptoms, but tested positive, the day after they took the test is day 1.**

**For example:** a traveller began to cough and developed a fever on February 1. They tested positive using a rapid antigen test on February 3. They would begin counting their 10-day period on February 2 (i.e., the day after they began showing symptoms) and as such would be able to travel on February 11.

## **Section 2 – Boarding Process**

### **Air Carrier Verification Requirements**

During the boarding process, air carriers are to:

- Observe whether travellers boarding the flight exhibit COVID-19 symptoms and deny boarding to those who exhibit a fever and a cough or a fever and difficulty breathing, unless they have a medical certificate or test results (see [Conditions Causing Elevated Body Temperatures](#) for an example certificate).
- Verify that every traveller boarding the flight is wearing a mask, even if fully vaccinated, unless exempt.
- Verify that the traveller’s information has been entered in ArriveCAN, by checking that travellers have an ArriveCAN receipt (see [Annex D](#) for a sample ArriveCAN receipt) indicating all of the requirements have been met. If the traveller does not have an ArriveCAN receipt and is claiming to be fully vaccinated and travelling for discretionary purposes, the air carrier can advise the traveller that they will need to download the app on the spot and enter all the required information to obtain an ArriveCAN receipt.
- **For unvaccinated travellers**, verify the following elements of the COVID-19 test result documentation to ensure the following:
  - The name of the traveller matches the traveller’s identification
  - The test result is either a:
    - **COVID-19 Molecular Test**

- **negative** COVID-19 molecular test result performed by an accredited laboratory or testing provider within 72 hours of the initial scheduled departure time OR
- **previous positive** molecular test result taken at least 10 calendar days and no more than 180 calendar days before your initial scheduled departure time. Counting starts the day following the day of testing.
- **COVID-19 Antigen Test**
  - **negative** antigen test result performed by an accredited laboratory or testing provider no more than one calendar day before the initial scheduled departure time.
- **Self-administered Test**
  - Self-administered molecular tests and antigen results are also accepted. The test must be observed by an authorized entity, the results are verified, and the requirements noted above are followed. Positive antigen test results are not accepted regardless of whether they are performed or observed by authorized entity. Air carriers do not need to assess the pre-departure test for any other elements at this time (e.g., whether the test results come from an accredited laboratory or clinic). If the test appears legitimate, and meets the elements noted above the test result should be accepted.

**Note:** “not detected” is accepted as equivalent to negative; however, if the test result indicates “inconclusive”, this is not acceptable; the traveller is to be denied boarding.

**Note:** Fully vaccinated travellers, unvaccinated travellers under the age of 5 or unvaccinated travellers between the ages of 5 and 12 who are accompanied by their fully vaccinated parent, step-parent, guardian or tutor are **NOT** required to provide a pre-departure test.

Please refer to [Annex C](#) for further information on pre-departure testing.

### **Reporting Requirements**

Air carriers are asked to make best efforts to assess that all COVID-19 test results are authentic. If the air carrier suspects that a traveller is providing false or misleading information with respect to their COVID-19 test result, they must report the traveller’s name and flight information to the Minister of Transport, as soon as feasible (generally expected within 24-48 hours after the incident or sooner). This can be done by contacting the Transport Canada Situation Centre and reporting as many details as possible, such as the:

- date and flight number;
- traveller’s name and contact information, including the person’s date of birth, home address, telephone number and email address;
- circumstances related to this situation (e.g., what made the air carrier suspicious that the information was not accurate, any names of witnesses, etc.).

It should be noted that it is the traveller’s responsibility to be informed on requirements and to have proof of their COVID-19 test result (if required), either printed or in electronic form, and to ensure it is from an accredited laboratory. The language of the test is not specified, however if it is not in English or French, travellers may face processing delays once they arrive in Canada. Travellers can refer to <https://travel.gc.ca/travel-covid/travel-restrictions/flying-canada-checklist/covid-19-testing-travellers-coming-into-canada#getting-tested> for more information.

