

FLASH



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Government of Canada announces new mandatory requirements for travellers to Canada

As part of Canada's efforts to reduce the spread of COVID-19, all travellers are required to provide specific information upon and after entry into Canada. This includes requirements to provide a quarantine plan and contact and travel information. The Government of Canada introduced ArriveCAN in April 2020 to create a secure and user-friendly way to help travellers comply with these border measures. ArriveCAN is available as a mobile app or by signing in online.

As of November 21, 2020, air travellers whose final destination is Canada must submit their information electronically through ArriveCAN before they board their flight. This includes travel and contact information, quarantine plan, and COVID-19 symptom self-assessment. Travellers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally. Travellers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to \$1,000 fine.

Submitting information digitally will also help travellers reduce their processing time at the border as well as limit physical contact between travellers and border services officers and Public Health Agency of Canada officers. This protects the health and safety of travellers and officers.

The ArriveCAN app is available for download on Google Play for Android or through the App Store for iOS. Travellers can also submit their information by signing in [online](#).

Additional information and answers to frequently asked questions can be found [here](#).

Exemptions from mandatory face covering

Your customer may be exempt from the requirement to wear a face covering if the two following conditions are met:

1. They have a valid medical certificate confirming that there is a medical reason preventing them from wearing a face covering during their travel, and that they have received authorization not to wear a face covering from Air Canada. Please contact the [Air Canada Medical Assistance Desk](#) for full details. In the case of flights departing from Europe, please present the medical certificate at the airport before departure. To access the medical certificate, please click [here](#).
2. **For flights as of December 15, 2020**, customers will need to present a negative COVID-19 test taken within 72 hours from departure, at the airport check-in and/or prior to boarding the flight. Note that they may need another negative COVID-19 test for the return journey if the departure of the return trip exceeds 72 hours from the time the test was taken.

Checked baggage restrictions for flights to/from Cuba

Please note that passengers travelling to Cuba (Cayo Coco or Varadero) are only permitted two pieces of checked baggage of up to 32kg per bag*, plus one carry-on and one standard article. Unfortunately, we are unable to accept any extra checked baggage.

*Overweight charges will apply to bags over 23kg.

Reminder: Know the entry requirements before travel

Please visit our government entry requirements website which highlights the important information you and your customers need to know before travelling to, from and transiting within Canada to international destinations.


Each country has unique requirements which may include forms that must be completed and submitted online, and/or printed and presented at the airport prior to boarding a flight. Failure to meet country entry requirements may result in long delays at the airport or upon arrival at the destination. Travellers may also be refused travel or be subject to government enforcement action for non-compliance.

It is **your responsibility** to ensure that your customer - and any child travelling with them - have all the valid travel documents necessary to enter in, exit from or transit through, each country/region on their itinerary regardless of if the flight is operated by Air Canada or another carrier.

Learn more about [where we fly](#), or visit the [Government Entry Requirements website](#).



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 Flights operated by Air Canada Rouge. For more information, visit flyrouge.com.