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#### **FLASH Canada - February 26, 2021**

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### **Reminder: New Entry and Quarantine Requirements in Canada**

Before your customer flies with us to Canada, we want to make sure you are aware of the new entry and quarantine requirements imposed by the Government of Canada that will affect your customers' arrival.

Effective February 22, 2021, in addition to providing a negative pre-departure COVID-19 test, all customers arriving in Canada must take two COVID-19 molecular tests — one on arrival at the airport and one as part of an at-home test kit to be completed later in the quarantine period.

Before traveling to Canada, your customer must also 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](#).

If your customers are connecting to another destination within Canada, note that they must take their test on arrival and complete the mandatory hotel stay at their first point of entry into Canada. If they receive a negative test result, they can continue to their final destination within Canada and

complete the remainder of their quarantine there. If the results of the first test are positive, your customer will be moved to a federal designated quarantine facility to complete the balance of their quarantine.

If they are connecting to an onward international destination, they are exempt from this requirement, as long as they remain in the secure terminal area.

Only certain travellers will be exempt from the arrival testing and mandatory hotel stay. For official details, please visit the [Government of Canada's travel assistance site](#).

### **Here's what you need to know**

For all arriving customers into Canada without an exemption for arrival testing and mandatory hotel stay:

**Have your customer download the free [ArriveCAN mobile app](#).** ArriveCAN must be used prior to their arrival in Canada to provide mandatory contact details and quarantine plan information.

**Customers must take a COVID-19 test 72 hours prior to the departure of their flight.**

For full details, visit the [Government of Canada site](#).

**Customers must reserve their room at a government-authorized accommodation for three nights.**

There will be a number of hotels to choose from, located near each of the four international airports in Vancouver (YVR), Calgary (YYC), Toronto (YYZ) and Montreal (YUL). Customers can go to [travel.gc.ca](https://travel.gc.ca) on how to book their hotel.

For those 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".**

**Have your customer download the free [ArriveCAN mobile app](#).**

ArriveCAN must be used prior to their arrival in Canada to provide mandatory contact details and quarantine plan information.

**Customers must take a COVID-19 test 72 hours prior to the departure of their flight.**

For full details, visit the [Government of Canada site](#).

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.

Note that policies and requirements change frequently, and it remains your customers' responsibility to ensure that they are in compliance. We therefore strongly encourage them to visit the relevant government websites for the latest requirements as Air Canada is not responsible for how these requirements are applied by the governments. You and your customers can visit the Government of Canada at [travel.gc.ca](http://travel.gc.ca) for more information. For specific questions related to the implementation of the government policy, please contact the government or [Canadian Consular Services](#).

We also invite you and your customers to visit the [Air Canada COVID-19](#)

[Hub](#) for more details.

As always, we remain committed to providing our mutual customers with a safe and comfortable journey.

## **Manulife COVID-19 Insurance – Extended**

Complimentary Manulife COVID-19 Emergency Medical Insurance is included for Aeroplan Members with new eligible round-trip international flight rewards and bookings booked by April 30, 2021, for travel completed by September 7, 2021. Conditions apply.\*

\*Manulife COVID-19 Emergency Medical Insurance is underwritten by The Manufacturer's Life Insurance Company (Manulife). Manulife, Manulife & Stylized M Design, and Stylized M Design are trademarks of The Manufacturers Life Insurance Company. Manulife has appointed Active Claims Management Inc. (2018) (operating as Active Care Management) as the provider of all assistance and claims services. For more information, visit [www.manulife.ca](http://www.manulife.ca) or call Manulife toll free at 1-866-521-8506.

### **Important: Our Policies**

We encourage you to refer to our [online DRS](#) and [aircanada.com/agents](http://aircanada.com/agents) for the latest versions of our policies. [Click here](#) to download the latest version of the Schedule Change policy.