## Additional Information

**Note on new provisions on ArriveCAN compliance (as of Interim Order No. 66):** Only at the request of the Minister, a private operator or air carrier operating a flight to Canada must verify, before a person boards the aircraft, whether the person has provided evidence that they have completed their ArriveCAN submission either in the application or via the website. The evidence will either be a receipt from ArriveCAN with a six-character code OR a QR code. If the traveller cannot provide evidence as noted above, they should be deemed as not having appropriate evidence.

The air carrier only needs to maintain a record for any traveller who does not have a receipt for any reason. It is not up to the air carrier to assess the reason the traveller does not have evidence of their ArriveCAN submission. This will be done by a public health or border services officer upon arrival in Canada. In some cases, the traveller may have a legitimate reason for not having an ArriveCAN receipt; even in these instances the traveller would be put on the list since they do not have evidence of an ArriveCAN submission.

In the case that the traveller does not have the evidence, the air carrier is to keep a record including the following elements:

Date of Flight	Flight Number	Traveller's Name	Traveller's date of birth	Travel Document used (e.g. passport)	Travel Document Number

Timeframe: the records must be provided to the Public Health Agency of Canada within 1 hour after the flight has departed.

**If an air carrier's flight is selected under this provision, further instructions will be provided at that time.**

**Suspension of the Federal Vaccination Mandate:** As of June 20, 2022, at 00:01 EDT, vaccination will no longer be a requirement to board a plane in Canada for domestic or outbound travel. **This change does not affect border measures that require all travellers entering Canada to continue following entry requirements, including vaccination.** Other public health measures, such as wearing a mask, continue to apply during the travel journey.

### **Delays:**

In the event of a delay outside the control of the traveller (i.e., weather delay, mechanical issue, unavoidable flight diversion), air carriers can accept negative COVID-19 test results **up to an additional 24 hours** from the scheduled departure time of their original flight to Canada. This applies to both molecular and antigen test results. Please note this 24-hour extension is not to be granted to the regular cancellation of flights; it must be due to a reason noted above.

**Note:** In exceptional cases should major processing delays occur upon arrival in Canada air carriers can re-book travellers on the next available flight to their destination, and board them, even if it extends beyond the 24 hour period of the test result.

### **Short trips (less than 72 hours):**

All unvaccinated travellers 5 years of age and older (unless the unvaccinated traveller is under 12 years of age and is travelling with their vaccinated parent, step-parent, guardian, or tutor), unless exempt, must present a valid COVID-19 pre-departure test result before boarding their flight to Canada. Pre-departure tests taken in Canada cannot be used for the return flight to Canada, unless it a previous positive test result that meets the requirements outlined above. Tests must be taken in another country other than Canada. This only applies to negative tests. It should be noted that test taken in Canada can still be used to enter another country (based on the other country's requirements).

### **Connecting Flights After Entering Canada:**

Unvaccinated foreign nationals, who are authorized to enter Canada without qualifying as fully vaccinated, can continue to their final destination using their valid pre-departure test as long as the scheduled departure time of their domestic flight is within 24 hours of the departure time for their flight to Canada. However, in exceptional cases should major processing delays occur upon arrival in Canada, air carriers can re-book travellers on the next available flight to their destination and board them, even if it extends beyond the 24-hour period of the test result. Please note this allowance is only to be used in exceptional circumstances out of the control of travellers related to extreme delays in processing upon arrival in Canada. Under all other circumstances the 24-hour window would apply.

### **Inadmissible Travellers:**

It is recognized that in some cases when travellers are deemed inadmissible upon arrival and are not permitted entry into the country of their destination, it can be virtually impossible to obtain a COVID-19 test (if required), and as such, would leave the traveller stranded. As per the *Minimizing the Risk of Exposure to COVID-19 in Canada Order* air carriers are permitted to board a Canadian Citizen, permanent resident, temporary resident, protected person or a person registered as an Indian under the *Indian Act* who resides in Canada even if they do not have a valid COVID-19 test result, if they were denied entry to a foreign country or territory and must subsequently board an aircraft destined to Canada.

