



2022 Canada Summer Games Airport Arrivals and Departures Handbook

The following information will serve as a guide on steps to be taken for departures and arrivals of Teams flying to/from Toronto Pearson International Airport for the 2022 Canada Summer Games. Information related to the delivery of local transportation will be presented separately by the Host Society.

COVID Update

As of June 20, 2022, proof of vaccination will no longer be required to board a plane or train in Canada.

Passengers must still wear a mask at all Canadian airports and throughout their journey on all flights.

Plan Accordingly

Given the number of challenges that airports are currently experiencing, it would be important to plan accordingly where baggage is concerned. Please advise all participants to consider including any daily medications, select toiletries that meet the CATSA allowances (see Security Screening section below for more details) and a change of clothes/team uniform in their carry-ons.

Tickets

Participant names provided on flight manifests and submitted to AMEX are the official placeholder to the airlines for all travel. The only exception where e-tickets will be issued are for some Team NU participants.

Flight manifests

P/T Teams must have submitted their flight manifests no later than Monday, July 4, 2022. For participants that are not yet confirmed but that require a seat, a TBA can be submitted and name(s) updated as they are confirmed. Name changes will be allowed up to 24 hours prior to departure.

Flight manifests are to be submitted to Amex2022CanadaGames@amexgbt.com. Hannah Walsh will then work directly with you on updates/changes.



P/T Teams will be asked to identify one responsible individual (either mission staff, coach or team manager) on each flight manifest that can be addressed by AMEX, the CGC or the airline for any issues that could arise while in transit.

* Please note that the names provided on flight manifests MUST match the name on the passenger's photo ID that will be used to check-in. As an example, if an individual goes by the name Bob but the name on his driver's license is Robert, the name on the flight manifest MUST be Robert.

Home Jurisdiction Airports

All P/T Team flights will be departing/returning from/to an airport's main terminal in their home jurisdiction:

P/T Team	City	Airport	Airport Code
AB	Calgary / Edmonton	Calgary International Airport / Edmonton International Airport	YYC / YEG
BC	Vancouver	Vancouver International Airport	YVR
MB	Winnipeg	Winnipeg James Armstrong Richardson International Airport	YWG
NB	Moncton	Greater Moncton International Airport	YQM
NL	St. John's	St. John's International Airport	YYT
NT	Yellowknife	Yellowknife Airport	YZF
NS	Halifax	Halifax Stanfield International Airport	YHZ
ON	Toronto	Pearson International Airport - Terminal 3	YYZ
PE	Charlottetown	Charlottetown Airport	YYG
SK	Saskatoon	John Diefenbaker International Airport	YXE
YT	Whitehorse	Erik Nielsen Whitehorse International Airport	YXY

*Team QC will be traveling by bus and departing from Quebec City and Montreal

**Team NU will be on individually scheduled flights from Iqaluit, Baker Lake or Yellowknife



Host Community Airport

On August 5th only, Team NL and Team NB flights will be arriving at the Niagara District Airport.

All Air North flights (Team YT and Team NT) will be arriving and departing from Terminal 1 at Toronto Pearson International Airport (YYZ).

All Canadian North, Nolinor and Westjet flights will be arriving and departing from Terminal 3 at Toronto Pearson International Airport (YYZ).

Check-in time

With the current resource and staffing challenges that are impacting airport operations across Canada, it is strongly recommended that participants arrive at their respective airports with a minimum of 2 hours prior to scheduled departures.

Check-in counters and processes

Canadian North, Air North and Nolinor flights

For participants flying on Canadian North, Air North and Nolinor, designated counters will be identified with carrier info, flight #s and destination. The airline agent at the counter will provide participants with their boarding pass and airline issued bag tags.

All efforts will be made to identify exact counter locations prior to travel days.

Westjet scheduled flights

Westjet has provided the following check-in process for participants flying on their scheduled flights:

- Participants with only 1 piece of checked baggage are to use a self-check-in kiosk. Boarding passes and airline issued bag tags will be issued at the self check-in kiosk.
- Participants with 2 pieces or more of checked baggage are to use the Westjet specific "Check-in Assistance" counters. Boarding passes and airline issued bag tags will be issued at the check-in counter. This will ensure that sport equipment is properly tagged and sent to designated bag drop for oversized pieces.

There should be no baggage fees for any participant when checking-in.

Westjet Customer Service Agents will be available to assist at self check-in kiosks. For additional assistance please head over to the Westjet specific "Check-in Assistance" counters.



If all else fails and your airline is having difficulty with your check-in process, please contact Jean-Paul Varnaitis at 613-296-3299.

Please ensure that participants do not lose their airline issued bag tag(s) as they will assist with tracking any lost or delayed baggage.

Baggage allowance and baggage tags

As per the [Personal Items and Equipment Transportation Policy](#) each participant is entitled to:

- 1 carry-on item (subject to the carrier's specifications)
- 1 personal article (ie. small purse or small bag, subject to the carrier's specifications)
- 1 piece of personal checked baggage
- Predetermined personal equipment - if applicable (as per Master Equipment List)

Each P/T Team has been given a set number of 2022 Canada Games branded bag tags that is based on entries provided and allowable pre-determined personal equipment. Bag tags are only to be used for the following baggage that is being checked and placed into the cargo hold of the aircraft :

- 1 piece of personal baggage
- Any predetermined personal equipment (as per Master Equipment list), where applicable

Based on Entry by Numbers and the maximum allowable equipment per athlete, it has been determined that there will be no requirement for a cargo plane to move excess baggage and sport equipment to Niagara. Air North, Canadian North and Nolinor charters should have no issues in terms of cargo capacity. For Westjet, and in the event that baggage or sport equipment does not fit on the aircraft that the participant is traveling on due to cargo capacity issues, those pieces will be placed on the next available flight to Toronto. Should this occur, Westjet will advise AMEX immediately and we will work with the Host Society to move baggage or sport equipment to its appropriate destination.

