

# **Frequently Asked Questions (FAQs)**

## **1. What is the phone number for Terminal 1 and Terminal 3 Information?**

Terminal 1 416-AIRPORT (416-247-7678) or 1-866-207-1690

Terminal 3 416-776-5100

## **2. Are there lockers, storage areas, luggage strapping, and fax service at the Airport?**

There are no lockers available at the airport however there is a storage facility which can be found at the Travel Store located in both Terminals on the Departures Level. Luggage strapping and fax service are also provided by the Travel Store. Kindly contact the Travel Store for rates and hours of operation.

Terminal 1 416-776-2247

Terminal 3 905-612-6677

## **3. How many bags can I check-in and carry with me?**

As carry on restrictions may vary from airline to airline, we recommend you contact the airline you are traveling with or visit the airline's website. [Airline Listing](#)

## **4. What items am I allowed or not allowed to carry on board? What items am I not allowed to have in checked luggage?**

We recommend you contact CATSA (Canadian Air Transport Security Authority) for a complete list of items allowed as carry-on that do not fall under the IATA Dangerous Good List and also the items you are not allowed inside your checked luggage.

[CATSA](#) or at 1-888-294-2202.

## **5. Is there Wireless Internet available at the airport? Internet kiosks?**

Wireless Internet (WiFi) is available in both terminals. You can enjoy high-speed connectivity using your credit card or an existing account with our many roaming partners. To access Internet: Enable Wi-Fi in your device. Launch your internet browser. If you do not see the welcome page, then configure your network by changing the wireless SSID (or network identifier) to hotspot\_bell (case sensitive) or Boingo Hotspot. If you do not have an existing account, go to [www.boingo.aero](http://www.boingo.aero) or call 1-800-880-4117

In addition, Bell Canada Public Internet Kiosks are located throughout both terminals.

## **6. What is the height restriction of the parking garage? What are parking rates?**

	Terminal 1	Terminal 3
Parking garage	2.4 m	2.0 m
Arrivals curb	4.5 m	4.5 m
Departures curb	4.5 m	4.5 m

Duration	Long-Term Parking Rates		Short-Term Parking Rates
	Terminals 1 & 3	Reduced Rate Parking Lot	Terminal 1 Only
0-½ hour	\$4.00	\$3.00	\$4.00
Each additional ½ hour	\$4.00	\$3.00	\$4.00
Daily maximum (after 3 hours)	\$28.00	\$14.00	\$90.00
Weekly maximum (5-7 days)	\$140.00	\$65.00	n/a
Each additional day after 1 week	\$18.00	\$14.00	n/a

\*Applicable taxes included. All prices are in Canadian dollars.

\*Parking fees may be paid by cash, credit or debit card, except at the Terminal 3 Parking Garage Pay-on-Foot terminals that accept cash or credit card only.

\*Unattended vehicles in NO PARKING areas will be ticketed and towed.

\*Valet Parking is available at the Terminal 1 Parking Garage only. This service adds \$20 to the regular long-term parking rate

Terminal 1 416-776-9635

Terminal 3 416-776-5157

GTAA Reduced Rate Parking 905-676-4679 (outdoor parking on Airport Road)  
[Parking Information](#)

### 7. How do I get to/from the Airport?

From the airport, GTAA Authorized Taxi and Limousines are available curbside on the arrivals level of both terminals. Our taxi and limousines offer rates that are pre-determined based on length of time and distance to the destination. Our taxi and limousine tariffs can be found at [Taxis / Limousines](#)

Note: For your safety we recommend you do not accept a ride from anyone other than a GTAA authorized taxi/limousine driver who have proper identification on their vehicles and are located outside on the arrivals level curbside.

To/From the airport Public Transit is available – Please view the following link: [Public Transportation](#)

### 8. Does the Airport provide out-of-town transportation service?

The Airport Ground Transportation Association offers out-of-town service to many cities. Ground Transportation information can be found by clicking the following link [Ground Transportation - Out of Town Service](#)

Bus to Canadian Air Force Base (Borden) 1-888-890-6801

### 9. What is the Airport Lost & Found phone number?

Terminal 1 416-776-7749 or [T1lostandfound@gtaa.com](mailto:T1lostandfound@gtaa.com)

Terminal 3 416-776-7751 or [T3lostandfoudn@gtaa.com](mailto:T3lostandfoudn@gtaa.com)

For items left on board an Air Canada aircraft please contact Air Canada Lost and Found directly at 1-888-689-2247 or (905) 676-2212 For items left on board any other airline please contact the airline directly [Airline Listing](#)

**10. Are there smoking facilities at the Airport in Terminal 1?**

Toronto Pearson International Airport has been designated as a smoke-free facility. However, smoking is permitted outside the terminal buildings public side only in designated areas.