**Note:** this only applies to unvaccinated travellers 5 years of age and older, as those who are fully vaccinated do not require a pre-departure COVID-19 test.

### **Prohibition of Entry outlined in Public Health Agency of Canada's (PHAC) Emergency Orders:**

PHAC's Emergency Order *Minimizing the Risk of Exposure to COVID-19 in Canada Order* remains the official source for information about who is eligible to enter Canada as it pertains to COVID-19 measures. In situations not specifically related to the COVID-19 measures, air carriers should continue to follow the normal process for assessing travellers (under the [Immigration Refugee Protection Act](#)).

**Note:** If there is any uncertainty the air carrier should contact Transport Canada's Air Carrier Support Center (1-844-880-6527).

The final assessment whether a traveller is eligible to enter Canada will be done by the Canada Border Services Agency (CBSA) upon arrival. It is the traveller's responsibility to ensure they are eligible to enter Canada.

Travellers are encouraged to use the [Travel Wizard](#) to assist in determining their eligibility to enter Canada.



## Section 3 – Denial of Boarding

Air carriers are to **deny boarding** in any of the following cases:

1. An unvaccinated traveller aged 5 years and older fails to meet any of the following (unless exempt OR the traveller is under 12 years of age and is travelling with their fully vaccinated parent, step parent, guardian, or tutor):
  - name of traveller does not match the traveller’s identification
  - the negative test result was administered in a country where there is an outbreak of a variant of COVID-19 or there are reasonable grounds to believe that there is an outbreak of that variant (and an exemption does not apply). This is list of countries is determined by the Minister of Health  
**Note:** Positive molecular test results can be from any country. Please note that the exemptions under the *Minimizing the Risk of Exposure to COVID-19 in Canada Order* still apply, which includes those exempt from providing a pre-departure test.
  - The negative test result was administered in Canada  
**Note:** the test must be administered outside of Canada and cannot be taken before departing Canada and then used to re-enter Canada, even for short trips, in the case of negative test results.
  - Molecular test result is **negative** but was not conducted within the valid testing window (within 72 hours prior to the scheduled departure time to Canada);
  - Rapid Antigen result is **negative** but was not conducted within the valid testing window (within 1 calendar day of the scheduled departure time of the flight to Canada);
  - Molecular test result is **positive** but was not conducted within the valid testing window (at least 10 full days and not more than 180 days from the scheduled departure time to Canada)
  - The positive test result was from a Rapid Antigen Test (instead of a molecular test).
  - test result is **inconclusive**; or
  - traveller refuses to provide proof of a test result.
2. The air carrier observes a traveller with COVID-19 symptoms. In which case, the traveller is denied boarding for a period of 10 days or until a medical certificate is presented that confirms that the symptoms that the person is exhibiting are not related to the COVID-19 virus.
3. A traveller refuses to provide answers or confirmation related to the confirmation of health status or do not pass the confirmation.
4. A traveller does not have a mask in their possession or refuse to wear their mask when instructed to do so by a crew member or gate agent.
5. A fully vaccinated foreign national **does not have an ArriveCAN receipt**, unless they meet an exemption, are to be denied boarding. Foreign nationals transiting through Canada, and who remain in the sterile area, continue to be permitted to board.

**Note:** Air carriers are asked to advise foreign nationals claiming to be fully vaccinated who do not have an ArriveCAN receipt to download the app on the spot and enter in all the required information to obtain an ArriveCAN receipt. If they are able to obtain an ArriveCAN receipt, they can board.

The Public Health Agency of Canada Traveller Contact Information Form (**SSCIMS Reference Number 130827**) is to be used only in exceptional circumstances by passengers who are unable to enter their information digitally in ArriveCAN due to traveller disability, a service disruption, natural disaster, or lack of infrastructure. Further examples of when to use the paper form can be found [here](#). Air carriers should direct passengers to use ArriveCan and not circulate this form to passengers as a replacement for the digital version of ArriveCAN if one of the exceptions mentioned above has not been met.

