



Advisory #2022-A-005

**Subject: Cancelled Flights and Duty Free Protocol**

**From: Finance – Commercial Development and Business Partnerships**

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This is a reminder for the airport community of the protocols in place for passengers with duty-free purchases, in the event of a cancelled or delayed flight.

If a flight is cancelled or delayed for any reason that require 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 immediately notify the Dufry – Duty Free office by calling their Manager of Operations at:

**Terminal 1 - (647) 866- 2475**

**Terminal 3 - (416) 875 -9185**

Airlines are also required to notify passengers by making an announcement at the gate, that they must return their duty-free purchases to the nearest duty-free store.

Canada Boarder Services Agency (CBSA) continually audits the Duty Free program at Toronto Pearson International Airport. Failure to comply with protocols in place, may result in loss of the Cash and Carry program for Duty Free and the need to revert to a gate delivery model, where the Duty Free purchases would need to be brought to the gate for passenger pick up as they board, which is not the preferred model as it interferes and complicates the boarding process.

Thank you for your continued support on this matter!