

Dear Tour Leader,

Hello and welcome to Toronto Pearson (YYZ) International Airport – Terminal 1.

As your itinerary takes you through Toronto Pearson (YYZ) International Airport, I would like to take a moment to thank you for booking your group with us and personally walk you through Air Canada's processes for check-in and departures.

Please review this document carefully, as the Air Canada team wants to ensure your group experiences a stress-free transfer while in our airport.

Check-in and Boarding Gate Cut-Off Times:

Regardless of your destination, we strongly recommend you arrive early. This allows us to process your group and baggage as efficiently as possible.

As processing times at the airport are longer than normal due to COVID-19, it's important to respect the following deadlines for your group's itinerary. Failure to respect them may result in the reassignment of any reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

Itinerary	When to arrive at the airport	Check-in & baggage drop off deadline	Boarding gate deadline**	Boarding gate closes***
Within Canada	90 minutes	45 minutes	30 minutes	15 minutes
To/from the U.S.	120 minutes From Toronto (YYZ): 180 minutes (3 hours)	60 minutes From Toronto (YYZ): 90 minutes	30 minutes	15 minutes
International (including Mexico and the Caribbean)	180 minutes From international airports: 240 minutes (4 hours)	60 minutes From Toronto (YYZ): 90 minutes	45 minutes	30 minutes

*** NOTE: Travel to the U.S. from Toronto Pearson** – If you're travelling to the U.S. from Toronto Pearson Airport on a flight departing before 10 am, note that wait times are longer than usual at U.S. Customs and Border Protection (CBP). For this reason, **you should arrive at the airport three (3) hours before your flight's scheduled departure time.** Pre-board security screening for departures to the U.S. at Toronto-Pearson opens to passengers at **4:00 AM**.

Please refer to [Check-in and Boarding Times](#) at aircanada.com

Airport Process:

Now that you've arrived at the airport, let me outline your steps to get to you and your group to the flight quickly and efficiently.

Step 1 – Check-in Location:

- Depending on your destination, the time of day, the size of your group and type of baggage (sports equipment etc.), your check-in area may be processed in a separate area. Upon arrival at Toronto Airport – Terminal 1, please speak to the Air Canada Customer Experience Specialist stationed at the Welcome Podium, at the entrance of each check-in area. Aisles are numbered based on your destination. Please see as follows:
 - Domestic **Aisle 3**
 - International (*including Mexico and the Caribbean*) **Aisle 4-5**
 - USA (*including San Juan, Puerto Rico and Hawaii*) **Aisle 11-12**

Step 2 – Check-in:

- We strictly enforce cabin baggage rules and regulations at check-in, pre-board screening and at the gate during boarding. Please ensure your group's bags (checked and carry-on) are compliant in size and then number of pieces. Should your group wish to check overweight and/or additional bags, fees may be applicable as per your group agreement and/or fare type.
 - I encourage you to remind your group members that failure to check excess baggage at time of check-in may result in these fees being collected at the gate and/or their carry-on bags deemed unacceptable for the cabin and checked as an additional piece. Our carry-on baggage policy also applies to duty-free/purchases made after pre-board screening.
 - Air Canada's baggage policy can be found on aircanada.com by searching: *Air Canada Baggage Information Guide*
- Customers are responsible for holding valid travel documents necessary to enter or transit each country within their itinerary, including any COVID-19 entry requirements and documentation. Kindly refer to *Air Canada Travel Requirements and Regulations* and *Air Canada Travel Documents Required for Travel* on aircanada.com for further information.

Step 3 – Clear Security:

- Once your group has completed the check-in process, please proceed directly to the pre-board security screening points (Domestic – end of Aisle 3, International – across from Aisle 6, US – adjacent to Aisle 11). It is important that your group clears security screening early to ensure they are inside the gate area and in the departure lounge ahead of the boarding call.
- Monitor your flight status and departure gate via the many Flight Information Screens located throughout the terminal, via the Air Canada app (available on iTunes and Google Play), or by asking an Air Canada representative.

Step 4 – Boarding:

- Your group must be at the gate at the boarding time indicated to ensure no one is left behind. While we know that there are many amenities and services to enjoy in the departure area, we will rely on your assistance in assembling the group at the gate by the time indicated on your boarding card.
- Boarding zone and seat number are indicated on your boarding pass. Please point these out to your group members to ensure all understand which zone they are in and where they are seated on the aircraft.



TESTER TEST ZONE 2

ECONOMY CLASS / CLASSE ECONOMIQUE
COUPON REQUIRED/REQUIS

Flight/Vol Date From/De Destination Flight/Vol
AC 414 27JAN TORONTO MONTREAL

Boarding Time/Heure d'embarquement 13:25 Gate/Porte 19E Seat/Place 19E MIDDLE/CENTRE

Departure Time/Heure de depart 14:00

Airline Use/A usage interne 8862 YYZ885413

Boarding Pass | Carte d'accès à bord

AIR CANADA
A STAR ALLIANCE MEMBER
MEMBRE DU RESEAU STAR ALLIANCE

- **REMEMBER:** Gates close for boarding at 15 minutes prior to departure time to ensure an on-time departure. I cannot stress enough the importance of punctuality. Please remind your group members that any arriving after gate closure time will be subject to having the bags removed and missing their flight.

Departure Area Customer Support:

In Toronto Airport, you may ask for direction or assistance at any of our Customer Service Counters located within the departure gate areas:

Departure Area	Customer Service Desk Location
Domestic – travel within Canada	Next to Gate D20
Transborder – Travel to the USA	Between The Hearth restaurant and Gate F82
International (including Mexico and the Caribbean)	Across from the Travelex Currency Exchange

In the event of an unforeseen delay or cancellation, we will accommodate you quickly and efficiently as possible. We take pride in service and understand the importance of the recovery when things don't go to plan. Please listen to the announcements made at the gate for information and instruction.

Again, welcome to Toronto Airport and thank you for choosing Air Canada. On behalf of my entire team, we wish you a pleasant flight.

Air Canada