**Note:** travellers who are under a quarantine order are NOT to be denied boarding in the case where the order has provisions that allow them to travel, as long as they meet all other requirements (e.g., are symptom-free and pass the health check). For further information on the federally mandated quarantine provisions, please refer to the [Minimizing the Risk of Exposure to COVID-19 in Canada Order](#).

If a denial of boarding situation occurs, the air carrier should follow these steps:

- **Provide explanation for future travel** – Air carriers must explain to air travellers who are denied boarding, based on the health status, that they will need to wait a full 10 days before they are able to fly or that they will need to provide a medical certificate indicating the symptoms that they are exhibiting are not related to COVID-19 or a negative COVID-19 test result.
- **Advise air travellers to follow local health authorities related to COVID-19** – travellers who have been denied boarding, due to COVID-19 symptoms, should follow the guidance/direction from their provincial/territorial health authorities.
- Inform air travellers that, the Government of Canada provides consular service to Canadians abroad (refer to: [About Consular Services](#)).
- Encourage Canadians travelling abroad to register with the [Registration of Canadians Abroad](#) if they have not done so already.

## Section 4 – In Flight & De-planing

While in flight and deplaning, air carriers are to ensure crew and travellers are **wearing their mask**, even if fully vaccinated. Some exceptions do apply and may include but are not limited to when on the flight deck, when safety is in question, due to operational requirements, or for brief periods when eating, drinking or taking oral medications.

If during a flight, a traveller refuses to comply with an instruction given by a crew member with respect to wearing a mask, the air carrier must inform the Minister, as soon as feasible (generally expected within 24-48 hours after the incident or sooner) as well as keep a record of the following information for a period of 12 months:

- the date and flight number;
- the traveller's name and contact information, including the person's date of birth, home address, telephone number and email address;
- the traveller's seat number on the flight; and
- the circumstances related to the refusal to comply.

**Note:** These records must be made available to the Minister of Transport upon request, not just immediately following the incident. Air carriers are not expected to update their systems if the information that is provided does not match; however, every effort to ensure all relevant information is relayed to Transport Canada in a timely manner is appreciated. Ensuring this information related to the incident is as complete and accurate as

possible will be essential in facilitating Transport Canada’s ability to conduct a suitable investigation. Having the support and assistance of air carriers in the process will be key to ensuring that there is sufficient evidence to take enforcement action, if required.

Air carriers must also deliver the **in-flight announcement** prior to landing in Canada and de-planing (see [Annex E](#)).

## Section 5 – Information on Crew

### Update on crew based on the suspension of the vaccine mandate:

Unvaccinated Canadian crew members that cross the border while performing their duties or for the immediate purpose of performing their duties continue to be exempt from most COVID-19 border requirements. They must continue to use ArriveCAN to submit their travel details.

At this time, there are no changes to the requirements for foreign crew members. **All foreign nationals travelling to Canada, including foreign crew members are required to be fully vaccinated**, unless the individual meets one of the limited exceptions outlined in the Public Health Agency of Canada’s Order in Council [Minimizing the Risk of Exposure to COVID-19 in Canada Order](#).

### Confirmation of Health Status Requirements for Crew

The following individuals are exempt from the requirement to confirm their health status (i.e., confirmation that a person does not have a fever/cough, does not currently have or has had COVID in the past 10 days, or is not under a quarantine order), if travelling **within 72 hours** of the initial scheduled departure time of their flight:

- a) a crew member;
- b) a person boarding an aircraft only to become a crew member on board another aircraft operated by an air carrier;
- c) a person boarding an aircraft after having been a crew member on board an aircraft operated by an air carrier; or
- d) a person boarding an aircraft to participate in mandatory training required by an air carrier in relation to the operation of an aircraft, if the person will be required to return to work as a crew member.

If a crew member is travelling outside the 72-hour window as noted above, they must confirm their health status.

