



MagnusCards is a free mobile app presenting digital step-by-step guides (in the form of Card Decks) to support autistic and neurodiverse people to navigate home and community living.

Toronto Pearson Airport partnered with MagnusCards to create Card Decks for all airport activities, from checking-in for a flight to boarding a plane.

The following guide contains screenshots of the Card Deck in the mobile app. For an interactive experience supporting use on the go, you can find the Toronto Pearson Card Decks in the Travel category of the MagnusCards app, available in **Apple** and **Google Play** stores.



Toronto Pearson - How to Pack a Carry-on to Get Through Security Quickly



This Card Deck will show you how to pack your carry-on bag to get through security quickly at Toronto Pearson Airport. Click NEXT to get started!

CARD 1 of 6



Toronto Pearson - How to Pack a Carry-on to Get Through Security Quickly



Empty your pockets. Take out any metal items such as loose change or keys. Put everything into your carry-on bag.

CARD 2 of 6



Toronto Pearson - How to Pack a Carry-on to Get Through Security Quickly



Electronic devices must be taken out of your carry-on bag. Put them in a separate bin. This includes devices such as your phone and or computer.

CARD 3 of 6

← Toronto Pearson - How to Pack a Carry-on to Get Through Security Quickly



All liquids or gels such as soaps or hair products must be in containers of 100 ml / 100 grams (3.4 oz) or less. You can typically buy these as "travel sizes" in stores. You can learn more here

← Toronto Pearson - How to Pack a Carry-on to Get Through Security Quickly



The containers must be put in a clear plastic bag.

CARD 5 of 6

← Toronto Pearson - How to Pack a Carry-on to Get Through Security Quickly



Carefully pack breakable items. Make sure things such as eyeglasses, sunglasses, or other fragile items are packaged with extra protection.

CARD 6 of 6



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Toronto Pearson - Sunflower Lanyard Program



This Card Deck will show you how to participate in the Sunflower Lanyard Program at Toronto Pearson Airport. This program is for passengers with invisible disabilities. Click NEXT to get

CARD 1 of 14



Toronto Pearson - Sunflower Lanyard Program



Passengers wear the lanyard throughout the airport. The Sunflower Lanyard Program lets airport staff know that a passenger may need additional help or time while travelling through the airport.

CARD 2 of 14





Toronto Pearson - Sunflower Lanyard Program





The lanyards are free. You can pick up a Sunflower Lanyards at an information counter. Information counters are in Terminals 1 and 3.

CARD 3 of 14

← Toronto Pearson - Sunflower Lanyard Program



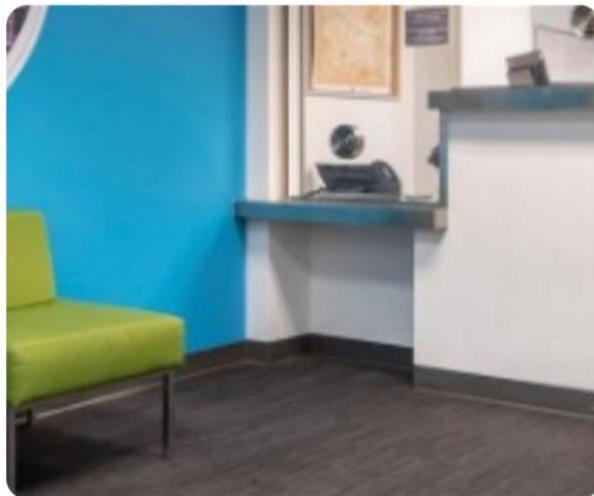
Look for this sign to help you find an information counter.



CARD 4 of 14



Toronto Pearson - Sunflower Lanyard Program



You can also pick up a lanyard at the lost and found counter in Terminal 1.



CARD 5 of 14

← Toronto Pearson -
Sunflower Lanyard
Program



Look for this sign to find the lost and found counter.



CARD 6 of 14



Toronto Pearson - Sunflower Lanyard Program



Tell the passenger care agent at the counter that you would like a sunflower lanyard.



CARD 7 of 14



Toronto Pearson - Sunflower Lanyard Program



If no one is at the counter, you can call a passenger care agent. Pick up the phone on the counter. You will be connected to an agent. Tell the agent you want a sunflower lanyard. They will bring one to you.

CARD 8 of 14



Toronto Pearson - Sunflower Lanyard Program



You can also contact an agent using the interactive tablets. Touch any part of the screen. You will be connected to an agent. Tell the agent you want a sunflower lanyard. They will bring one to you.

CARD 9 of 14



Toronto Pearson - Sunflower Lanyard Program

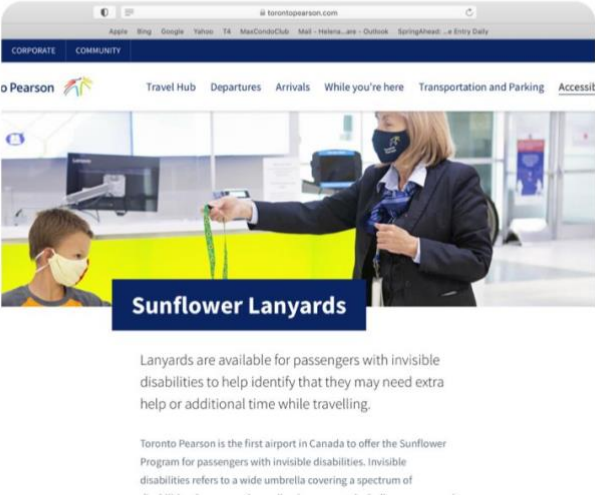


You can also request a lanyard be mailed to your house before you travel. You must request the lanyard at least 14 days before your travel date.

CARD 10 of 14






Toronto Pearson - Sunflower Lanyard Program



Sunflower Lanyards

Lanyards are available for passengers with invisible disabilities to help identify that they may need extra help or additional time while travelling.

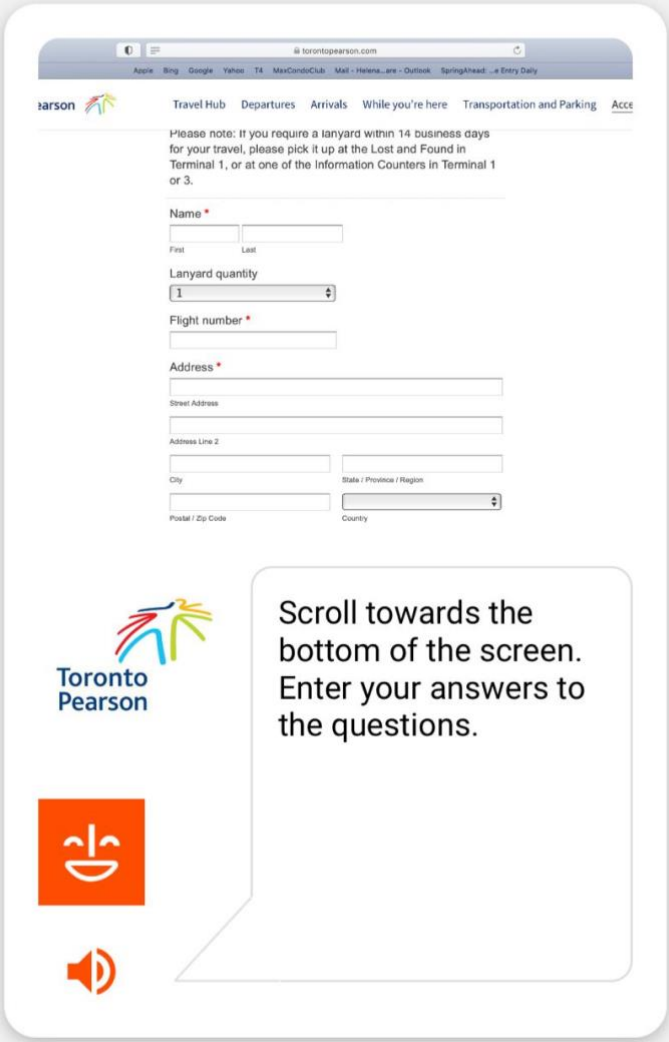
Toronto Pearson is the first airport in Canada to offer the Sunflower Program for passengers with invisible disabilities. Invisible disabilities refers to a wide umbrella covering a spectrum of



To request a sunflower lanyard by mail, go to <https://www.torontopearson.com/en/accessibility/sunflower-lanyards>

CARD 11 of 14

← Toronto Pearson - Sunflower Lanyard Program



The screenshot shows a web browser window with the URL torontopearson.com. The page title is "Toronto Pearson" and the navigation menu includes "Travel Hub", "Departures", "Arrivals", "While you're here", "Transportation and Parking", and "Acces". A note states: "Please note: If you require a lanyard within 14 business days for your travel, please pick it up at the Lost and Found in Terminal 1, or at one of the Information Counters in Terminal 1 or 3." The form fields are: "Name *" (with "First" and "Last" sub-fields), "Lanyard quantity" (a dropdown menu set to "1"), "Flight number *" (with a sub-field), "Address *" (with "Street Address", "Address Line 2", "City", "State / Province / Region", "Postal / Zip Code", and "Country" sub-fields), and a "Country" dropdown menu.



Scroll towards the bottom of the screen. Enter your answers to the questions.