For any baggage issues on travel days, AMEX will work with the airlines and address accordingly.

To assist with any personal baggage or equipment being delayed, please ensure that the name of the traveler is clearly identified on the Canada Games branded bag tag to assist with its proper delivery to its final destination.

Security Screening

All flights will be processed through a main terminal for both departures/arrivals from/to your home jurisdiction as well as for arrivals/departures in/out of Toronto Pearson International



Airport. As per standard airport procedures, all participants will be going through airport security screening.

The Canadian Air Transport Security Authority (CATSA) provides the following guidance on how to pack your carry-on baggage: <https://www.catsa-acsta.gc.ca/en/how-pack-your-carry>

In addition, please ensure that all participants are aware of what is allowed in their carry-on baggage. For a full list of permissible items, please review : www.catsa.gc.ca/whatcanbring

- Of note, please ensure that all liquids, gels and aerosols in your carry-on baggage are in containers of 100ml or less and placed in a clear, 1L resealable bag. This clear, resealable bag must be removed from your carry-on and placed in the screening bin.

Also applicable to Canada Games Participants, and to assist with screening efficiency, please communicate to Team members that all pins will need to be removed from clothing prior to screening and placed in carry-on baggage or screening bin prior to going through security.

Participant Identification (ID) requirements for air travel

For adults, 18 years of age or older, a valid piece of government-issued photo ID that includes name, date of birth and gender.

* Please note that the name on photo ID MUST match the name that was provided on the flight manifest. As an example, if an individual goes by the name Bob but the name on his driver's license is Robert, the name on the flight manifest MUST be Robert.

While ID is not required under the law for children between the ages of 12 and 17, they may be refused boarding if they appear under 12 and don't have proof of age, or appear 18 years of age or older. As such, we recommend traveling with a birth certificate or non-government ID (e.g., a student card or health care card) that includes date of birth and gender.

For children under 12, no identification or other documentation is required as long as they are traveling with parents or guardians. Photocopy of birth certificate would be recommended.

Meals on flights

As per the P/T Team Travel Policy, the provision of meals for P/T Teams traveling within the official Travel Plan (from time of departure from P/T jurisdiction airport to the time of return in P/T jurisdiction airport) is as follows:

- for travel over 4 hours in length (including connections or fuel stops in travel time), 1 meal will be provided



- For travel over 8 hours in length (including connections or fuel stops in travel time), 2 meals will be provided

Where applicable, and for P/T Teams flying with Westjet, meal vouchers that can be redeemed at any vendor post-security will be provided (specific to Team BC and Team AB). The responsible individual who was identified on each flight manifest will be asked to collect these vouchers at the Westjet “Check-In Assistance” counters when checking-in and distribute them accordingly to their fellow P/T Team members on their specific flight only.

For Team YT and Team NT flying with Air North and Canadian North, meals will be provided in-flight.

Team NU will be reimbursed based on a fixed per diem.

Team Quebec participants traveling by bus to and from the Games will be provided with meals en route.

Live Flight Tracker

This [Live Tracker](#) is the official CGC document that the GOC, TROC and Village will be using on Travel Days to monitor status of flights.

August 5th and 14th Arrivals at Toronto Pearson International Airport

With the exception of Team YT’s flights who will be arriving at Terminal 1, all other flights will be arriving at Terminal 3 at Toronto Pearson International Airport. Participants are to make their way down to the arrivals level where they will collect their baggage and equipment, either from the regular luggage carousel or through the oversized items area.

Once all participants have collected their baggage and sport equipment, 2022 Volunteers will then guide P/T Teams to buses/luggage trucks that will be staged outside at an assigned curbside location. The Host Society will from this point forward, be responsible for the next steps in the arrivals and departure plan.

August 5th Arrivals at the Niagara District Airport

Specific to Team NL and Team NB, these 3 flights will be deplaning directly on the tarmac where buses will be waiting to transport them to Brock University and followed by a luggage truck with their respective baggage and sport equipment.



Lost Luggage

It is important that missing/lost luggage be reported prior to leaving the airport. Please ensure that this is reported to either Shelley Fleming or Jean-Paul Varnaitis who will be in the arrivals area. We will assist with locating missing pieces and make necessary arrangements for recovery and delivery to participant at Village.

Arrivals at Home Jurisdiction Airport

All flights will be deplaning through the Main Terminal (as identified above) in your Home Jurisdiction Airport. Participants are to make their way to the arrivals area where they will collect their bag(s), either from the regular luggage carousel or through the oversized items area.

For lost luggage at Home Jurisdiction Airport, Westjet reports should be filed with Westjet lost luggage counter before leaving the airport. For all other P/T Teams flying on charters, please send report of lost item via e-mail to jean-paul.varnaitis@aexp.com or sfleming@canadagames.ca as soon as possible and we will assist with the recovery of item and ensure that it is resolved quickly.