**11. Are there Porters available at the airport?**

Yes, there are Porters available at the airport. Information on Porter Services can be found by clicking on the following link: [Porter Services](#)

**12. Is there wheelchair assistance at the Airport?**

The GTAA provides wheelchairs and electric carts for passengers requiring assistance as they travel throughout the airport. We recommend you pre-book assistance with your airline. The following link should assist you: [Airline Listing](#) and/or the Airport Customer Assistance Program (ACAP) [Airport Customer Assistance Program \(ACAP\)](#)

**13. Are there currency exchange booths at the Airport?**

International Currency Exchange (ICE) can be found in Terminal 1, for information call: 416-776-1311

Travelex can be found in Terminal 3, for information call: 416-776-2497

**14. Are there baggage carts available inside secure areas?**

No, baggage carts are not available inside secure areas. However, you can find baggage carts prior to security.

**15. Are there baby car seats available at the Airport?**

No, baby car seats are not available. However, you may bring your own and check it in as checked luggage. You may also bring strollers up to the aircraft door. Upon arrival at your destination, you will be able to reclaim it at the aircraft door.

**16. What documents do I need to travel to the United States?**

Kindly contact the airline you are traveling with. [Airline Listing](#)

You may also contact U.S. Immigration at 1-800-375-5283 or U.S. Customs at 905-676-2606 or via the US Customs Border Protection website at [U.S Customs Border Protection \(CBP\)](#)

**17. Can I bring dairy products into the United States?**

Kindly contact U.S. Customs Border Protection at 905-676-2606 for more information or via the US Customs Border Protection website at [U.S. Customs Border Protection \(CBP\)](#)

**18. What am I allowed to bring into Canada and what is my allowance?**

Kindly contact Canada Border Services Agency via their website at [CBSA](#)

Terminal 1 905-676-3640 - Terminal 3 (905) 676-5316 You may also contact Canada Border Services Agency (animal, plant, health) at 1-800-442-2342

**19. Do you have a Post Office at the Airport?**

No, there is no Post Office at the Airport. However, you may purchase stamps at one of the newsstands and mail your letters in the mail box located:  
Terminal 1 - Departures level across from check-in aisle H.  
Terminal 3 –Departures level beside the main elevators/escalators leading up to the Sheraton

**20. What items are available at the Duty Free Shops and hours of operation?**

Duty Free Shops are open two hours prior to the scheduled departure of first flight and close about 30 minutes prior to the last departure flight. For more information, please click the following link: [Duty Free Shops](#)

**21. Is there an Inter-Terminal Shuttle service?**

The LINK Train offers free transportation between Terminal 1, Terminal 3, and the Sheraton Gateway Hotel. It also provides access to the [Reduced Rate Parking Lot](#) at Viscount Station. The train runs 24 hours a day, seven days a week, and is wheelchair accessible. You can access the train from the following locations:

- **Terminal 1** – located on Level 5 of the Terminal 1 Parking Garage, accessible from the terminal via the West Pedestrian Bridge
- **Terminal 3/Sheraton Gateway Hotel** – accessible via the terminal/hotel pedestrian bridge, either from the hotel lobby or Level 3 of Terminal 3
- **Reduced Rate Parking Lot**– accessible from the Viscount Station located between Viscount and Airport Roads at American Drive.

**22. Are there car rental companies at the Airport?**

Yes, there are car rental companies in both terminals. Please click the following link for information: [Car Rentals](#)

**23. Where can I find the Cargo Terminal?**

If you are shipping items by air, or are expecting a shipment, contact the airline and/or freight forwarder located at either the [Cargo West Facilities](#) or [Cargo Area 5](#). The airline will advise you about the steps you need to undertake. [Airline Listing](#)

**24. Is there a children’s play area at the Airport?**

Terminal 1: There is a mini-children’s play area located in domestic departure gate 124.

Terminal 3: There is a children’s play area located in international departure gate C34

**25. Is the Airport open 24 hours?**

Toronto Pearson International Airport is open 24 hours, 7 days a week.

**26. Are there Hotels near the Airport?**

There are many other Hotels in the vicinity of the Airport. Kindly visit the following link [Area Hotel Listing](#) or contact GTAA's call centre at 416-AIRPORT (416-247-7678) for a list of Hotels.

**27. Are Pets allowed inside the Terminal?**

Unfortunately, pets are not permitted inside any of the Terminal buildings unless they are service animals or departing on a flight and in a cage.

**28. Do you have driving directions to Toronto Pearson?**

Type **YYZ** (which is the Toronto airport code) on [Google Maps](#) or [Map Quest](#) to obtain driving directions.