←

Toronto Pearson - Sunflower Lanyard Program

You can withdraw your consent to receive digital communications from the GTAA at any time by clicking unsubscribe from any email communication. Please refer to the GTAA's Privacy policy on our website or Contact Us for more information.

I consent to receive digital communications from the GTAA

Submit

CORPORATE





we are
future
nering with us

COMMUNITY

Supporting our
communities
Programs
Get Involved

Contact us

Airlines and
destinations
Airport employees



Then click submit.

CARD 13 of 14

← Toronto Pearson -
Sunflower Lanyard
Program



Don't forget to wear
your lanyard so that
airport staff can see it.



CARD 14 of 14



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Toronto Pearson - Staying Safe at the Airport



This Card Deck will show you how to keep yourself and your bags safe at Toronto Pearson Airport Click NEXT to get started!

CARD 1 of 9

← Toronto Pearson -
Staying Safe at the
Airport



Always keep your bags
and personal
belongings close to
you.



CARD 2 of 9



Toronto Pearson - Staying Safe at the Airport



Always look where you are going. Look out for spills and other items on the ground. This yellow cone means that the floor is wet.

CARD 3 of 9

← Toronto Pearson -
Staying Safe at the
Airport



Use the elevator if you are carrying bags pushing a stroller or using a baggage cart.



CARD 4 of 9



Toronto Pearson - Staying Safe at the Airport



Hold the handrail on
stairs, escalators and
moving walkways.



CARD 5 of 9



Toronto Pearson - Staying Safe at the Airport



Take your time moving
through the airport.



CARD 6 of 9

← Toronto Pearson -
Staying Safe at the
Airport



Stay close to the
people you are
travelling with.



CARD 7 of 9




Toronto Pearson - Staying Safe at the Airport






Look for this sign if you need help or feel unsafe. This sign is the information symbol. See the card deck titled Toronto Pearson - Getting Help or Asking Questions.


CARD 8 of 9

 Toronto Pearson -
Staying Safe at the
Airport

1 866-207-1690


1 QLO	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* +	0 +	#


  



Toronto
Pearson

If you need help, you
can also call
1-866-207-1690.





CARD 9 of 9



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Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



This Card Deck will show you how to connect to Toronto Pearson's free Wi-Fi. It's a great way to get maps from the airport, get updates from your airline, or watch videos on your device while you wait. Click NEXT

CARD 1 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



Go to "Settings" on your phone



CARD 2 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson





Look for the airplane symbol. Turn it off.





CARD 3 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



 Then look for the Wi-Fi setting. Turn it on.

CARD 4 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



The available Wi-Fi networks will load. Select "Toronto Pearson Wi-Fi" from the network list.



CARD 5 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



The American Express landing page should appear automatically.



CARD 6 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



If the landing page does not appear open your internet browser to visit portal.boingohotspot.net



CARD 7 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



You should see the message "I hereby accept all Wi-Fi Terms and Conditions of Use". Click the box to respond yes.



CARD 8 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



Click the "Wi-Fi Connection" button



CARD 9 of 10

← Toronto Pearson - How to Access Free Wi-Fi at Toronto Pearson



You should now be connected to Wi-Fi. Enjoy your Navigation!



CARD 10 of 10



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Toronto Pearson - What Sights, Sounds, & Smells to Expect at an Airport.



This Card Deck will show you what to expect at the Toronto Pearson Airport. The airport is a very busy place with lots to see, smell, and hear. Click NEXT to get started!

CARD 1 of 10



Toronto Pearson - What Sights, Sounds, & Smells to Expect at an Airport.



The airport can be very noisy. There will be lots of people talking and people walking. Please pay attention to the announcements for important information.

CARD 2 of 10

← Toronto Pearson -
What Sights, Sounds, &
Smells to Expect at an
Airport.



There will be lots of people who will be moving quickly and close together.



CARD 3 of 10



Toronto Pearson - What Sights, Sounds, & Smells to Expect at an Airport.



Some people might
push or brush past you
as they are walking



CARD 4 of 10



Toronto Pearson - What Sights, Sounds, & Smells to Expect at an Airport.



In some areas of the airport, there are moving sidewalks. These sidewalks take people quickly from one area to another. The moving sidewalks travel only in one direction.

CARD 5 of 10

← Toronto Pearson -
What Sights, Sounds, &
Smells to Expect at an
Airport.



Hold the railing when
on a moving sidewalk.



CARD 6 of 10



Toronto Pearson - What Sights, Sounds, & Smells to Expect at an Airport.



At the end, carefully
step off.

CARD 7 of 10

← Toronto Pearson -
What Sights, Sounds, &
Smells to Expect at an
Airport.



In some parts of the airport, there may be moving vehicles. These vehicles help people get to places far away quickly. If you see one of these coming toward you,

CARD 8 of 10

← Toronto Pearson -
What Sights, Sounds, &
Smells to Expect at an
Airport.



There are lots of restaurants where food and drinks are being made. You may smell some of the food or some of the drinks as you get near these restaurants. See [the sound deck titled](#)

CARD 9 of 10



Toronto Pearson - What Sights, Sounds, & Smells to Expect at an Airport.



If you need help finding a quiet place away from the sights, sounds or smells, talk to a Passenger Service Representative. They can be found at an Information Counter. Check out the Card

CARD 10 of 10



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Toronto Pearson - How to Read a Flight Information Display (FID) and Boarding Pass



This Card Deck will show you how to read the Flight Information Display at Toronto Pearson Airport. It tells you important information, like what

CARD 1 of 10

←
Toronto Pearson - How to Read a Flight Information Display (FID) and Boarding Pass




This is a Flight Information Display.

Toronto Pearson - How
to Read a Flight
Information Display
(FID) and Boarding
Pass




Terminal 1 Departures | Aéroport 1 Départs


DESTINATION	FLIGHT	GATE	STATUS
SARNIA		D3	DELAYED (18)
NEW YORK-LGA		F82	DELAYED (17)
CALGARY		D20	ON TIME
MUNICH		E74	ON TIME
VIENNA		F50	ON TIME
BRUSSELS			ON TIME
LONDON, ON			ON TIME
MONTREAL		D31	ON TIME
PORTLAND, OR		F57	ON TIME
VANCOUVER		D40	DELAYED (19)
HOUSTON-IAH			CANCELLED
BOSTON		F62	ON TIME
CHICAGO-O'HARE		F55	ON TIME
MILWAUKEE		F87	ON TIME
OTTAWA		D32	ON TIME
QUEBEC		D5	DELAYED (18)
TIMMINS		D12	ON TIME
NEW YORK-LGA		F53	ON TIME



Toronto
Pearson



The heading at the top tells you what terminal you are in.





CARD 3 of 10


Toronto Pearson - How
to Read a Flight
Information Display
(FID) and Boarding
Pass

Terminal 1 Departures | Aérogare 1 Départs

DESTINATION	FLIGHT	GATE	STATUS
SARNIA		D3	DELAYED (18)
NEW YORK-LGA		F82	DELAYED (17)
		D20	ON TIME
		E74	ON TIME
		E80	ON TIME
		E76	ON TIME
		D1	ON TIME
		D31	ON TIME
		F57	ON TIME
		D40	DELAYED (19)
			CANCELLED
		F62	ON TIME
		F55	ON TIME
		F87	ON TIME
		D32	ON TIME
		D5	DELAYED (18)
		D12	ON TIME
NEW YORK-LGA		F53	ON TIME

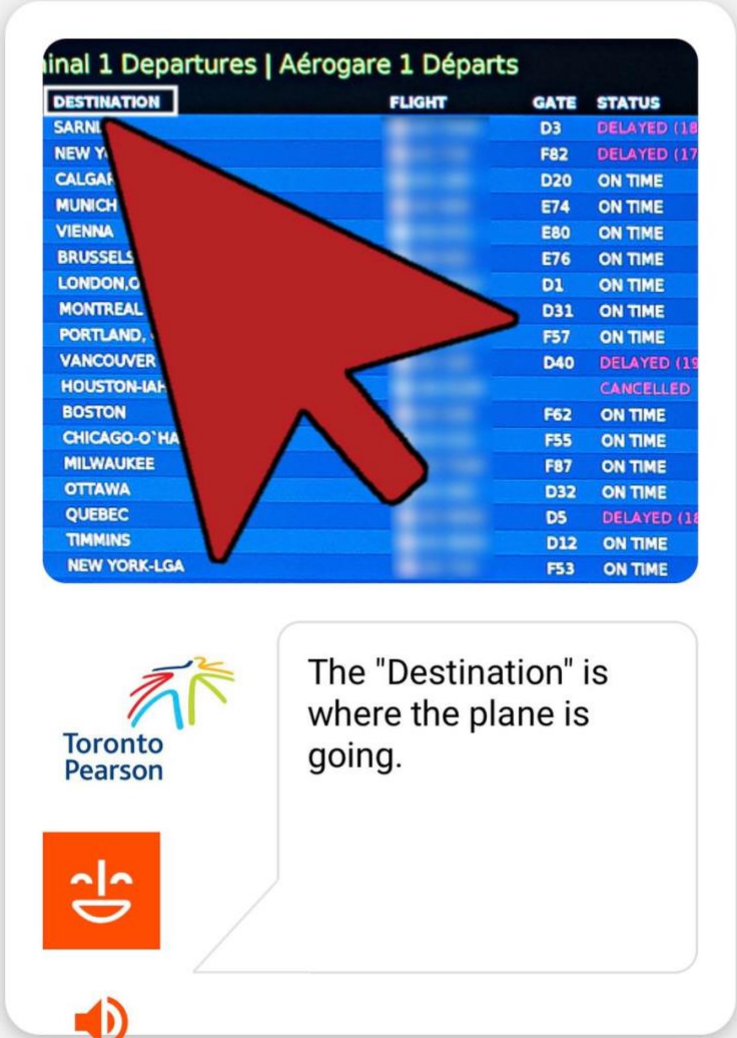



The "Time" at the far left is the scheduled time of departure. This is the time your flight will leave the airport.



