



COVID-19 Molecular Testing for Air Travellers

Frequently Asked Questions

Important Caveat: Nothing in this document supersedes any requirement or obligation outlined in Transport Canada's Interim Order or the Public Health Agency of Canada's Emergency Orders. It is meant to complement these legal documents and provide guidance on how to understand the requirements.

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Types of Tests

Q1. Is a RT-LAMP test and LAMP test considered to be the same?

A1. For Canadian purposes, the RT-LAMP and LAMP are considered to be the same.

Q2. Which COVID-19 tests are valid or acceptable? Is there a list of laboratories or testing facilities available? What elements should the proof presented by the traveller contain?

A2. Tests must be performed using a COVID-19 molecular test, such as a polymerase chain reaction (PCR) or Loop-mediated Isothermal Amplification (LAMP) test. The test result must also include the following information:

- Traveller's name and date of birth or age;
- Name and civic address of the laboratory/clinic/facility that administered the test;
- The date on which the test was conducted (For negative tests – the test must have been administered within 72 hours of the scheduled departure time of the flight. For positive tests (travellers that previously had COVID-19 but have since recovered and are still testing positive) - the test must have been administered at least 14 days but no more than 90 days (i.e. the traveller will only be eligible to travel on day 15 following the date the test was administered);
- The method of molecular test conducted (e.g., PCR or RT-LAMP); and
- The test result.

More information about laboratories will be available on Canada.ca/coronavirus as it becomes available. In the meantime, information is available on travel.gc.ca about local COVID-19 testing facilities for certain destinations. Travellers must ensure that the COVID test results include all the above-noted information.

At this time, travellers are encouraged to make best efforts to have their test performed at a reputable laboratory or testing facility (i.e. one recognized by the local government or accredited by a third party, such as a professional organization or international standards organization).

Q3. Where no COVID-19 molecular test is available, would a rapid antigen test or a Diffractive Phase Interferometry (DPI) test be acceptable?

A3. The Canadian pre-departure testing requirements are for a molecular test method only (e.g., PCR or RT-LAMP). Rapid Antigen tests or DPI tests are not molecular test methods. Air operators are advised to alert Transport Canada as soon as possible if they become aware of situations in which:

- A COVID-19 molecular test (e.g., PCR or RT-LAMP) is not available in a certain country or last point of departure;
- Obtaining a test result within 72 hours is not feasible on a recurring basis (i.e. not individual case by case, but rather for certain last points of departures on an ongoing basis); or

- Where state, local or regional law prevents travellers from leaving a particular site to obtain a COVID-19 molecular test.

If such a situation occurs, air carriers are asked to contact the COVID-19 Testing Response Operational Team (C-TROT):

FOR AIR CARRIERS ONLY

MONDAY TO FRIDAY (0800 TO 1800 ET)

Contact Transport Canada (TC) by email at TC.aviationsecurity-sureteaerienne.TC@tc.gc.ca

AFTER HOURS AND ON WEEK ENDS

Contact the Transport Canada Situation Centre (SITCEN) at Tel. 613.995.9737 or toll -free 1.888.857.4003 or TC.SitcenHQ-CentredinterventionAC.TC@tc.gc.ca

Q4. Which types of COVID-19 tests are considered molecular tests?

A4. A COVID-19 molecular test is defined within Transport Canada's *Interim Order* as "a COVID-19 screening or diagnostic test, as the case may be, carried out by an accredited laboratory, including a test carried out by the method of polymerase chain reaction (PCR) or reverse transcription loop-mediated isothermal amplification (RT-LAMP)". For a list of tests that are considered molecular tests, please consult the "Types of Accepted Molecular Tests" section that can be found on the following webpage: <https://travel.gc.ca/travel-covid/travel-restrictions/flying>.

Q5. Can I get a "rapid" COVID-19 test?

A5. The word "rapid" does not indicate whether or not the test is considered a molecular test. While rapid COVID-19 molecular tests may be available in some instances, the rapid test must meet the parameters of the COVID-19 molecular test.