### ArriveCAN Requirements

- All crew, Canadian or foreign, must use ArriveCAN. They can make use of the saved traveller profile to “re-use” their ArriveCAN receipt, just as all travellers can, to save time. Please note that ArriveCAN refers to crew as an “exempt traveller”.
- As of January 15, 2022, foreign crew will not get a receipt if they are not fully vaccinated according to the Canadian definition.

Please refer to [Annex D](#) for more information on ArriveCAN or [Use ArriveCAN to enter Canada - Canada.ca](#).

## Section 6 – Post-Arrival in Canada: Information on What Travellers Should Expect

Once travellers arrive in Canada, deplane, and enter the airport, air carriers do not have any official obligations as it pertains to COVID-19 measures; however, air carriers are asked to communicate the travel restrictions in place in Canada to facilitate the smoothest travel journey possible.

**On-Arrival Testing:** \*NEW\* please note that on-arrival testing has been suspended at all airports until June 30, 2022. There are no changes for arrival testing for travellers who don't qualify as fully vaccinated and are allowed entry into Canada. Please visit [Travel to Canada: Requirements for COVID-19 vaccinated travellers](#) for more information.

### **Unvaccinated Youth**

All unvaccinated travellers, including youth aged 5 to 12, are subject to mandatory random on-arrival testing even though they are exempt from pre-departure testing and do not have to quarantine or avoid group settings. However, unvaccinated travellers 12-17 years of age or unvaccinated dependent adults over 18 years of age are still subject to quarantine and on-arrival testing (day 1 and day 8).

### **Unaccompanied Minors**

Unaccompanied, unvaccinated minors travelling to Canada are still subject to pre-departure testing (5 years of age and older) and may be subject to on-arrival COVID-19 testing and quarantine, based on direction of the public health officer upon arrival in Canada.

**Note:** the processing of unaccompanied minors upon arrival is overseen/enforced by the **Public Health Agency of Canada** (for more information please visit: <https://travel.gc.ca/travel-covid/travel-restrictions/flying-canada-checklist/covid-19-testing-travellers-coming-into-canada>).



## ANNEX A - Sample Email to Send to Travellers

### **Subject: COVID-19 Travel Measures Implemented by the Government of Canada**

Good day,

In advance of your upcoming travel to Canada, we wanted to provide you with some important information about the current travel restrictions and what you can expect upon arrival to Canada. The different measures to travel to Canada by air are outlined below. It is important to note that many restrictions are still in place, even for fully vaccinated travellers.

### **Requirements to Travel to Canada:**

To board a flight to Canada, all travellers must:

- ✓ Be symptom-free of COVID-19;
- ✓ Provide electronic or printed documentation (prior to departure) showing they are in possession of a valid COVID-19 test result (**only applies to unvaccinated travellers 5 years of age or older**);  
Note: Unvaccinated children under 12 years of age travelling with their vaccinated parent, step-parent, guardian, tutor do not require a pre-departure test.
- ✓ Wear a mask at screening checkpoint, during the boarding process, in flight, while deplaning, and in the customs and border processing area.

Note: All foreign nationals must be fully vaccinated, unless exempt, to enter Canada. Refer to the following webpage for more information: <https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada>.

In addition, before boarding a flight, all travellers are required to submit their information through the ArriveCAN mobile app or by signing in online at [canada.ca/ArriveCAN](https://canada.ca/ArriveCAN). Foreign Nationals who do not have an ArriveCAN receipt will not be permitted to board the flight or may be refused entry to Canada under the *Quarantine Act* and its Emergency Orders. Fully vaccinated travellers who did not submit their information and vaccination records through ArriveCAN, will not be considered fully vaccinated. Failure to submit information through ArriveCAN prior to arrival at the border may also result in contraventions fines of \$5,000 plus applicable surcharges.

Although the final determination as to whether or not you can enter Canada will be made by a government representative at the port of entry, all travellers are encouraged to first consult the [Travel Wizard](#) to determine/confirm if they are eligible to come to Canada.