CARD 4 of 10

← Toronto Pearson - How to Read a Flight Information Display (FID) and Boarding Pass



DESTINATION	FLIGHT	GATE	STATUS
SARNI		D3	DELAYED (18)
NEW Y		F82	DELAYED (17)
CALGAR		D20	ON TIME
MUNICH		E74	ON TIME
VIENNA		E80	ON TIME
BRUSSELS		E76	ON TIME
LONDON, G		D1	ON TIME
MONTREAL		D31	ON TIME
PORTLAND, O		F57	ON TIME
VANCOUVER		D40	DELAYED (19)
HOUSTON-IAH			CANCELLED
BOSTON		F62	ON TIME
CHICAGO-O'HA		F55	ON TIME
MILWAUKEE		F87	ON TIME
OTTAWA		D32	ON TIME
QUEBEC		D5	DELAYED (18)
TIMMINS		D12	ON TIME
NEW YORK-LGA		F53	ON TIME

Toronto Pearson

The "Destination" is where the plane is going.


CARD 5 of 10

Toronto Pearson - How
to Read a Flight
Information Display
(FID) and Boarding
Pass





Terminal 1 Departures | Aérogare 1 Départs

DESTINATION	FLIGHT	GATE	STATUS
SARNIA		D3	DELAYED (18)
NEW YORK-LGA		F82	DELAYED (17)
CALGARY		D20	ON TIME
MUNICH		74	ON TIME
VIENNA			ON TIME
BRUSSELS			ON TIME
LONDON, ON			
MONTREAL			
PORTLAND, OR			
VANCOUVER			
HOUSTON-IAH			CANCELLED
BOSTON			ON TIME
CHICAGO-O'HARE		F55	ON TIME
MILWAUKEE		F87	ON TIME
OTTAWA		D32	ON TIME
QUEBEC		D5	DELAYED (18)
TIMMINS		D12	ON TIME
NEW YORK-LGA		F53	ON TIME



Under "Flight" you will see the flight number. You will also see the airline logo here.

CARD 6 of 10

Toronto Pearson - How to Read a Flight Information Display (FID) and Boarding Pass



Terminal 1 Departures | Aéroport 1 Départs

DESTINATION	FLIGHT	GATE	STATUS
SARNIA		D3	DELAYED (18)
NEW YORK-LGA			DELAYED (17)
CALGARY			ON TIME
MUNICH			ON TIME
VIENNA			ON TIME
BRUSSELS			ON TIME
LONDON,ON			ON TIME
MONTREAL		D31	ON TIME
PORTLAND, OR		F57	ON TIME
VANCOUVER		D40	DELAYED (19)
HOUSTON-IAH			CANCELLED
BOSTON		F62	ON TIME
CHICAGO-O'HARE		F55	ON TIME
MILWAUKEE		F87	ON TIME
OTTAWA		D32	ON TIME
QUEBEC		D5	DELAYED (14)
TIMMINS		D12	ON TIME
NEW YORK-LGA		F53	ON TIME



The "Status" will tell you if the plane is on time, if it's loading passengers, or if there is a final call for passengers. This section will also tell

CARD 7 of 10

Toronto Pearson - How
to Read a Flight
Information Display
(FID) and Boarding
Pass



Terminal 1 Departures | Aérogare 1 Départs

DESTINATION	FLIGHT	GATE	STATUS
SARNIA			DELAYED (18)
NEW YORK-LGA		B32	DELAYED (17)
CALGARY		D20	ON TIME
MUNICH		E74	ON TIME
VIENNA		E80	ON TIME
BRUSSELS		E76	ON TIME
LONDON		D1	ON TIME
MONTREAL		D31	ON TIME
PORTLAND, OR		F57	ON TIME
VANCOUVER		D40	DELAYED (15)
HOUSTON-IAH			CANCELLED
BOSTON		F62	ON TIME
CHICAGO-O'HARE		F55	ON TIME
MILWAUKEE		F87	ON TIME
OTTAWA		D32	ON TIME
QUEBEC		D5	DELAYED (10)
TIMMINS		D12	ON TIME
NEW YORK-LGA		F53	ON TIME



Toronto
Pearson




"Gate" shows which gate you should go to for your flight. A "Gate" is a letter followed by a number. If a gate number only shows a letter, follow the signs



CARD 8 of 10

← Toronto Pearson - How to Read a Flight Information Display (FID) and Boarding Pass



The image shows a screenshot of a Flight Information Display (FID) at the top, displaying a grid of flight arrivals and departures. Below it is a boarding pass for a flight from Toronto to Vancouver. The boarding pass includes the following information:

- FLYER INFORMATION:** FLEX ECONOMY/ECONOMIQUE FLEX, Ticket # 49568374832
- Flight/Vol:** MA 121
- Date:** 29AUG/AOU
- From/De:** TORONTO
- To/À destination:** VANCOUVER
- Zone:** ZONE 2
- Cabin/Cabine:** Y
- Boarding Time/Heure d'embarquement:** 16:20
- Gate/Porte:** D40
- Seat/Place:** 19H
- Departure Time/Heure de départ:** 17:00
- Barcode:** A QR code is present for boarding verification.
- Boarding Pass / Carte d'accès à bord:** The text is written in both English and French.

Below the boarding pass, there is a Toronto Pearson logo and a magnuscards logo. A speech bubble contains the following text:

Check your boarding pass to find your flight number and airline. Match it with the Flight Information Display. The time on the boarding pass is the

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← Toronto Pearson - How to Read a Flight Information Display (FID) and Boarding Pass



The information on the Flight Information Display is always up to date. If the information on your boarding pass or elsewhere if different,

CARD 10 of 10



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← Toronto Pearson -
Getting Help or Asking
Questions



This Card Deck will show you how to get help or ask a question at Toronto Pearson Airport. Click NEXT to get started!

CARD 1 of 8

← Toronto Pearson -
Getting Help or Asking
Questions



Find an Information
counters if you need
help. Talk to the
Passenger Service
Representatives at the
counter.

CARD 2 of 8

Toronto Pearson - Getting Help or Asking Questions



There are also Information Phones throughout the terminal. These phones will connect you to a Passenger Service Representative. These phones are marked with an "I"

CARD 3 of 8



Toronto Pearson - Getting Help or Asking Questions

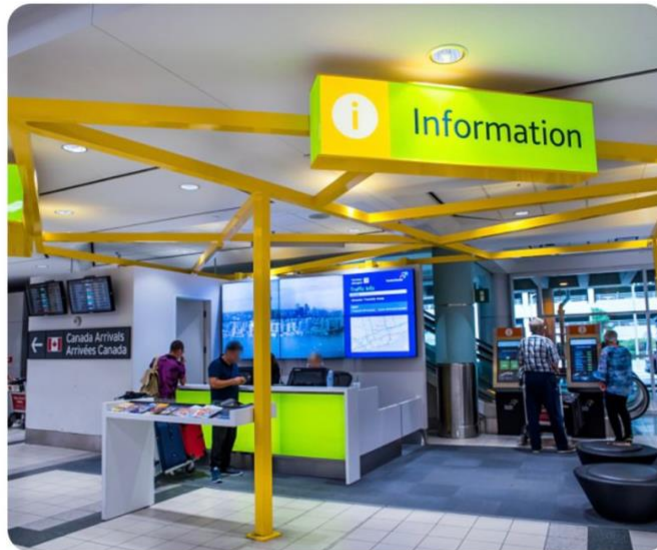


Information centers are located in many places throughout the airport. You can find them at level 1 Arrivals by door C. You can also find information centres once you pass security at the D gates and F gates

CARD 4 of 8



Toronto Pearson - Getting Help or Asking Questions





In Terminal 3, you can find the information center at Arrivals by the International Arrivals area.





CARD 5 of 8

← Toronto Pearson -
Getting Help or Asking
Questions



 **Toronto
Pearson**





Volunteers at the airport can help you too. Airport volunteers wear blue vests.

CARD 6 of 8



Toronto Pearson - Getting Help or Asking Questions



You can also ask visit
the customer
information desk for
help.



CARD 7 of 8

← Toronto Pearson -
Getting Help or Asking
Questions



Or you can call
1-866-207-1690 to get
help or ask a question.



CARD 8 of 8



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Toronto Pearson - Using Signs to Help Find Your Way





This Card Deck will show you how to use the signs at Toronto Pearson Airport to find your way. Click NEXT to get started!


CARD 1 of 11

← Toronto Pearson -
Using Signs to Help
Find Your Way




Toronto
Pearson





There are lots of signs around the airport. Some signs can help you get around. Some signs have directions for what you should do. Some signs tell you what to avoid.

