

FLASH - February 9, 2021

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Reminder: Pre-departure COVID-19 test required for your customer's upcoming flight to Canada

Since January 07, 2021, all travellers, five years of age or older, including Canadians, have been required to show a negative PCR, NAT/NAAT or LAMP test result taken within 72 hours prior to boarding their scheduled departure to Canada.

[Please be advised that commonly used test providers in your market may possibly not be approved or acceptable for entry to Canada.](#) For the Canadian Government's information on approved testing entities abroad:

1. Visit travel.gc.ca/travelling/advisories
2. Select a country
3. Click the "Health" tab
4. Scroll down to "Medical services and facilities"
5. Click on "Local COVID-19 testing facilities"

Travellers do not need to provide a negative COVID-19 PCR test if:

- Their flight to Canada departs from one of the recognised countries identified by the Government of Canada as a country where PCR testing is deemed unavailable, they may still travel however upon landing in Canada they will be required to quarantine for 14 days in a Public Health Agency of Canada quarantine location.; and/or
- They are only transiting through a Canadian airport from one international destination to another, without entering Canada. Please ensure your customers are aware of and in compliance with the entry requirements for their final destination.

As a reminder, we recommend you visit travel.gc.ca for official updates from the Government of Canada. They have also published a list of [frequently asked questions](#) about the new testing requirement. For specific questions related to the implementation of the government policy, please contact the government or [Canadian Consular Services](#).

Please visit [our COVID-19 testing page](#) which includes the latest information as we receive it from the Government of Canada.

Reminder: Customer Contact Tracing

We recognize that we have all been impacted by this global pandemic and while we continue to work towards recovery of our industry and resumption of service during these extraordinary times, we must work together to ensure that we have the necessary customer contact information, in the event we are required to contact our mutual customers.

Now more than ever, we must continue to remain vigilant and as such we are requesting that in addition to the current contact details you are providing, you also provide customer email address, and customer mobile number. This will not only enable us to assist you in reaching our mutual customers but also abides by mandatory Transport Canada requirement. In addition, it ensures we support our public health authorities and contact trace quickly.

[Per Transport Canada it is mandatory to specifically enter customer contact details. These must be entered using the standard IATA SSRs:](#)

- SSR CTCE: customer email address
- SSR CTCM: customer mobile number
- SSR CTCR: customer has declined to provide information

We greatly appreciate your support and cooperation as we work together to rebuild our industry and secure our future health.

Reminder: Know the entry requirements before travel

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/province 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/province 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](#).

Unaccompanied Minor service: Temporary suspension

To ensure a safe experience for all our customers, Air Canada is temporarily suspending service for unaccompanied minors on international itineraries (this service will continue to be offered on wholly domestic itineraries).

This decision was taken as a precaution based on upcoming new entry and quarantine requirements the Government of Canada has suggested will be implemented in the near future. These may include a mandatory stay at a Public Health Agency of Canada (PHAC)-approved hotel for three nights, and a mandatory COVID-19 molecular test upon arrival for all travellers arriving in Canada from an international destination.

For the safety and well-being of our youngest customers, we have temporarily suspended offering this service effective February 4th until April 30th, 2021. This date may be extended without notice.

Customers who currently hold affected bookings for unaccompanied minors should contact our Air Canada Call Centre agents to discuss.