Q6. What type of COVID-19 test will I receive upon arrival at the airport?

A6. All travellers are required to undergo a molecular COVID-19 test upon arrival (e.g., a PCR or RT-LAMP test). For a list of tests that are considered molecular tests, please consult the "Types of Accepted Molecular Tests" section that can be found on the following webpage: <https://travel.gc.ca/travel-covid/travel-restrictions/flying>.

Once the test has been administered, travellers are required to remain at a government approved accommodation for up to three nights while they await their test results. The cost associated to the accommodations will be at the **traveller's expense**.

Test Results

Q1. Do the test results need to be in English or French? What if the traveller can only get their results in another language?

A1. The Government of Canada is asking that travellers make best efforts to obtain their valid test results at a facility where these can be provided in English or French where possible. Although a molecular test result (e.g., PCR or RT-LAMP test) that has all of the data elements will be accepted by the air carrier for boarding a flight to Canada, it is important for the traveller to understand that

not having their test results in one of Canada's two official language may cause delays at the border port of entry.

Q2. Will a test result that indicates “not detected” be accepted as evidence of a negative COVID-19 molecular test result?

A2. Yes, “not detected” can be accepted as equivalent to “negative” when providing evidence of a negative COVID-19 molecular test result.

Q3. Is a COVID-SARS-02 molecular test result the same as a COVID-19 molecular test result?

A3. Yes, these are considered equivalent. SARS-CoV-2 is the virus that causes COVID-19.

Q4. Will age be accepted on COVID-19 molecular test results where the date of birth is not available?

A4. Yes, an age that is displayed instead of a date of birth is deemed acceptable, as long as the age corresponds with the age on the passenger's ID.

Q5. Is a qPCR-Speedy test result the same as a COVID-19 molecular test result?

A5. Yes, these are considered equivalent. As long the test is PCR (qPCR) then you can accept it.

Q6. Is a “RNA” test result the same as a COVID-19 molecular test result?

A6. Yes, an RNA test result constitutes an acceptable molecular test result.

Q7. Will the Government of Canada reimburse travellers for costs associated to obtaining a COVID-19 molecular test abroad?

A7. Since the Government of Canada has advised Canadians to avoid all non-essential travel outside Canada until further notice, any costs incurred in order to obtain a COVID-19 molecular test abroad will not be reimbursed. For more information about the Government of Canada's current travel advisories please consult <https://travel.gc.ca/travelling/advisories>.

Q8. Will test results from the United Kingdom National Health Service (NHS) be accepted given their results do not indicate the type of test?

A8. COVID-19 testing for the purposes of international travel is not available on the NHS. Pre-travel COVID-19 tests are available for a fee in the private sector via tour operators or through major high street pharmacies. Please see the following website for more information: <https://www.fitfortravel.nhs.uk/advice/disease-prevention-advice/covid-19-health-considerations-for-travel/coronavirus-covid-19-frequently-asked-questions>

Q9. Will a test result without the testing facility address be accepted?

A9. Yes, we understand that not all facilities include their address on the test results. That being said, if the name of the laboratory looks suspicious and/or appears not to be real, Transport Canada is to be contacted for verification.

Q10. What if the COVID-19 molecular test results do not indicate the exact time the test (swab) was taken?

A10. If the COVID-19 molecular test (e.g., PCR or RT-LAMP test) results do not show the specific time when the test (swab) was taken, air carriers are to use the date on the test results, which should be no more than 3 days prior to time of departure.

Timing of Testing

Q1. Does the 72 hours relate to the scheduled departure time or the scheduled time arriving in Canada?

A1. A COVID-19 molecular test (e.g., polymerase chain reaction (PCR) or reverse transcription loop-mediated isothermal amplification (RT-LAMP) test) must have been conducted within 72 hours prior to the scheduled time of departure of a flight to Canada.

Where a flight is delayed or diverted due to unforeseen circumstances or circumstances outside the air carrier's control, the air operator is permitted to use the originally scheduled departure time of the flight as the benchmark for the 72 hours.

