

Dear Tour Leader,

Hello and welcome to Vancouver (YVR) International Airport.

As your itinerary takes you through Vancouver (YVR) 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.

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

Please refer to the table below or visit [Air Canada - Check-in / Boarding Times](#)

Itinerary	When you should check in	Check-in / baggage drop-off ends	Boarding gate closes
Within Canada	90 minutes	45 minutes <sup>†</sup>	15 minutes
To/From the U.S.	120 minutes	60 minutes	15 minutes
International (including Mexico and the Caribbean)	120 minutes	60 minutes	15 minutes
From Algiers (Algeria), Casablanca (Morocco) and Tel Aviv (Israel)	180 minutes	60 minutes	30 minutes
To the U.S. From Toronto Pearson	For departures before 10 am, wait times are longer than usual at U.S. Customs and Border Protection (CBP) and Canadian Air Transport Security Association (CATSA) pre-board screening. You should arrive at the airport <b>three (3) hours before your flight's scheduled departure time</b> . Pre-board security screening for departures to the U.S. opens at 3:00 AM.		

<sup>†</sup> Exception: 20 minutes for flights departing from Toronto City Airport (YTZ).

So, you've arrived at the airport. Let me outline your steps to get to your flight quickly and efficiently.

- 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, please speak to any of our Air Canada representatives and ask for the duty manager so we may direct your group to the appropriate area.
- At Vancouver Airport, our Group Travel team is near the Domestic and International check-in area located adjacent to the "Graham Clarke Atrium" (look for the curved glass tower between the international check-in area and the Domestic check-in area). If your travel is on an Air Canada flight with direct service to the United States, please speak to an Air Canada representative who will advise you on your check-in area.

- 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 checked and carry-on bags are compliant. Should your group wish to check excess weight 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 check-in may result in these fees being collected at the gate and/or their bags being tagged and made unavailable for the flight. This policy also applies to purchases made after pre-board screening.

Air Canada's baggage policy can be found at: [Air Canada Baggage Information Guide](#)

- Customers are responsible for holding valid travel documents necessary to enter or transit each country within their itinerary. Kindly refer to Travel-requirements/Travel-documents for further information.

- Once your group has completed the check-in process, please proceed to the pre-board security screening located at the end of each aisle.

- 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.

- Boarding time, boarding zone and seat number are indicated on your boarding pass. To ensure no one is left behind, your group must be at the gate at the boarding time indicated. So, while we know that there are many amenities and services to enjoy, we will rely on your assistance in assembling the group at the gate by the time indicated on your boarding card.



\*\*\*\***Important**\*\*\*\* Gates close for boarding at 15 minutes prior to departure time.

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

Itinerary	Customer Service Desk Location
<b>Within Canada</b>	Between gates C46 & C47 [end of moving walkway]
<b>To/From the U.S.</b>	You may contact any of our Customer Service Agents on duty or consult the Flight Information screens.

<b>International (including Mexico and the Caribbean)</b>	You may ask any of our Customer Service Agents on duty or consult the Flight Information screens.
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- Finally, in the event of an unforeseen delay or cancellation, we will accommodate you quickly and efficiently as possible. Please listen to the announcements made at the gate for instructions.

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

Air Canada