

## Reminder: Government of Canada announces new mandatory requirements for travellers to Canada

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Air travellers whose final destination is Canada must submit their information electronically through ArriveCAN before they board their flight. This includes travel and contact information, quarantine plan, and COVID-19 symptom self-assessment. Travellers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally. Travellers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to \$1,000 fine.

Submitting information digitally will also help travellers reduce their processing time at the border as well as limit physical contact between travellers and border services officers and Public Health Agency of Canada officers. This protects the health and safety of travellers and officers.

The ArriveCAN app is available for download on Google Play for Android or through the App Store for iOS. Travellers can also submit their information by signing in [online](#).

Additional information and answers to frequently asked questions can be found [here](#).

## Important – Refunds Reminder

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**We would like to remind you that for GDS bookings, you must self-refund any eligible refunds via the GDS. Please refer to Air Canada [Refund Services Reference Guide](#) for processing of such refunds. Refunds cannot be processed via the BSP link. All requests received through BSP link will be rejected.**

## Reminder: Know the entry requirements before travel

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Please visit our government entry requirements website which highlights the important information you and your customers need to know before travelling to, from and transiting within Canada to international destinations.

Each country has unique requirements which may include forms that must be

completed and submitted online, and/or printed and presented at the airport prior to boarding a flight. Failure to meet country entry requirements may result in long delays at the airport or upon arrival at the destination. Travellers may also be refused travel or be subject to government enforcement action for non-compliance.

It is **your responsibility** to ensure that your customer - and any child travelling with them - have all the valid travel documents necessary to enter in, exit from or transit through, each country/region on their itinerary regardless of if the flight is operated by Air Canada or another carrier.

Learn more about [where we fly](#), or visit the [Government Entry Requirements website](#).

### **Important: Our policies**

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We encourage you to refer to our online DRS and [aircanada.com/agents](http://aircanada.com/agents) for the latest versions of our policies.