CARD 2 of 11



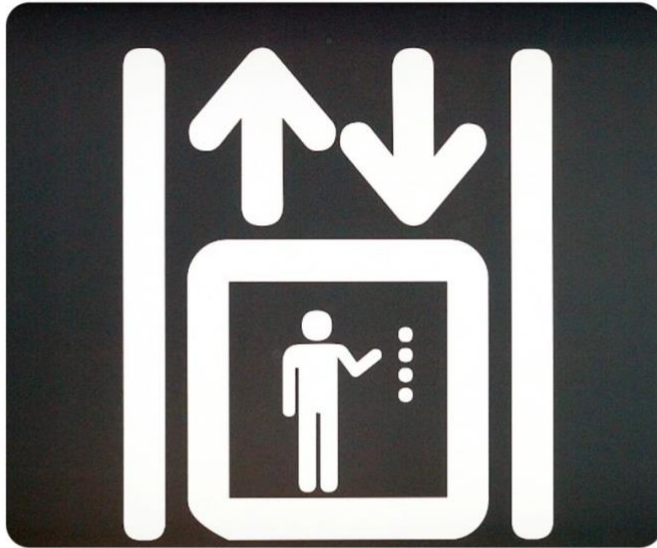
Toronto Pearson - Using Signs to Help Find Your Way



This sign takes you to an Information Counter. Follow these signs anytime you need help or need to ask a question. See the Card Deck titled, "Toronto Pearson - Getting Help or Asking Questions"

CARD 3 of 11

← Toronto Pearson -
Using Signs to Help
Find Your Way



You will see these signs for elevators and escalators. Look for these signs if you need help to go up or down levels in the airport.



CARD 4 of 11



Toronto Pearson - Using Signs to Help Find Your Way



This is a gate sign. Match the Gate to the information on your boarding pass. You should check a flight information display to make sure your gate is correct. See the Card Deck titled "Toronto Pearson - How to Read

CARD 5 of 11



Toronto Pearson - Using Signs to Help Find Your Way



These are the Baggage and Exit signs. You will see these signs when you get off a plane arriving in Canada from another Canadian City. Follow these signs to claim your baggage. See the Card Deck titled "Toronto

CARD 6 of 11



Toronto Pearson - Using Signs to Help Find Your Way



This is an arrivals sign. You will see this sign when you arrive in Canada from another country. Follow this sign for the Canadian passport control hall. See the Card Deck titled, "Toronto Pearson - Canada"

CARD 7 of 11



Toronto Pearson - Using Signs to Help Find Your Way




This is a “No Cell Phones” sign. Do not use your cell phone, including MagnusCards, in the area where this sign is posted. You will see these signs in the Canadian and American passport

CARD 8 of 11


←

Toronto Pearson -
Using Signs to Help
Find Your Way



1


Terminal
Aérogare




↑


3

Terminal
Aérogare



Toronto
Pearson





This is a terminal sign.
You will need to know
which terminal to go to
find your flight. There
are three terminals at
Toronto Pearson.

CARD 9 of 11



Toronto Pearson - Using Signs to Help Find Your Way



Your boarding pass will tell you which terminal to go to. For help finding the right terminal, call 416-247-7678 or 1-866-207-1690.

CARD 10 of 11



Toronto Pearson - Using Signs to Help Find Your Way



You can use the LINK train to go to a different terminal than the one you are in. See the Card Deck titled, "Toronto Pearson - Transferring Terminals with The Link Train".

CARD 11 of 11



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Toronto Pearson - Security Screening



This Card Deck will show you what to expect when going through security screening at Toronto Pearson Airport. Click NEXT to get started!



CARD 1 of 18



Toronto Pearson - Security Screening



Have your boarding pass ready to show the Screening Officer. The officer will scan your boarding pass.



CARD 2 of 18



Toronto Pearson - Security Screening



Line up with the other passengers. There may be lots of people who will be standing close together.



CARD 3 of 18



Toronto Pearson - Security Screening



While you wait in line, empty your pockets. You can put any coins, keys, and other metal items that you have in your pockets into your carry-on bag.



CARD 4 of 18



Toronto Pearson - Security Screening



You can bring liquids, gels, and aerosols that are 100 ml or less. Make sure they are in a 1 litre clear plastic bag.



CARD 5 of 18



Toronto Pearson - Security Screening



Line up. Keep your boarding pass visible. You may be asked to show it again.



CARD 6 of 18



Toronto Pearson - Security Screening



When you get to the front of the line, follow the instructions of the Screening Officer.



CARD 7 of 18



Toronto Pearson - Security Screening



First, grab a bin and put your carry-on in a bin.



CARD 8 of 18



Toronto Pearson - Security Screening



Next, put bulky items in another bin.



CARD 9 of 18

← Toronto Pearson - Security Screening



Laptops should be placed in a bin by itself.



CARD 10 of 18



Toronto Pearson - Security Screening



Follow the instructions of the Screening Officer. You may be asked to put your shoes in the bin.



CARD 11 of 18



Toronto Pearson - Security Screening



Get ready to go through the metal detector. When directed, walk through the metal detector. It is okay if the alarm goes off when you walk through. A Screening Officer will tell you what to do next.

CARD 12 of 18


← Toronto Pearson - Security Screening





The Screening Officer may have to wave a wand close to your body.




CARD 13 of 18


 Toronto Pearson - Security Screening



 Toronto Pearson

The screening officer may swab your hands.





CARD 14 of 18



Toronto Pearson - Security Screening



The screening officer may search your carry-on bag.



CARD 15 of 18



Toronto Pearson - Security Screening



Additional screening may also involve a choice between a pat down and a scan with the full body scanner.



CARD 16 of 18



Toronto Pearson - Security Screening



Once you are finished, make sure you pick up all your belongings from the bins.



CARD 17 of 18



Toronto Pearson - Security Screening



Leave the area to make room for others. Make your way to your gate.



CARD 18 of 18



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Toronto Pearson - Going to the Washroom at Toronto Pearson Airport



This Card Deck will show you how to find a washroom at Toronto Pearson Airport. Click NEXT to get started!

CARD 1 of 6

← Toronto Pearson -
Going to the Washroom
at Toronto Pearson
Airport





Toronto Pearson
International Airport
has many washrooms
that you can use.





CARD 2 of 6

← Toronto Pearson -
Going to the Washroom
at Toronto Pearson
Airport



 Toronto Pearson








To find a washroom,
you can walk around
and look for this sign.


CARD 3 of 6

← Toronto Pearson -
Going to the Washroom
at Toronto Pearson
Airport



 Toronto Pearson





You can also look at the map of the airport. Look for this sign on the map.

CARD 4 of 6

← Toronto Pearson -
Going to the Washroom
at Toronto Pearson
Airport



Washrooms at the airport look like this.



CARD 5 of 6



Toronto Pearson - Going to the Washroom at Toronto Pearson Airport



You can also ask for help to find a washroom. You can ask a passenger service representative, a volunteer or an Airline Representative. See the card deck titled Toronto Pearson

CARD 6 of 6



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Toronto Pearson - Finding Food at Toronto Pearson



This Card Deck will show you how to get something to eat while waiting for your flight at Toronto Pearson Airport. Click NEXT to get started!

CARD 1 of 10

← Toronto Pearson -
Finding Food at
Toronto Pearson



There are many different options for food in the airport.



CARD 2 of 10

← Toronto Pearson -
Finding Food at
Toronto Pearson



Follow this sign for
food options.



CARD 3 of 10



Toronto Pearson - Finding Food at Toronto Pearson



Toronto Pearson - Getting Help or Asking Questions

Download 



If you don't know what you want to eat, you can ask a Passenger Services Representative or a volunteer for help. See the Card Deck Toronto Pearson - Getting Help or Asking Questions.

CARD 4 of 10



Toronto Pearson - Finding Food at Toronto Pearson




Go to the restaurant
where you would like
to order food from.





CARD 5 of 10

← Toronto Pearson - Finding Food at Toronto Pearson



Toronto Pearson





You may have to wait in line.

CARD 6 of 10



Toronto Pearson - Finding Food at Toronto Pearson



When it is your turn, order what you would like. You can say, "May I please have..." You may have to wait for your food.

CARD 7 of 10



Toronto Pearson - Finding Food at Toronto Pearson



You can pay at most
places with cash,
debit, or credit.



CARD 8 of 10

← Toronto Pearson -
Finding Food at
Toronto Pearson



Say, "thank you" when you get your food, drink, or both.



CARD 9 of 10



Toronto Pearson - Finding Food at Toronto Pearson



enjoy! Please remember
only liquids less than
100 ml are permitted
through Airport
Security.



CARD 10 of 10



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Toronto Pearson - Boarding an Airplane



This Card Deck will show you how to board an airplane at Toronto Pearson Airport to go on a trip. Click NEXT to get started!



CARD 1 of 14



Toronto Pearson - Boarding an Airplane



Arrive at the airport early in case the airport is really busy. Being early means you may have to wait to board the plane. While you wait, you can do quiet activities, which include reading, playing a game, or something else you

CARD 2 of 14



Toronto Pearson - Boarding an Airplane



Listen to the announcements so you can hear any instructions that relate to your flight. Wait for an announcement that it is time for your row or seat to start boarding the plane. If you need help, you can ask an Airline

CARD 3 of 14



Toronto Pearson - Boarding an Airplane



Your gate number might change. See Card Deck "Toronto Pearson - How to Read a Flight Information Display (FID) and Boarding Pass".