Upon arrival in Canada, please check your email for arrival testing instructions since those who are fully vaccinated may be randomly selected for testing, and those who are not fully vaccinated will be required to undergo a COVID-19 molecular test on Day 1 and on Day 8 of their 14-day quarantine. All email notifications will be sent from [noreply.pasdereponse@notification.canada.ca](mailto:noreply.pasdereponse@notification.canada.ca) within 15 minutes of completing your customs declaration and receiving your kiosk receipt.

**Note:** If you have proof of a positive COVID-19 molecular test result taken at least 10 calendar days and no more than 180 calendar days before entering Canada, you may be exempt from arrival testing. Make sure to present the result to the border agent when you arrive to Canada in order to be considered for an exemption.

**For more information on any of Canada's current travel restrictions, please visit [travel.gc.ca](https://travel.gc.ca).**

We hope you enjoy your trip to Canada. Stay safe and be well.

## ANNEX B – Pre-board Notification to Travellers

**Note:** The pre-board notification can be done online, at automated check-in kiosks by agents at the check-in counter (e.g., pre-board announcement), or by any other means (at the discretion of the air carrier).

\*\*\*\*\*

*To reduce the spread of COVID-19, the Government of Canada has put in place several measures for air travel. It is the traveller's responsibility to ensure that they are eligible to enter Canada. More information about eligibility criteria can be found on the Government of Canada website, <https://travel.gc.ca/>.*

*Please be advised that, with a few exceptions, anyone 5 years of age and older who is unvaccinated travelling to Canada will be required to present a valid COVID-19 test result to board their flight for Canada.*

*Prior to boarding the flight to Canada, please be advised that, with few exceptions:*

- *Travellers will be required to answer a few simple questions related to their health, to which they must be answered truthfully. Providing a false or misleading answer could result in a maximum fine of \$5,000.*
- *Travellers 6 years of age and older must wear a mask throughout their travel journey, even if fully vaccinated.*

*In addition, before boarding a flight, all travellers are required to submit their information through the ArriveCAN mobile app or by signing in online at [canada.ca/ArriveCAN](https://canada.ca/ArriveCAN). Foreign Nationals who do not have an ArriveCAN receipt will not be permitted to board the flight or may be refused entry to Canada under the Quarantine Act and its Emergency Orders. Fully vaccinated travellers who did not submit their information and vaccination records through ArriveCAN, will not be considered fully vaccinated and will be subject to quarantine for 14 days and will need to complete Day 1 and Day 8 tests. Failure to submit information through ArriveCAN prior to arrival at the border may also result in contraventions fines of \$5,000 plus applicable surcharges.*

*As a reminder, no person should board a flight when they are feeling ill as this could potentially put others at risk. Should symptoms such as a fever, cough or difficulty breathing develop while in flight, please notify the flight crew immediately.*