Q2. What happens if a traveller's flight is delayed, and their test is no longer within 72 hours of the departure to Canada? Do they need to take another test?

A2. Where a flight is delayed due to unforeseen circumstances (e.g., weather, mechanical delays), the air carrier is permitted to use the originally scheduled departure time of the flight as the benchmark for the 72 hours.

Q3. Should air carriers use the time when the COVID-19 molecular test was conducted or when the test results were provided?

A3. Air carriers are to use the time of when the specimen was collected. Therefore, the test should be administered within 72 hours prior to the scheduled flight departure, with the expectation that the results will come in the intervening period.

Q4. What happens if someone is coming to Canada through an indirect route? Will they need to show proof of testing at the start of their trip? If the 72 hours applies from the departure time of the flight to Canada, won't it be hard for some travellers to obtain their negative test in time?

A4. As per the Transport Canada's Interim Order, a COVID-19 molecular test (e.g., a polymerase chain reaction (PCR) test or a reverse transcription loop-mediated isothermal amplification (RT-LAMP)) must have been conducted within 72 hours prior to the scheduled departure of the direct flight to Canada from a last point of departure.

Q5. Does a traveller departing from a country that also requires COVID-19 molecular testing prior to entry need to be re-tested under the pre-departure requirements?

A5. As long as the test was conducted within 72 hours of the traveller's scheduled departure time to Canada and was an acceptable molecular test (e.g., PCR or RT-LAMP) which contained all the required information, the traveller will not need to be re-tested under the pre-departure requirements. If the test does not meet all of this criteria (noted below), the traveller must be re-tested.

Required test information:

- Traveller's name and date of birth or age;
- Name and civic address of the laboratory/clinic/facility that administered the test;
- The date on which the test was conducted (For negative tests – the test must have been administered within 72 hours of the scheduled departure time. For positive tests (travellers that previously had COVID-19 but have since recovered and are still testing positive) - the test must have been administered at least 14 days but no more than 90 days (i.e. the traveller will only be eligible to travel on day 15 following the date the test was administered);
- The method of molecular test conducted (e.g., PCR or RT-LAMP); and
- The test result.

Upon arrival to Canada, the traveller will still be subject to Canada's arrival testing requirements.

Travellers are encouraged to make best efforts to have their test performed at a reputable laboratory or testing facility (i.e. one recognized by the local government or accredited by a third party, such as a professional organization or international standards organization). Travellers can find additional information about testing facilities at travel.gc.ca and Canadian citizens or permanent residents can contact their Canadian consular services at <https://travel.gc.ca/assistance/emergency-info/consular>.

Q6. Does a traveller who is departing and returning to Canada within 72 hours need to provide two separate test results?

A6. While a negative COVID molecular test conducted in any country within the 72-hour timeframe is acceptable under the current the Public Health Agency of Canada's (PHAC) Order in Council and Transport Canada's Interim Order for the purposes of boarding a Canadian-bound flight, air operators may wish to advise their passengers that such an itinerary could lead to additional questions from Canadian federal officials (Canada Border Services Agency or PHAC) about the nature of their trip upon their arrival at the port of entry. The Government of Canada continues to recommend avoiding all non-essential travel outside Canada until further notice. In addition, all travellers arriving in Canada - even those with a negative COVID-19 molecular test - must still quarantine for 14 days on arrival no matter how short a period outside of Canada.

Q7. What happens if a traveller cannot get a COVID-19 molecular test result within 72 hours prior to their return to Canada?

A7. If a traveller is unable to obtain a test within 72 hours before their direct flight to Canada, it is recommended that they reschedule their flight so that they meet the 72 hour requirement.

Q8. At what point during the arrival process will testing occur?

A8. While the exact location within the airport for arrival testing will vary from airport to airport, in all cases, the traveller will be tested at the airport **after** they have cleared customs.

Exempt from Testing

Q1. Will Transport Canada be providing a template letter for crew members?