CARD 4 of 14



Toronto Pearson - Boarding an Airplane



When your seat or section is called, wait in line.



CARD 5 of 14



Toronto Pearson - Boarding an Airplane



Have your boarding pass and government issues photo I.D. ready to be checked by the Airline Representative at the gate.



CARD 6 of 14



Toronto Pearson - Boarding an Airplane



When it is your turn,
show the Airline
Representative your
documents.



CARD 7 of 14



Toronto Pearson - Boarding an Airplane



The airline representative will give you your documents back. Put your photo I.D. somewhere safe like your wallet or purse.



CARD 8 of 14



Toronto Pearson - Boarding an Airplane



Follow the Airline Representative's instructions on which direction to go next.



CARD 9 of 14



Toronto Pearson - Boarding an Airplane



When you get to your plane, there may be other passengers lined up waiting to get into the plane. Stand in line and wait with them.



CARD 10 of 14



Toronto Pearson - Boarding an Airplane



Check your boarding pass as you walk down the aisle of the plane. Match the row number on your boarding pass with the row number on the seating rows. Ask the flight attendant for help finding your seat.

CARD 11 of 14



Toronto Pearson - Boarding an Airplane



When you have found your row, match the seat letter on your boarding pass with the seat letter. This is your seat.



CARD 12 of 14



Toronto Pearson - Boarding an Airplane



Put your smaller carry-on under the chair in front of you.



CARD 13 of 14



Toronto Pearson - Boarding an Airplane



Larger carry-on bags go in the overhead bins. You may not be able to put it in the one above your seat. You can ask a Flight Attendant to help you find an empty bin.

CARD 14 of 14



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Toronto Pearson - Canada Border Services Agency



This Card Deck will show you how to go through Canada Border Services Agency inspections at Toronto Pearson Airport. Click NEXT to get started!

CARD 1 of 18



Toronto Pearson - Canada Border Services Agency



Once you leave the plane and you are in the airport. Follow the signs that say "Arrivals".



CARD 2 of 18

← Toronto Pearson -
Canada Border
Services Agency



Line up to use a computer kiosk to complete your Customs Declaration. If you have filled out a paper Customs Declaration Card on your flight, you will still need to complete the Customs Declaration

CARD 3 of 18



Toronto Pearson - Canada Border Services Agency



When you are at the front of the line, approach an empty kiosk.



CARD 4 of 18





Toronto Pearson - Canada Border Services Agency




Complete all the questions on the kiosk. You will be asked to declare the items you are bringing into Canada. This means you must tell the kiosk what you are bringing back with you into Canada


CARD 5 of 18


 Toronto Pearson -
Canada Border
Services Agency



 Toronto
Pearson

Once completed, the
kiosk will give you a
receipt. Take the
receipt with you.





CARD 6 of 18

← Toronto Pearson -
Canada Border
Services Agency



Line up with other passengers to see an Officer.



CARD 7 of 18

← Toronto Pearson -
Canada Border
Services Agency



When it's your turn,
present your passport
and the kiosk receipt
to the Officer.



CARD 8 of 18

← Toronto Pearson -
Canada Border
Services Agency



Tell the officer if you have any purchases or food products with you. Answer the officer's questions.



CARD 9 of 18

← Toronto Pearson -
Canada Border
Services Agency



The officer may hand
your documents back
to you.



CARD 10 of 18



Toronto Pearson - Canada Border Services Agency



You may be shown to a booth to answer more questions. Answer the questions as best as you can. Follow the Officer's instructions.

CARD 11 of 18



Toronto Pearson - Canada Border Services Agency



The officer will let you know when you can pass through to the next officer. Follow their directions for where you should walk.

CARD 12 of 18



Toronto Pearson - Canada Border Services Agency



Show your Customs
Declaration Card to the
Officer.



CARD 13 of 18



Toronto Pearson - Canada Border Services Agency



He may ask you to proceed to immigration or to go directly to the Baggage Claim Area. Follow the officer's instructions.

CARD 14 of 18



Toronto Pearson - Canada Border Services Agency



Go to the baggage claim area. Check the carousel on the screen monitor where to find your luggage. See Card Deck "Getting your baggage" for more help

CARD 15 of 18

← Toronto Pearson -
Canada Border
Services Agency



Once you have picked up your luggage, proceed to the exit. There might be a line up to exit.



CARD 16 of 18

← Toronto Pearson -
Canada Border
Services Agency



Show your Receipt to
the Officer. They may
take it from you.



CARD 17 of 18



Toronto Pearson - Canada Border Services Agency



The officer at the exit may ask you to stay or go somewhere else. Follow the officer's instructions.



CARD 18 of 18



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← Toronto Pearson -
Getting Your Baggage



This Card Deck will show you how to get your baggage from Baggage Claim at Toronto Pearson Airport. Click NEXT to get started!



CARD 1 of 10

← Toronto Pearson -
Getting Your Baggage



After you get off your plane, follow the "Arrivals" signs for Baggage Claim.



CARD 2 of 10

← Toronto Pearson -
Getting Your Baggage



Enter the baggage hall



CARD 3 of 10



Toronto Pearson - Getting Your Baggage



There is an electronic
display board above
each carousel.



CARD 4 of 10



Toronto Pearson - Getting Your Baggage



Look for the carousel that shows your flight number and the city where you boarded your plane. Your flight number will be on your boarding pass.



CARD 5 of 10



Toronto Pearson - Getting Your Baggage



If you need assistance finding your baggage, you can ask an Airline Representative located at the back of the baggage hall.



CARD 6 of 10

← Toronto Pearson -
Getting Your Baggage



Wait with the crowd until the baggage belts starts moving and your bag arrives.



CARD 7 of 10

2:50



Toronto Pearson - Getting Your Baggage



When your baggage arrives, take it off the carousel.



CARD 8 of 10

← Toronto Pearson -
Getting Your Baggage



Check the name tag
and make sure it
belongs to you.



CARD 9 of 10

← Toronto Pearson - Getting Your Baggage



Then follow the exit signs



CARD 10 of 10



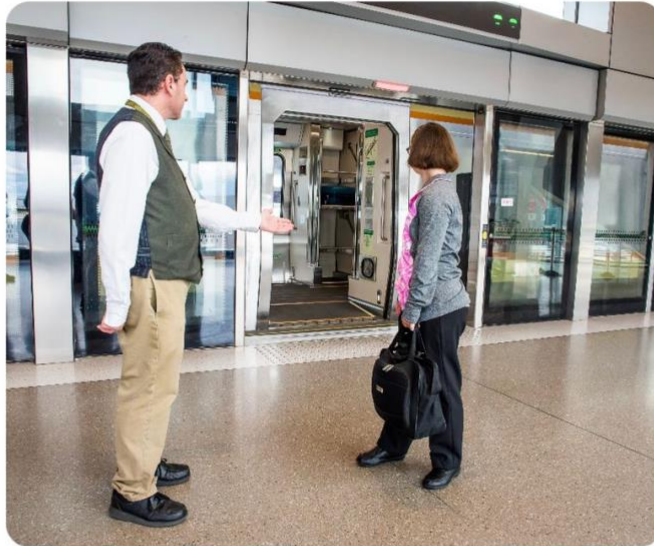
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Toronto Pearson - Getting around Using Ground Transportation



This Card Deck will show you how to get around outside of Toronto Pearson airport. Click NEXT to get started!

CARD 1 of 16



Toronto Pearson - Getting around Using Ground Transportation



There are lots of options for getting around outside of Toronto Pearson International Airport. Choose the option that you feel most comfortable with. Please do not accept a ride for a taxi or

CARD 2 of 16



Toronto Pearson - Getting around Using Ground Transportation



The bus is the more affordable option. There are many buses that go through Toronto Pearson airport. You will have to know which bus to take.

CARD 3 of 16



Toronto Pearson - Getting around Using Ground Transportation



There will be other passengers on the bus with you. The bus driver will make many stops along the route.

CARD 4 of 16




Toronto Pearson - Getting around Using Ground Transportation





Taxis or Limousines are more expensive. This option will be a private ride for you and anyone else in your group. Tell the driver where you want to go. They will take you directly to your destination


CARD 5 of 16

← Toronto Pearson - Getting around Using Ground Transportation



 Toronto Pearson





Follow this sign to find Taxis and Limousines.

CARD 6 of 16



Toronto Pearson - Getting around Using Ground Transportation



They are located on the arrivals level, on the outside terminal curbs.



CARD 7 of 16

← Toronto Pearson -
Getting around Using
Ground Transportation



A commissioner will be out on the curb. Talk to them if you need help.



CARD 8 of 16

← Toronto Pearson -
Getting around Using
Ground Transportation



You can also take an
out of town bus.



CARD 9 of 16

←


Toronto Pearson - Getting around Using Ground Transportation

E

Off-Airport Parking Shuttle
Navette de stationnement hors-aéri


d Level | Rez-de-chaussée


Public Buses | Autobus publics
Hotel Shuttles | Navettes d'hôtels
Out of Town Services | Services inte



Toronto
Pearson

Follow this sign to find
the out of town buses.





CARD 10 of 16



Toronto Pearson - Getting around Using Ground Transportation



Get help for the out of town buses at the Ground Transportation counter. This counter is located in both terminals. In terminal 1, the Ground Transportation counter is located on the ground level by exit

CARD 10 of 16



Toronto Pearson - Getting around Using Ground Transportation



If you are going to downtown Toronto, you can take the Union Pearson Express. There are two ways you can by a ticket for the Union Pearson Express.