*Stay safe and thank you for your cooperation.*

## ANNEX C – Additional Information on Pre-Departure COVID-19 Testing

### COVID-19 Molecular Test Results

Type of Test	Details of calculation
<p><b>negative</b> COVID-19 molecular test result performed by an accredited laboratory or testing provider within 72 hours of the initial scheduled departure time</p> <p>OR</p> <p><b>negative self-administered</b> COVID-19 molecular test result that was observed (with results verified) by an accredited laboratory or testing provider within 72 hours of the initial scheduled departure time</p>	<p>A traveller has a flight scheduled to Canada on Friday, March 5, 2021 at 10:00 a.m. They arrive at the airport with a valid molecular COVID-19 test result that is negative. The date stamp on the test result indicates March 2, 2021 for when the test was administered. The air carrier can use March 5 less 3 days, which brings us to March 2nd, as their basis to determine whether or not to board the traveller as indicated below in the following sample calculation:</p> <p><u>Calculation:</u>                      From March 5 to March 4 (-1 day from departure)                      From March 4 to March 3 (- 2 days from departure)                      From March 3 to March 2 (- 3 days from departure) <b>**limit**</b>                      = test is valid if administered on <b>March 2<sup>nd</sup> or later</b></p> <p><b>72 hours versus 3 days:</b> In the instance where a traveller presents a test that has no time stamp, air carriers are to assess the test result using 3 days as the benchmark. Air carriers can use the date of the scheduled flight to Canada as day 1, and count backwards by 3 days, to determine the testing window.</p>
<p><b>previous positive</b> test result taken at least 10 calendar days and no more than 180 calendar days before your initial scheduled departure time. Counting starts the day following the day of testing.</p> <p>OR</p> <p>positive <b>self-administered</b> COVID-19 molecular test result that was observed (with results verified) by an accredited laboratory or testing at least 10 calendar days and no more than 180 calendar days before your initial scheduled departure time. Counting starts the day following the day of testing.</p>	<p><b>Example:</b> a traveller who takes a test on February 1 will be eligible to fly on February 11.</p> <p><b>Date of Test: February 1</b></p> <ul style="list-style-type: none"> <li>▪ Day 1: February 2</li> <li>▪ Day2: February 3</li> <li>▪ Day 3: February 4</li> <li>▪ Day 4: February 5</li> <li>▪ Day 5: February 6</li> <li>▪ Day 6: February 7</li> <li>▪ Day 7: February 8</li> <li>▪ Day 8: February 9</li> <li>▪ Day 9: February 10</li> </ul> <p><b>Day 10 - Eligible to fly - February 11</b></p>

### COVID-19 Antigen Test Results

Type of Test	Details of calculation
<p><b>negative</b> antigen test performed by an accredited laboratory or testing provider no more than one calendar day before the initial scheduled departure time;</p> <p>OR</p> <p><b>negative</b> self-administered antigen test that was observed (with results verified) by an accredited laboratory or testing provider no more than one calendar day before the initial scheduled departure time.</p>	<p>Example: a traveller would be eligible to travel at any time on March 2 if they have a valid rapid antigen test result from March 1, regardless of what time the test was taken.</p>



## ANNEX D – Additional Information on ArriveCAN

As outlined in the Transport Canada *Interim Order*, air carriers are required to notify all travellers returning or travelling to Canada via air, that before boarding a flight, they are required to submit their information through the ArriveCAN mobile app or by signing in online at [canada.ca/ArriveCAN](https://canada.ca/ArriveCAN).

Foreign Nationals who do not have an ArriveCAN receipt will not be permitted to board the flight or may be refused entry to Canada under the Quarantine Act and its Emergency Orders. Fully vaccinated travellers who did not submit their information and vaccination records through ArriveCAN, will not be considered fully vaccinated and will be subject to quarantine for 14 days and will need to complete Day 1 and Day 8 tests. Failure to submit information through ArriveCAN prior to arrival at the border may also result in contraventions fines of \$5,000 plus applicable surcharges.

In exceptional cases, it is acceptable to use the paper version to provide the required ArriveCAN information. These exceptional cases include:

- If the person is disabled;
- If there is inadequate infrastructure;
- If there is a service disruption; or
- If there is a natural disaster.

Changes of as April 25, 2022, related to ArriveCAN:

- Fully vaccinated travellers (and any children under 12 years of age who are accompanying them) no longer need a suitable quarantine plan but must provide their contact information.
- Removal of daily reporting of signs and symptoms for all fully vaccinated travellers.