A1. Yes. Transport Canada has provided a template letter to air operators to use for crew members in the COVID-19 Air Operator Guidance Material that can be found at <https://tc.canada.ca/en/initiatives/covid-19-measures-updates-guidance-issued-transport-canada/covid-19-measures-updates-guidance-aviation-issued-transport-canada#toc2-1>

Q2. Has the United States Customs and Border Protection (CBP) Pre-clearance Officers (those officers that are stationed to work at the eight Canadian pre-clearance airports) been included on the list of exceptions for the requirement to present confirmation of a negative COVID-19 molecular test result to the air carrier in order to board their flight to Canada? Will they also be exempt from arrival testing?

A2. CBP pre-clearance officers returning to, or deploying to, Canadian pre-clearance locations would be considered exempt from both pre-departure testing requirements and arrival testing requirements, provided they are entering Canada for the purposes of border activities to support the continuity of enforcement operations/activities AND that they are required to provide their services within the 14-day period that begins on the day on which they enter Canada.

Q3. Are persons escorting human organs or tissues for life-saving transplants exempt from COVID-19 testing?

A3. No, those escorting human organs or tissues are not exempt from COVID-19 molecular testing unless they are licensed to practice as emergency responders in Canada. Should a special exemption need to be sought, the Public Health Agency of Canada should be contacted for further information.

Q4. Are travellers who have previously tested positive for COVID-19 but have since recovered exempt from the testing requirements (both pre-departure and arrival)?

Q4. As outlined in the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)*, travellers who present a positive COVID-19 test, after having contracted COVID-19 but have recovered and are no longer deemed to be contagious, are now permitted to board a flight to Canada.

Travellers are permitted to board a plane so long as they can provide proof of a positive test result conducted between 15 days and 90 days from the scheduled flight to Canada. Travellers must also be symptom-free and pass the temperature screening check at the airport, as is the case with all other travellers.

Travellers that present a positive COVID-19 test result within the accepted testing window mentioned above, do not need any other supporting documentation at this time. Evidence of their positive test within the accepted time frame (e.g., the window of time between 15 days and 90 days from when the test was administered) is sufficient.

Please note that the test result must include all the same data elements that are required for a negative molecular COVID-19 test, which includes:

- Traveller's name and date of birth or age;
- Name and civic address of the laboratory/clinic/facility that administered the test;
- The date on which the test was conducted;
- The method of molecular test conducted (e.g., PCR or RT-LAMP); and
- The test result.

While travellers will need a pre-departure molecular test result to board the aircraft, they will not be subject to arrival testing or the requirement to stay in a government approved accommodation to await test results (given they are exempt from arrival testing). They will however, still be required to quarantine upon arrival.

Q5. Are Airline Maintenance Crew (AMC) exempt from COVID-19 pre-departure and arrival testing?

A5. If an AMC leaves Canada to perform maintenance in another country, they would not be exempt from either pre-departure or arrival testing. Only those AMC's entering Canada with the primary purpose of starting their duties within 72 hours of entry, as per Public Health Agency of Canada's Order in Council, would be considered exempt from pre-departure and arrival testing.

Q6. Are unaccompanied minors exempt from COVID-19 testing?

A6. As outlined in the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)*, unaccompanied minors or young persons and dependents travelling to Canada must:

- Provide results of a pre-departure test result in order to board their flight & enter Canada;
- Follow further instructions given by a government representative regarding arrival testing; and; and
- Quarantine for 14 days upon arrival at a suitable location.

Currently, unaccompanied minors and young persons are exempt from the need to stay in a government approved accommodation.

Q7. Who is exempt from arrival testing?