CARD 12 of 16

← Toronto Pearson -
Getting around Using
Ground Transportation



You can buy a ticket
from a vending
machine.



CARD 13 of 16



Toronto Pearson - Getting around Using Ground Transportation



You can also buy a ticket from a Guest Service Representative. The Guest Service Representative is located on the Terminal 1 train platform.

CARD 14 of 16

← Toronto Pearson -
Getting around Using
Ground Transportation



Follow the "Train to City" sign to get to the terminal 1 train platform.



CARD 15 of 16



Toronto Pearson - Getting around Using Ground Transportation



If you are in Terminal 3 you will need to transfer to Terminal 1. Take the Link Train to Terminal 1 to purchase a ticket. See the card deck titled "Toronto Pearson - Transferring Terminals".

CARD 16 of 16



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Toronto Pearson - Connecting Flights to the United States of America within Terminal 1



This card deck will show you how to find a connecting flight to the United States of America from Terminal 1 at Toronto Pearson Airport. Click NEXT to

CARD 1 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



You will arrive at
Toronto Pearson
Airport in Terminal 1.



CARD 2 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Get your boarding pass ready.

CARD 3 of 14



Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Follow the "F" signs to
your connecting flight
to the United States of
America. These signs
will lead you to Airport
Security.

CARD 4 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Get your boarding
pass and passport
ready.

CARD 5 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Airport security staff
will ask for your
boarding pass.



CARD 6 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Airport security staff
will direct you to join
the security line. Wait
your turn.





Toronto Pearson - Connecting Flights to the United States of America within Terminal 1



Toronto Pearson - Security Screening

Download 



Pass through the security line. For help going through security, see the "Toronto Pearson - Security Screening Deck".



CARD 8 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Then show an airport
employee your
boarding pass.



CARD 9 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



If you do not have any checked baggage, proceed to Step 3. Ask an airport employee if you need help.



CARD 10 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



If you do not have any checked baggage, proceed to Step 3. Ask an airport employee if you need help.



CARD 10 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



If you have checked
baggage, proceed to
"Step 2".



CARD 11 of 14



Toronto Pearson - Connecting Flights to the United States of America within Terminal 1



Wait until you see the first three letters of your last name on the flight display board. If you do not see your name within 15 minutes, ask an airline

CARD 12 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Once you see your name, proceed to "Step 3".



CARD 13 of 14

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 1



Toronto Pearson - US Customs and Border Protection

Download 



Join the line up into the United States of American Customs Hall. For getting through the customs passport control hall please see "Toronto



CARD 14 of 14



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← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



This card deck will show you how to find a connecting flight to the United States of America from Terminal 3 at Toronto Pearson Airport. Click NEXT to

CARD 1 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



You will arrive at
Toronto Pearson
Airport in Terminal 3.

CARD 2 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



Follow the "A" signs to your connecting flight to the United States of America. The entrance is at the public side. These signs will lead you to Airport Security.



CARD 3 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



Get your boarding pass

CARD 4 of 15



Toronto Pearson - Connecting Flights to the United States of America within Terminal 3



Airport security staff
will ask for your
boarding pass.



CARD 5 of 15



Toronto Pearson - Connecting Flights to the United States of America within Terminal 3



Airport security staff will direct you to join the security line. Wait your turn.

CARD 6 of 15



Toronto Pearson - Connecting Flights to the United States of America within Terminal 3



Pass through the security line. For help going through security, see the "Toronto Pearson - Security Screening Deck".



CARD 7 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



Then show an airport
employee your
boarding pass.



CARD 8 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



They will direct you to a Kiosk to complete "Step 1".



CARD 9 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



Scan your boarding
pass .



CARD 10 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3

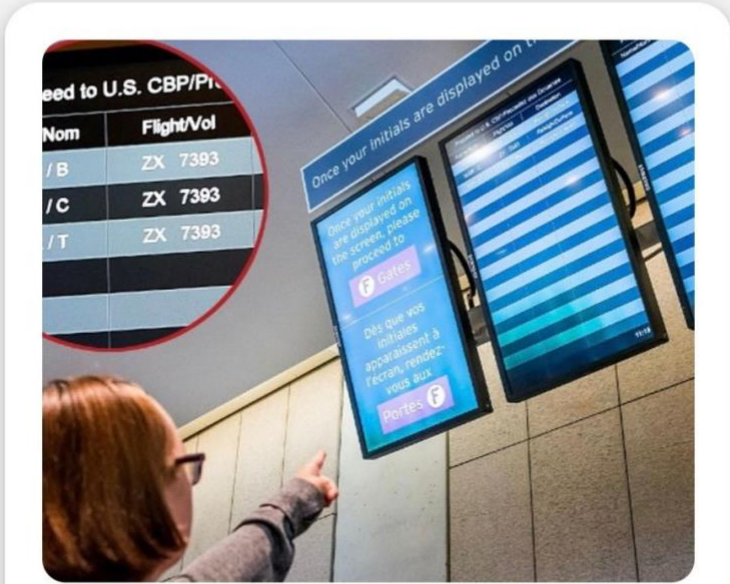


If you have checked
baggage, proceed to
"Step 2".



CARD 11 of 15

← Toronto Pearson -
Connecting Flights to
the United States of
America within
Terminal 3



Wait until you see the first three letters of your last name on the flight display board. If you do not see your name within 15 minutes, ask an airline

CARD 12 of 15



Toronto Pearson - Connecting Flights to the United States of America within Terminal 3



Once you see your
name, proceed to
"Step 3".



CARD 13 of 15



Toronto Pearson - Connecting Flights to the United States of America within Terminal 3



Join the line up into the United States of American Customs Hall. For getting through the customs passport control hall, please see "Toronto



CARD 14 of 15



Toronto Pearson - Connecting Flights to the United States of America within Terminal 3



The Airport Employee will then ask you to join the line. For getting through the United States of America Customs Hall, see the Card Deck



CARD 15 of 15



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← Toronto Pearson - US
Customs and Border
Protection



This Card Deck will show you how to go through US Customs and Border Protection at Toronto Pearson Airport if you are taking an airplane to the United States of America. Click NEXT to get started!

CARD 1 of 7

← Toronto Pearson - US
Customs and Border
Protection



Get in line to see an officer at a booth.



CARD 2 of 7

← Toronto Pearson - US
Customs and Border
Protection



When it's your turn,
approach the
uniformed officer at
the booth.



CARD 3 of 7



Toronto Pearson - US Customs and Border Protection



The officer will ask you several questions. Answer the questions as best as you can. Follow any directions that the officer tells you.

CARD 4 of 7

← Toronto Pearson - US
Customs and Border
Protection



The officer will tell you when you are done. You can now go to your departure gate.



CARD 5 of 7

← Toronto Pearson - US
Customs and Border
Protection



Your gate information
will be on your
boarding pass.



CARD 6 of 7

← Toronto Pearson - US
Customs and Border
Protection



Follow the signs to
your gate.



CARD 7 of 7



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← Toronto Pearson -
Transferring Terminals
with the Link Train



This Card Deck will show you how to ride the Terminal Link train. The terminal link train helps you to get to a different terminal at Toronto Pearson. Click NEXT to get started!

CARD 1 of 11



Toronto Pearson - Transferring Terminals with the Link Train



Follow the terminal signs to get to the LINK train. If you want to travel to Terminal 1, follow the Terminal 1 sign. If you want to travel to Terminal 3, follow the Terminal 3 sign.

CARD 2 of 11



Toronto Pearson - Transferring Terminals with the Link Train



Once you arrive at the LINK train platform, check the screens above the train doors. The screens will tell you which direction the train is going. The train goes back and forth from Terminal 1, Terminal 3 and

CARD 3 of 11



Toronto Pearson - Transferring Terminals with the Link Train



Wait on the platform for the train to get there. There may be other people waiting with you.



CARD 4 of 11



Toronto Pearson - Transferring Terminals with the Link Train



When the train arrives,
stand back, and wait
for the doors to open.



CARD 5 of 11



Toronto Pearson - Transferring Terminals with the Link Train



Watch your step as you board the train. There may be lots of people boarding the train together.

CARD 6 of 11



Toronto Pearson - Transferring Terminals with the Link Train



When on the train, find a seat and wait for the train to get to the terminal you need. Each stop will be announced. Listen for your stop.

CARD 7 of 11



Toronto Pearson - Transferring Terminals with the Link Train



If all the seats are taken, you can reach above your head and hold onto a handle or hold onto a side bar along the train.

CARD 8 of 11

← Toronto Pearson -
Transferring Terminals
with the Link Train



Wait for the train to get to the terminal you need. Each stop will be announced. Listen for your stop.



