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 requirements, you may face longer than normal wait times as your health and safety are prioritized across every touchpoint of the airport 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 travel, you can do so confidently.

We've introduced an interactive Travel Information Hub, a friendly guide to help you plan for international travel and testing requirements, what you can expect at the airport, including how we're keeping you safe, and the restaurants and shopping available during your visit. Learn more at: torontopearson.com/travelhub.

COVID-19 TESTING FOR DEPARTING INTERNATIONAL PASSENGERS

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

WHILE YOU'RE AT PEARSON

Whether you're departing or arriving in Toronto, we have various options available to you.

- Our parking facilities offer options to suit your needs. Review the options and book ahead of time for additional savings at torontopearson.com/parking.

- Ground transportation is also a great option to get to and from the airport. Our website details all of the options available. Plan your route with ease at torontopearson.com/transportation-and-parking.

- There are various food and beverage options available, from sit down restaurants to take-out offerings. If you choose a sit-down option, proof of vaccination is required. You can also order ahead of time for pick up with Uber Eats to skip the line and reduce physical touchpoints, available in select restaurants. To find out what options are available when you're travelling, check out torontopearson.com/en/while-you-are-here.

DEPARTING FROM PEARSON

When you depart from Pearson will find some changes to their travel experience as a result of COVID-19.

This includes:

- If you are 12 years of age or older, you will need to be fully vaccinated to board a domestic or international flight departing from an airport in Canada.

- Terminal access is restricted to those 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. Masks 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.

- We're working with our airline and agency partners to make travel process as touchless as possible; this includes touchless check-in kiosks and bag drops in several locations.

HEALTHY AIRPORT

Toronto Pearson

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INTERNATIONAL ARRIVALS AT PEARSON

Due to government travel requirements, you will see some changes to your travel journey when you arriving from an international destination. You are advised to check in with their carrier and the Government of Canada website to ensure you have met all the requirements for entry.

This includes:

- If you are fully vaccinated and are permitted to enter Canada, you will not need to quarantine when arriving from an international destination or take a COVID-19 test upon arrival, unless randomly selected. For more information on international arrivals requirements, check out Arriving into Canada at torontopearson.com/testing-arrivals.

- You must fill in COVID-19 related information electronically through the ArriveCAN app prior to arrival in Canada. This includes proof of vaccination and COVID-19 test results.

- If you are fully vaccinated arriving from an International destination who is permitted to enter Canada, you will still require a PCR COVID-19 test 72 hours prior to departure and an on-arrival test.

- If not fully vaccinated, you will be required to complete a pre-departure, on-arrival and day eight test, and to proceed to government-authorized accommodations upon arrival.

- Only passengers and employees are allowed in the terminal buildings. If you're picking up a loved one, use the Cell Phone Lot to wait until your party is ready to be picked up. Alternatively, Express Pass allows you to park in our covered garages in Terminals 1 and 3 for up to 18 minutes for free when picking up or dropping off passengers.

- Effective November 30, if you are fully vaccinated and are re-entering the country within 72 hours of leaving Canada, a pre-entry molecular test is not required. This exemption may extend to accompanying children, for more details visit - travel.gc.ca/travel-covid.

HEALTH MEASURES IMPLEMENTED AT TORONTO PEARSON

Working with airlines, government agencies, innovators and public heath 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 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 floor surfaces.

Touchless / Low-touch processing

We've worked with our airline partners to make the check-in and boarding process as touchless as possible; this includes touchless self-service check-in kiosks and contactless bag drops in several locations.

Touchless Bluetooth technology is being used for selected high-traffic elevators, allowing for elevators to be controlled using a smartphone.

Air quality

Industry-approved air filters have been installed throughout both terminals and air flow within the terminals is continuously monitored. UV lighting has also been installed in our HVAC system. We have also optimized airflow patterns in our terminals to improve flow and ventilation.

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KEY CONTACTS

Below are some of the key partners at Pearson that will help to make your travel smooth:

- Toronto Pearson: torontopearson.com/travelhub OR 416-AIRPORT

- Air Canada: aircanada.com OR 1-888-247-2262

- WestJet: westjet.com OR 1-888-937-8538

- Canada Border Services Agency (CBSA): cbsa-asfc.gc.ca

- Canadian Air Transport Security Authority (CATSA): catsa-acsta.gc.ca/en

- SwitchHealth: switchhealth.ca OR 1-888-966-6531

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/travelhub.

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