A7. Exemptions relating to testing on arrival, the mandatory stay at a government approved accommodation, and quarantine requirements fall under the purview of the Public Health Agency of

Canada (PHAC). Please refer to the following sections of the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)* for further details:

Specific requirement in the QIOO	Corresponding exemption section in the QIOO - list of exemptions
Arrival Testing – Section 1.4 (1)	Section 1.4 (2) Note: all those exempt from mandatory quarantine are also exempt from post-arrival testing.
Stay of the government approved accommodation for 3 nights while awaiting arrival test results – Section 3 (1.01) (a)	Section 3 (1.2) Note: all those exempt from arrival testing are also exempt from the requirement to stay at a GAA since they are not waiting on arrival test results.
14 day quarantine – Section 3 (1) (a)	Section 6(1)

For further guidance on the matter, travellers can contact PHAC at phac.covid19.aspc@canada.ca or 1-833-784-4397.

At this time, Transport Canada continues to work with PHAC to ensure that tools such as [Canada's Travel Wizard](#) are updated to reflect the upcoming changes to help support each traveller's journey.

Transiting & Quarantine

Q1. What if the transiting time is extended due to delays and a traveller who was expected to stay within the sterile area now requires an overnight transit?

A1. In the case where a traveller has to unexpectedly enter Canada due to unforeseen delays or cancellations of their connecting flight they may be exempt from arrival testing and the requirement to quarantine. They will be referred to Public Health Officials for further direction.

Q2. Does a negative COVID-19 molecular test (e.g., PCR or RT-LAMP) reduce or eliminate the requirement to quarantine for 14 days upon arrival to Canada?

A2. No. Travellers to Canada must use the ArriveCAN app or website and provide accurate contact information as well as their mandatory 14-day quarantine plan on or before entry. All non-exempt travellers entering Canada must quarantine for the mandatory 14 day quarantine period.

Q3. Will I need to quarantine following my COVID-19 molecular test upon arrival at the airport?

A3. Yes, there is still a requirement for travellers to quarantine for 14 days upon arrival into Canada. All travellers arriving into Canada will be transported to a government approved accommodation where they will be required to wait for up to three nights for their COVID-19 test results. The costs associated to the stay will be at the **traveller's expense** and will be significantly higher than a normal hotel room as they account for the room, food, cleaning, infection prevention and control measures, security, and transportation. Should the test result be negative, travellers will be able to leave but must quarantine at their final destination for the remainder of their 14-day quarantine (under significantly increased surveillance and enforcement). If the test result is positive, travellers will be

required to immediately quarantine for the remainder of their 14-day quarantine in a federally designated quarantine facility that will be monitored by Public Health Officials.

Q4. Do transiting travellers need pre-departure and arrival COVID-19 molecular tests if they are staying within the sterile area of a Canadian airport and not entering Canada through the border entry point?

A4. All travellers entering Canada through a border entry point will require a COVID-19 molecular test (e.g., a PCR or RT-LAMP test) both prior to departure as well as upon arrival, regardless of whether or not they are staying in Canada. In addition, since these travellers are entering a border entry point, they must quarantine upon arrival in a government approved accommodation for up to three nights while they await their arrival testing results.

The only travellers who do not require a COVID-19 molecular test prior to departure or upon arrival are those who remain in the sterile transit area of a Canadian airport and will not be entering through a border entry point. These travellers also will not be required to submit contact and quarantine plan information through the ArriveCAN app or website.

Other Questions

Q1. Will all air travellers flying to Canada be required to provide a negative COVID-19 test result prior to departure and upon arrival?

A1. Effective midnight on January 7, 2021 (00:00 EST or 05:00 UCT), anyone flying to Canada from another country, unless meeting an exception, will be required to provide evidence of a negative result from a COVID-19 molecular test, such as a polymerase chain reaction (PCR) or reverse transcription loop-mediated isothermal amplification (RT-LAMP) test. The test must be taken within 72 hours of the traveller's scheduled departure to Canada. Other types of tests, such as antigen tests, will not be accepted. Upon arrival in Canada, travellers will also be subject to an additional arrival test and will be subject to quarantine in a government approved accommodation for up to three nights while they await their test results.

