



Advisory # **2022-A-042**

Subject: New operating hours at the Pass Office

From: GTAA Governance, Corporate Safety and Security

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As we continue to better serve the airport community, the GTAA Pass Office is now accepting appointments from **0700H until 1600H, seven days a week**. The Pass Office will continue to remain closed on statutory holidays and on the second Thursday of every month.

With increased operating hours, more appointments will continue to be added to the Pass Office Virtual Queue throughout September. Customers are required to book a spot in the Virtual Queue for all visits to the Pass Office at <https://www.torontopearson.com/ppco>.

The Virtual Queue will open:

- Monday to Friday with new spots opening every 30 minutes within that timeframe.
- Saturday and Sunday with new spots opening every hour within that timeframe.
- The Virtual Queue is not available outside of these hours, on statutory holidays and the second Thursday of every month.

Thank you for your continued patience as we transition to our new operating hours.