

TORONTO PEARSON TIP SHEET

FOR PASSENGERS

Due to the COVID-19 pandemic, there have been many changes to the passenger experience at Toronto Pearson. As a result of government travel restrictions and new requirements, be aware that you will likely face longer than normal wait times as your health is prioritized across every touchpoint of your journey. You'll also see a number of measures and innovations implemented at the airport. Through our globally-accredited Healthy Airport program, we're taking a layered approach to your health so that when you decide to travel, you can do so confidently.

This guide has been designed to provide you with key information for travellers.

DEPARTING FROM PEARSON

Passengers departing from Pearson will find some changes to their travel experience as a result of COVID-19.

This includes:



- Terminal access is restricted to passengers who are travelling on the same day and airport employees on duty. Those dropping off (or picking up) friends and loved ones at the airport are not permitted to enter the terminals, with some exceptions (such as for minors travelling alone or passengers requiring mobility assistance).



- Masks must be worn indoors, including in the terminals, parking facilities and the inter-terminal train. Face coverings must not include exhalation valves, also known as "vented masks." Clear face shields are also not sufficient as a face covering if worn on their own. Clear face shields must be combined with an approved non-medical mask that covers the nose and mouth.



- Passengers should maintain a safe distance from others whenever possible.
- To promote physical distancing whenever possible, many shops and restaurants will limit access based on passenger volumes. Passengers can also order ahead of time with Uber Eats, available in select restaurants.



- We're working with our airline partners to make the check-in and boarding process as touchless as possible; that includes reconfiguring boarding pass scanners to have a self-scan option and providing contactless bag drops in several locations.



- At security, departing passengers will have their temperature checked. If their temperature is above 38°C they will not be able to travel.

INTERNATIONAL ARRIVALS AT PEARSON

Due to new government travel requirements, international arriving passengers will find some changes to their travel journey. Passengers are advised to check in with their carrier and the [Government of Canada website](#) to ensure they have met all the requirements for entry

This includes:

- As of July 5, 2021 at 12:01am, passengers who are fully vaccinated and are permitted to enter Canada will not need to quarantine when arriving from an international destination or take a COVID-19 test on day eight. For more information on international arrivals requirements, check out [Arriving into Canada](#).
- Passengers must provide proof of vaccination and other COVID-19-related information electronically through the ArriveCAN app prior to arrival in Canada.
- New screening procedures and distancing requirements may mean longer wait times during some touchpoints of their airport journey.

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- International fully vaccinated passengers who are permitted to enter Canada will still require a PCR COVID-19 test 72 hours prior to departure and an on-arrival test.
- If not fully vaccinated, passengers will be required to complete a pre-departure, on-arrival and day eight test, and to proceed to government-authorized accommodations upon arrival.

HEALTH MEASURES IMPLEMENTED BY THE GTAA

Working with airlines, government agencies, innovators and public health agencies, we've deployed the latest cleaning and hygiene practices for a Healthy Airport.

Cleaning



Increased cleaning has been implemented in all areas. Baggage carts and wheelchairs are being disinfected at the curbside in between use and high touch areas are continuously cleaned. Ultra-violet (UV) light is being used to disinfect high-touch escalator and moving sidewalk handrails and autonomous floor cleaners are in operation throughout the airport to clean and disinfect floor surfaces.

Touchless / Low-touch processing



- Touchless check-in, bag drops and boarding: We're working with our airline partners to make the check-in and boarding process as touchless as possible; that includes reconfiguring boarding pass scanners to have a self-scan option and providing contactless bag drops in several locations.



- Touchless Bluetooth technology is being used for selected high-traffic elevators; the technology allows elevators to be controlled using a smartphone.

Air quality



- Industry-approved air filters have been installed throughout both terminals. UV lighting has also been installed in our HVAC system.
- We have optimized airflow patterns in our terminals to improve flow and ventilation.
- Air flow within the terminals is continuously monitored. Air quality monitoring data is available to the public at <http://airquality.torontopearson.com>.

COVID-19 TESTING FOR DEPARTING INTERNATIONAL PASSENGERS

Passengers requiring a Rapid PCR or antigen test for travel to international destinations will find convenient and accessible testing at Toronto Pearson. Passengers are responsible for confirming the government entry requirements of their destination, including accepted COVID-19 tests. For more information, please visit www.torontopearson.com/testing.

These are just some of the measures Pearson has put in place to keep passengers safe and protected. Additional details can be found on our website at torontopearson.com/readytotravel.