Please note that travellers who are “residually positive” and who present a positive COVID-19 molecular test result (i.e. a traveller that previously had contracted COVID-19 has since recovered, but is still testing positive due to lingering traces of the virus in their system) will be permitted to board by presenting their positive COVID-19 molecular test result providing their test result is from at least 14 days but not more than 90 days from their scheduled flight to Canada (i.e. the traveller will be eligible to travel on day 15 following the date the test was administered). Travellers will also need to present the test result upon arrival in order to be exempt from arrival testing.

Exceptions

Exceptions to the requirement for presenting a COVID-19 molecular test include, but are not limited to:

- Children who are four years of age or younger (i.e., children who are five on the day of their travel must have proof of a negative COVID-19 molecular test);

- Air crew members or a person who seeks to enter Canada only to become such a crew member;
- Transiting travellers (not entering Canada through a border entry point);
- Emergency, law enforcement or border personnel; and
- Specific individuals or groups identified by Canada’s Chief Public Health Officer or the Minister of Health.

Q2. Where should air carriers refer travellers if they do not have a negative COVID-19 molecular test (such as a PCR or RT-LAMP test)? Can an individual apply for an exemption to the Canadian pre-departure testing requirements?

A2. Transport Canada recognizes that there is potential for delays or challenges for obtaining tests in some countries as we transition to this new requirement. Canadians abroad can find additional information at travel.gc.ca or by contacting Canadian consular services (<https://travel.gc.ca/assistance/emergency-info/consular>). They can also contact their travel service provider.

There are only a limited number of exceptions where an individual is not required to show proof of a COVID-19 molecular test, which include but are not limited to:

- Children who are four years of age or younger (i.e., children who are five on the day of their travel must have proof of a negative COVID-19 molecular test);
- Air crew members or a person who seeks to enter Canada only to become such a crew member;
- Transiting travellers (not entering Canada through a border entry point);
- Emergency, law enforcement or border personnel; and
- Specific individuals or groups identified by Canada’s Chief Public Health Officer or the Minister of Health.

Q3. Can travellers still board a flight for Canada if they cannot obtain a COVID-19 molecular test in the country they are in? Is there another option in Canada when they land if they are not able to get a COVID-19 test abroad?

A3. All international travellers must present a COVID-19 molecular test result (e.g., PCR or RT-LAMP test) before boarding. The test result must either be: (1) negative, having been administered within 72 hours of the scheduled flight to Canada, or (2) positive, having been administered at least 14 days but no more than 90 days from the scheduled flight to Canada (this accounts for those that had contracted COVID-19, have recovered, but may still be testing positive due to lingering amounts of the virus in their system). There are very limited exemptions to this testing requirement. The small number of travellers arriving in Canada without a negative COVID-19 molecular test will be subject to additional measures from federal Quarantine Officers.

Air operators should notify Transport Canada as soon as possible in the event they are planning flights from a Last Point of Departure at where COVID-19 molecular testing is unavailable or unfeasible within the 72-hour time frame. Transport Canada will work with air operators to allow for an additional 24 hours (i.e. total of 96 hours) in those cases.

Q4. Will temperature checks of travellers still be required given the new testing requirement?

A4. Yes. All existing health requirements, including health check questions, temperature screening and the wearing of non-medical masks or face coverings on board flights to Canada remain in place.

Q5. Would proof of vaccination replace the test?

A5. At this time, proof of vaccination will not replace a negative test result. While vaccination protects an individual from illness, further evidence is required to understand if a vaccinated person can still spread the virus and infect others around them.

Q6. Will the Government of Canada be incorporating the requirement for a COVID-19 molecular test result (e.g., PCR or RT-LAMP test) into the ArriveCAN app?

A6. Travellers to Canada must use the ArriveCAN app or website and provide accurate contact information along with their mandatory 14-day quarantine plan on or before entry. Transport Canada is continuing to work with the Public Health Agency of Canada, Canada Border Services Agency, and other government departments to explore opportunities to streamline the process by using electronic or digital submission.

Q7. What will happen if a traveller falsifies a COVID-19 molecular test? Will there be penalties or fines?

