



Advisory # **2018-A-006**

Subject: Reminder: Terminal 3 Duty-Free – Cash and Carry Protocol

From: Customer & Terminal Services

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Effective: August 15, 2017

As part of Canadian airports' vision to provide best-in-class service to all passengers, we are continuously looking for innovative ways to improve and enhance the overall passenger experience. Canadian airports together with their duty-free operators recommended allowing a Cash and Carry Pilot to their International duty-free shops where there is a mix of International and Domestic flights.

The Cash and Carry Pilot will eliminate the need for gate delivery of duty-free purchases to International passengers at boarding and will allow for a cash-and-carry service for all duty-free purchases made in a duty-free shop.

Benefits include:

1. Elimination of a sterile international zone in Terminal 3 Hammerhead C.
2. The risk of delayed duty-free gate delivery will be eliminated.
3. The current requirement to stop sales to passengers 30 to 60 minutes before the flight departure time will no longer be necessary.

4. International passengers will now be able to take their purchase with them at time of sale. Gate delivery will be removed.

In the event that a flight is cancelled or delayed to the following operational day requiring passengers to exit the sterile area, or in any circumstances where passengers will be seeking to exit the sterile area with duty-free purchases, airlines are required to notify the Duty-Free office by calling 416 875 9185 immediately. In this scenario, airlines are also required to notify passengers that they must return their duty-free purchases to the nearest duty-free store.