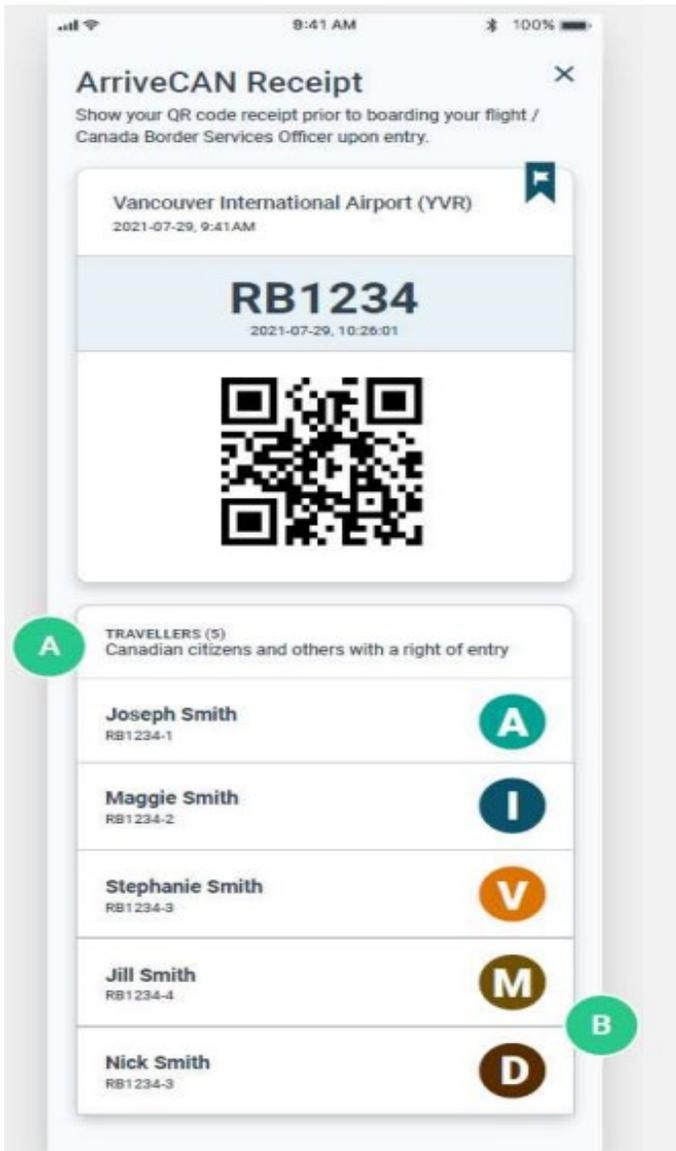
**Exempt Essential Travel Profile** - Travellers, including crew, can save time by creating an exempt essential travel profile and enter their information once. This will allow the traveller to re-use their receipt for each entry into Canada.

The traveller will only need to resubmit their information in ArriveCAN if the border services officer determines they are not travelling for exempt essential travel or if they are travelling for non-essential reasons (e.g., discretionary travel). A traveller can submit their information at any time before travel and are no longer required to enter information about their port of entry or date and time of arrival. Information cannot be submitted on behalf of others.

More information is available here: <https://www.Canada.ca/ArriveCAN>

**Mobile App receipt example (updated receipt):**

- A** Purpose of travel now added under traveller summary
- B** New icons:
  - M** Medical exemption
  - D** Dependent Adult



- A** QR Authenticated
- I** Immunized
- V** Vaccination

**Note:** Air operators should remind travellers to always have their paper proof of vaccination available for verification at the border



## ANNEX E – In-flight Announcement Prior to Landing in Canada

*In light of the global pandemic related to COVID-19, the Government of Canada has put in place emergency measures to help limit the spread of COVID-19 in Canada.*

*Travellers, even if fully vaccinated, must wear a mask at the screening checkpoint, during the boarding process, in flight, while deplaning, and in the customs and border processing area.*

*Please have all your travel documentation, including your paper proof of vaccination if applicable, as well as your digital ArriveCAN receipt ready to present to officials upon arrival.*

*In addition, please be sure to check your email for arrival testing instructions since those who are fully vaccinated may be randomly selected for testing, and those who are not fully vaccinated will be required to undergo a COVID-19 molecular test on Day 1 and on Day 8 of their 14-day quarantine. All email notifications will be sent within 15 minutes of completing your customs declaration and receiving your kiosk receipt.*

*Stay safe and be informed about COVID-19 related information from the national, provincial and territorial health authorities.*

*Thank you for your cooperation.*