CARD 9 of 11



Toronto Pearson - Transferring Terminals with the Link Train

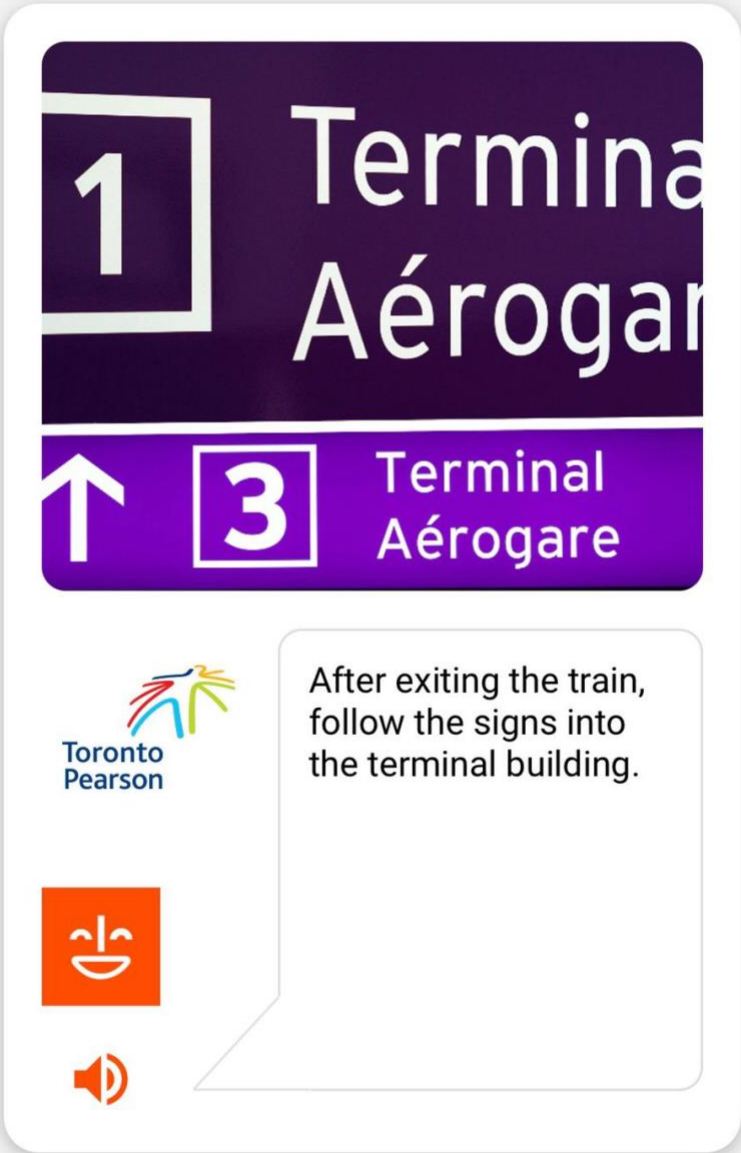


Wait for the train to come to a complete stop and the doors to open. Watch your step as you exit the train.



CARD 10 of 11

← Toronto Pearson -
Transferring Terminals
with the Link Train



The card displays a large purple box with a white number '1' in a square on the left and the text 'Terminal Aérogar' on the right. Below this is a smaller purple box with a white upward arrow on the left, a white number '3' in a square, and the text 'Terminal Aérogar' on the right. To the left of a white speech bubble is the Toronto Pearson logo (a stylized bird) and the text 'Toronto Pearson'. Below the logo is a red square with a white smiley face icon, and below that is a red speaker icon. The speech bubble contains the text: 'After exiting the train, follow the signs into the terminal building.'

CARD 11 of 11



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Toronto Pearson Airport partnered with MagnusCards to create Card Decks for all airport activities, from checking-in for a flight to boarding a plane.

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Toronto Pearson - Connecting Passengers



This Card Deck will show you how to connect to another flight at Toronto Pearson Airport. Connecting to another flight means changing from one plane to another. Click NEXT to get started!

CARD 1 of 12

← Toronto Pearson - Connecting Passengers



You need to know which terminal you are arriving to and which terminal your connecting flight will depart from. Find this information on your itinerary or ticket.





Toronto Pearson - Connecting Passengers



Toronto Pearson - How to Read a Flight
Information Display (FID) and Boarding Pass

Download 



You will need to know what gate your flight departs. Find your gate information by reading the flight display screens. See the Card Deck "Toronto Pearson - How to Read Flight Information Displays" to learn more.

CARD 3 of 12



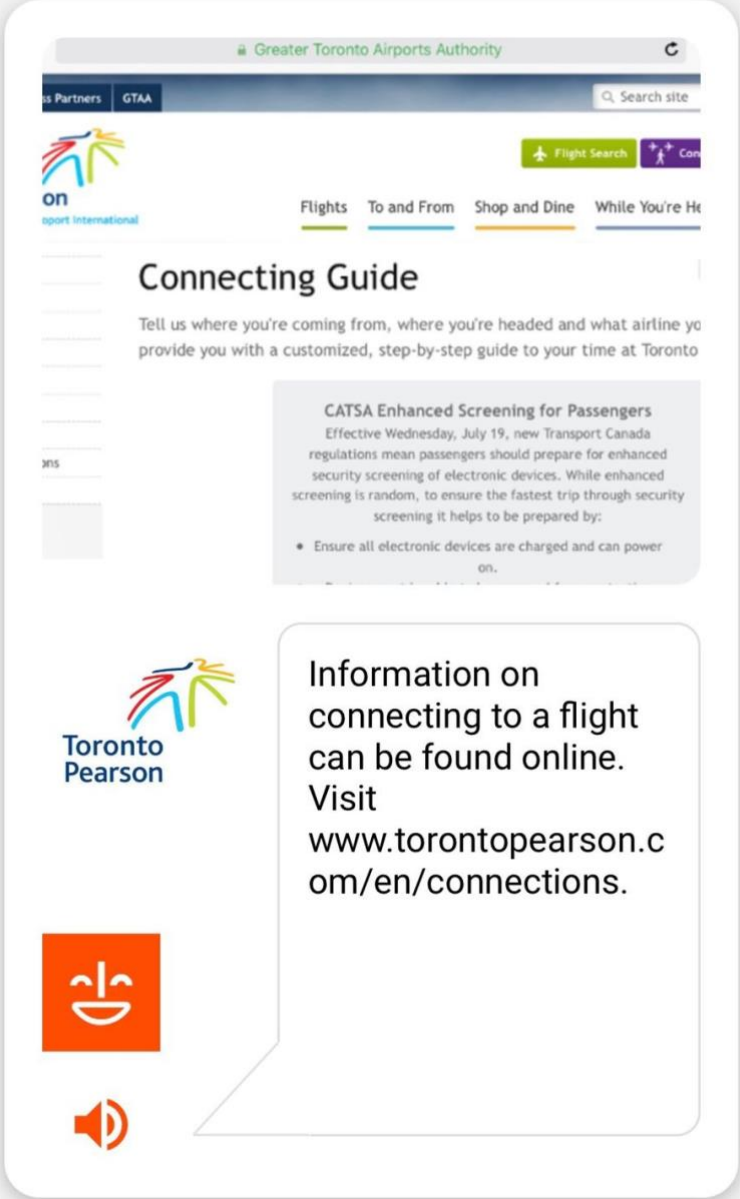
Toronto Pearson - Connecting Passengers



Each airline has its own baggage procedure for connecting passengers. Confirm with your airline if you need to pick up your baggage at any point before your final destination. You can ask an airline

CARD 4 of 12

← Toronto Pearson - Connecting Passengers



Greater Toronto Airports Authority

Partners GTAA Search site

Flight Search

on Sport International

Flights To and From Shop and Dine While You're Here


Connecting Guide


Tell us where you're coming from, where you're headed and what airline you provide you with a customized, step-by-step guide to your time at Toronto

CATSA Enhanced Screening for Passengers
Effective Wednesday, July 19, new Transport Canada regulations mean passengers should prepare for enhanced security screening of electronic devices. While enhanced screening is random, to ensure the fastest trip through security screening it helps to be prepared by:

- Ensure all electronic devices are charged and can power on.

Toronto Pearson

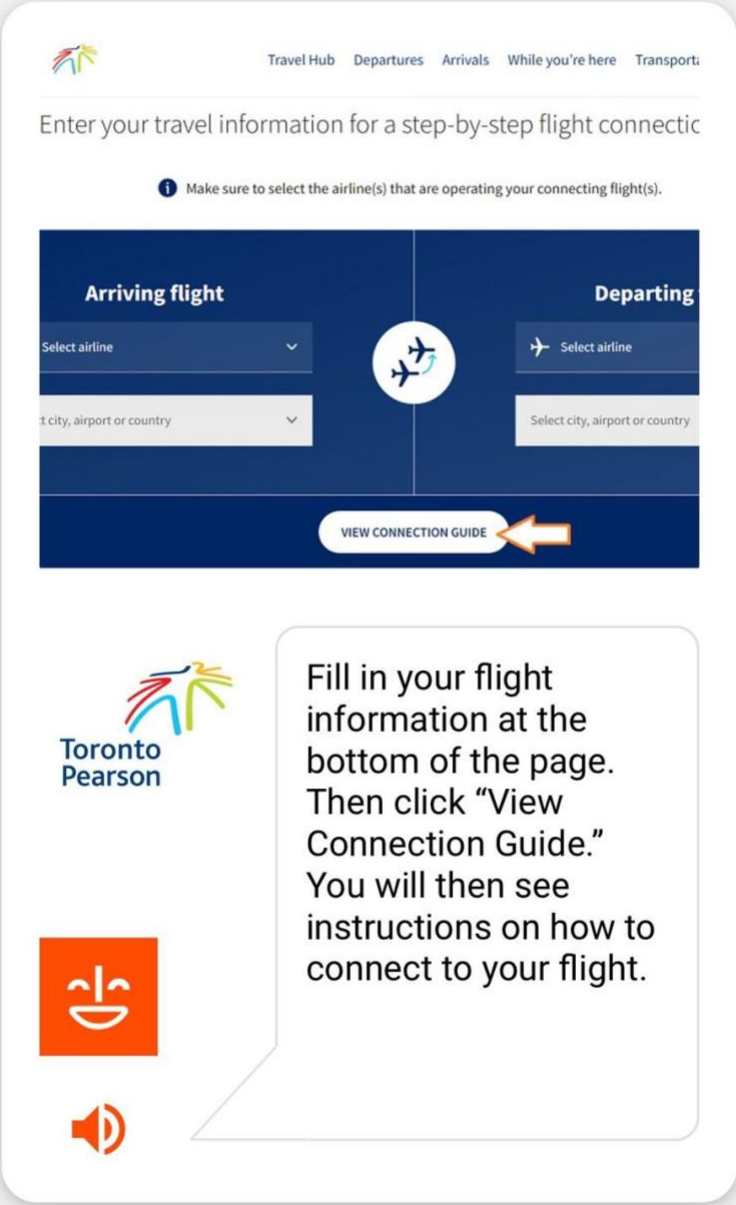




Information on connecting to a flight can be found online. Visit www.torontopearson.com/en/connections.