A7. Under Transport Canada's Interim Order, a person found to have made a false declaration may be subject to a fine of \$5,000. If an air operator suspects that a traveller has provided false or misleading information related to their COVID-19 molecular test results, they are required to notify Transport Canada immediately, with as much information as possible, so that an investigation can be conducted. Key information to provide should include: the data and flight number; the traveller's name and contact information (including date of birth, home address, telephone number and email address), and details on the circumstances related to the situation (what made the air carrier suspicious that the information was not accurate, any names of witnesses etc.).

Q8. What will happen if an air carrier fails to check Canadian-bound travellers for a COVID-19 molecular test (e.g. PCR or RT-LAMP)? Will there be penalties or fines?

A8. Air carriers failing to comply with the requirements of the Interim Order or other regulatory requirements under the *Aeronautics Act* could be subject to a fine of up to \$25,000 per infraction.

Q9. Do the COVID-19 test provisions apply to all-cargo operators, private operators, taxi operations and domestic flights?

A9. The requirements to verify that a traveller has a COVID-19 molecular test result (e.g., PCR or RT-LAMP) applies to all commercial, charter, all-cargo and private air operators flying into Canada, unless the traveller is otherwise exempt (e.g., part of the flight crew). The requirement for pre-departure COVID-19 molecular testing does not apply to domestic flights.

Q10. If a Canadian traveller is denied boarding, where should the air operator refer them to for consular services?

A10. The Government of Canada provides consular service to Canadians abroad. Information about Canada's consular services is available on travel.gc.ca: [About Consular Services](#). Canadian government offices abroad do not provide medical attention (including administering COVID-19 testing) or cover medical expenses for Canadian citizens abroad.

Air operators should also encourage Canadians travelling abroad to register with the [Registration of Canadians Abroad](#) if they have not done so already. This service enables Canadians to receive important safety updates from the Government of Canada.

Q11. Who can air operators contact for support?

A11. Air operators are encouraged to first consult their airline operations centre with any questions. Should additional support be required, the airline operations centre can contact Transport Canada at the following email address: TC.aviationsecurity-sureteairienne.TC@tc.gc.ca. If the question is of an urgent or time sensitive nature, air operators should contact the Transport Canada Situation Centre (Monday to Friday 0800 to 1800 ET).

Transport Canada will not address individual traveller cases as they are deemed to be consular issues. If air operators request resolution of individual traveller cases, Transport Canada will redirect them to contact Global Affairs Canada.

Q12. What is the process for reporting those suspected of providing falsified or misleading test results to Transport Canada, as well as the expected functions for the Operations Coordination Team?

A12. The process for reporting those suspected of providing falsified or misleading test results is the same as the process for reporting passengers not wearing face masks or unruly passengers, which is to report incidents to the Transport Canada Situation Centre. Information that will need to be provided include name of individual, flight number, etc.

Q13. What is the requirement related to traveller/baggage reconciliation if travellers present themselves at boarding without the appropriate negative test result? Are there any exemptions for airports (e.g., FRA, LHR, HKG) where a bag could travel without the traveller (e.g. in low risk situations)? Could carriers use their discretion for these locations when required due to operational reasons?

A13. In order to ensure the smoothest travel journey for travellers and as little operational disruption as possible for air carriers, it is strongly recommended, where operationally possible, that upon arrival at the airport, travellers present themselves to the check-in counter to provide their COVID-19 molecular test result.

Q14. Will there be any costs for the traveller associated to the arrival testing requirement?

A14. Yes. All travellers arriving into Canada will be transported to a government approved accommodation where they will be required to wait for up to three nights for their COVID-19 test results. The costs associated to the stay will be at the **traveller's expense** and will be significantly higher than a normal hotel room as they account for the room, food, cleaning, infection prevention and control measures, security, and transportation.

Q15. Is there a requirement for air operators to maintain records or to report on the COVID-19 molecular test verification?

A15. There is currently no requirement for air operators to maintain records or to report on the COVID-19 molecular test; however, air operators are required to report to Transport Canada those travellers who have provided false or misleading test information.