

**FLASH Canada - March 18, 2021**

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**Visit our COVID-19 hub**

Stay informed on the latest information on COVID-19 testing, entry requirements, flexible change and cancellation policies, and biosafety measures.

[Learn more](#)

## **Reminder: Entry and quarantine requirements in Canada, with onward connections within Canada**

Before traveling to Canada, please be reminded of the following:

For all arriving customers into Canada without an exemption for arrival testing and mandatory hotel stay, and with onward connections within Canada:

**Re-book your customer's connecting flight.**

Since they will need to quarantine at their first point of entry, you'll need to re-book their connecting flight. Please refer to our [Goodwill policy](#).

**NOTE:** If their connecting flight is not re-booked prior to their departure, Air Canada will cancel their connecting flight and add an OSI: "Rebook intra-CDA connection per the new Canadian quarantine entry requirement". Please refer to our [Goodwill policy](#) for re-booking your customer's connecting flight.

For customers that are exempt from the arrival testing and mandatory hotel stay, including unaccompanied travellers 12-17 years (arriving at YYZ, YUL, YYC) or 12-18 years (arriving at YVR):

**Please add SSR in their PNR: SSR OTHS "EXEMPT FROM 3 NIGHTS HOTEL".**

For New Bookings with Same Day connection within Canada:

**Book your customer's flight with Same Day connection.**

**If they are exempt** from the arrival testing and mandatory hotel stay, including unaccompanied travellers 12-17 years (arriving at YYZ, YUL, YYC) or 12-18 years (arriving at YVR): Please add SSR in their PNR: SSR OTHS "EXEMPT FROM 3 NIGHTS HOTEL" and proceed with issuing their ticket.

**If they are not exempt:** Re-book your customer's connecting flight. Please refer to our [Goodwill policy](#).

**NOTE:** If their connecting flight is not re-booked prior to their departure, Air Canada will cancel their connecting flight and add an OSI: "Rebook intra-CDA connection per the new Canadian quarantine entry requirement". Please refer to our [Goodwill policy](#) for re-booking your customer's connecting flight.

## **Reminder: Know the entry requirements before travel**

To limit the spread of COVID-19, governments across the globe have imposed various travel restrictions. These new travel restrictions may be imposed or amended with little warning.

**Before your customer flies with us to Canada**, your customer must book and pay for a three-night stay in a government-authorized accommodation where they will remain until receiving the results from their first test. The list of government-authorized accommodations can be found on the [Government of Canada website](#).

Each country/province also 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 these 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.

Please ensure your customers are aware of all necessary requirements for entry, exit from or transit through, each country/province on their itinerary regardless of if the flight is operated by Air Canada or another carrier.

You and your customers can refer to our [COVID-19 hub](#) which highlights important information.

## **Important: Our policies**

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

