

# TORONTO PEARSON TIP SHEET

## FOR PASSENGERS

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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](https://torontopearson.com/travelhub)

### HEALTH MEASURES IMPLEMENTED AT TORONTO PEARSON

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. High touch areas are continuously cleaned, including ultra-violet (UV) light 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 and agency partners to introduce low or no-touch technology throughout the travel journey, including touchless self-service check-in kiosks and contactless bag drops in several locations.



#### Air quality

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

### INTERNATIONAL ARRIVALS AT PEARSON

Due to government travel requirements, you will see some changes to your travel journey when arriving from an international destination. Be prepared for an arrivals process that may take longer depending on your specific set of circumstances.

Use the Advanced CBSA Declaration feature within ArriveCAN online to fill in your customs and immigration declaration. This can be done up to 72 hours in advance of flying to save you time when you arrive at the airport. Visit ArriveCAN: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html#a1>

### DEPARTING FROM PEARSON

There are various retail and food and beverage options available, from sit down restaurants to take-out offerings. 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](https://torontopearson.com/en/while-you-are-here). 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](https://torontopearson.com/en/while-you-are-here).