CARD 5 of 12

← Toronto Pearson - Connecting Passengers



Travel Hub Departures Arrivals While you're here Transport

Enter your travel information for a step-by-step flight connectic

Make sure to select the airline(s) that are operating your connecting flight(s).

Arriving flight

Select airline


Select city, airport or country


Departing


Select airline

Select city, airport or country

VIEW CONNECTION GUIDE

 Toronto Pearson





Fill in your flight information at the bottom of the page. Then click "View Connection Guide." You will then see instructions on how to connect to your flight.

CARD 6 of 12



Toronto Pearson - Connecting Passengers



In Terminal 1, follow the purple "D" signs for domestic departures. This is for flights that are departing to a Canadian city.



CARD 7 of 12



Toronto Pearson - Connecting Passengers



In Terminal 1, follow the "E" sign for international departures. This is for flights that are departing to any country other than the United States of America and Canada.

CARD 8 of 12



Toronto Pearson - Connecting Passengers



In Terminal 1, follow the "F" sign for flights departing to the United States of America. You will be required to clear US Customs. See the Card Deck titled "Toronto Pearson – Connecting to the United States of America within

CARD 9 of 12



Toronto Pearson - Connecting Passengers

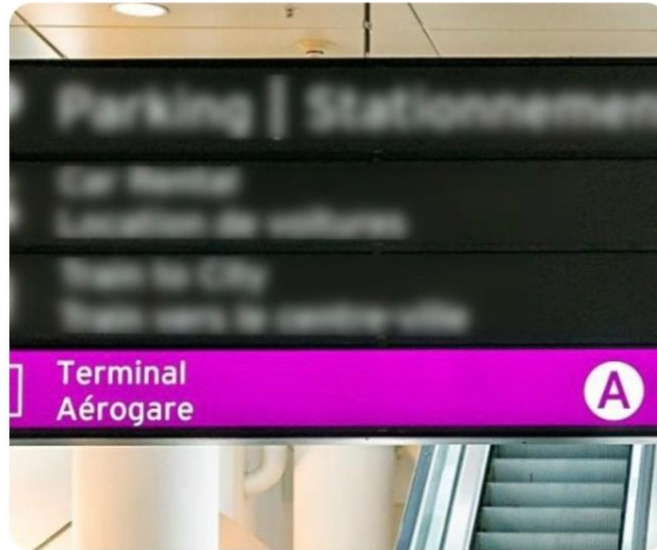


In Terminal 3, follow the "A" sign for flights departing to the United States of America. You will be required to clear US Customs. See the card deck titled "Toronto Pearson -Connecting to the United States of America within

CARD 10 of 12



Toronto Pearson - Connecting Passengers



In Terminal 3, follow the "B" or "C" sign for flights departing to another Canadian city and flights that are going to different countries other than the United States of America.

CARD 11 of 12



Toronto Pearson - Connecting Passengers



Once you have found
your way, you will
board the plane again.
See the Card Deck
"Toronto Pearson -
Boarding an Airplane".



CARD 12 of 12



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← Toronto Pearson - Lost and Found



This Card Deck will tell you about the airport's Lost and Found. Click NEXT to get started!



CARD 1 of 9



Toronto Pearson - Lost and Found



The Toronto Pearson Lost & Found office is in Terminal 1. It is on the ground level between doors R and S. It is open Monday to Friday between 10 am and 6pm. You can turn in a lost item or check for something you have lost. Items

CARD 2 of 9



Toronto Pearson - Lost and Found



All lost passports found at the airport are turned into the Canada Border Service Agency. The Canada Border Service Agency is in both Terminal 1 and Terminal 3 on the Arrivals level. If you lost your passport, call 905-676-5380. Ask if

CARD 3 of 9



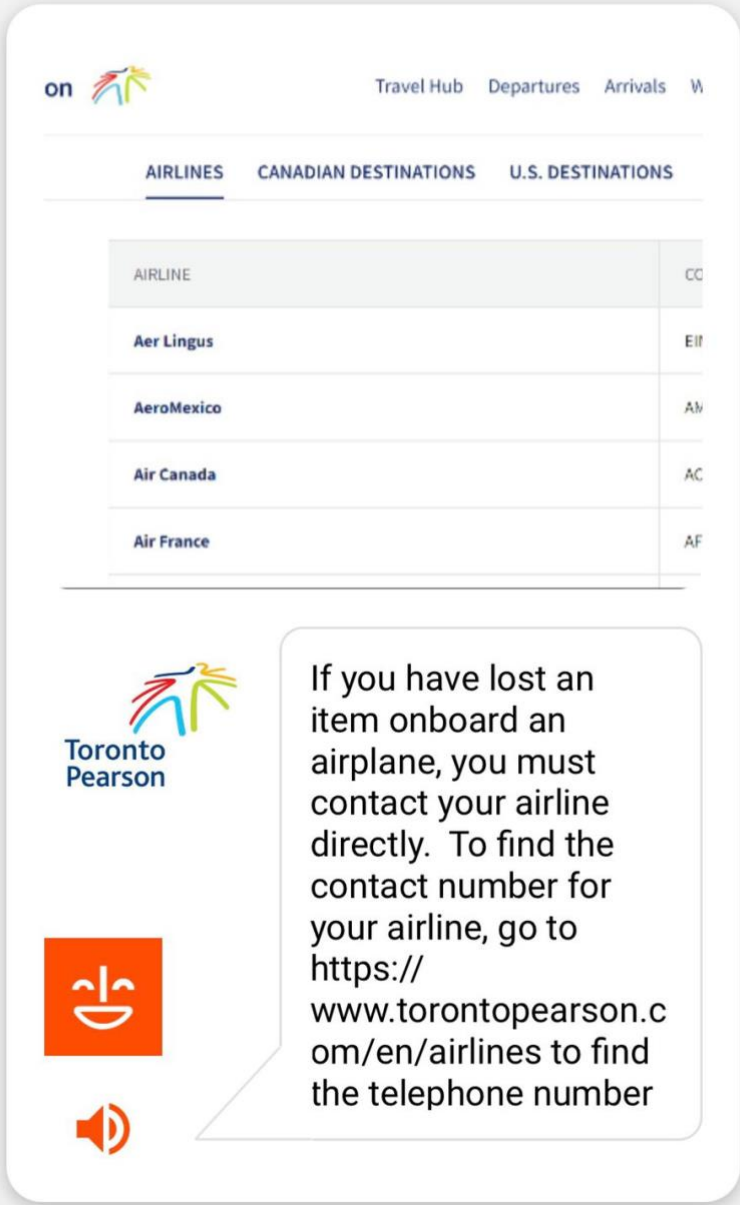
Toronto Pearson - Lost and Found




All lost Nexus cards found at the airport are turned into the Nexus office. The Nexus office is in Terminal 1 on the departures Level. You can call them to see if they have your Nexus card at 905-676-3477.

CARD 4 of 9


← Toronto Pearson - Lost and Found





on  Travel Hub Departures Arrivals W

AIRLINES CANADIAN DESTINATIONS U.S. DESTINATIONS

AIRLINE	CC
Aer Lingus	EI
AeroMexico	AM
Air Canada	AC
Air France	AF

 Toronto Pearson





If you have lost an item onboard an airplane, you must contact your airline directly. To find the contact number for your airline, go to <https://www.torontopearson.com/en/airlines> to find the telephone number

CARD 5 of 9

← Toronto Pearson - Lost and Found



If you have lost an item on the UP Express, ask a Guest Service Representative at the UP Express Platforms for help.







CARD 6 of 9

←

Toronto Pearson - Lost and Found


1 844-438-6687


1 Q.O	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* +	0 +	#
		



Toronto
Pearson

You can also call 1-844-438-6687. It may take 72 hours for items to be transferred to the Lost and Found office at Union Station in Toronto.





CARD 7 of 9



Toronto Pearson - Lost and Found



If you need immediate assistance, you can visit an information Centre. Look for this sign to find an information centre. See the Card Deck titled, "Toronto Pearson - Getting Help or Asking Questions".

CARD 8 of 9



Toronto Pearson - Lost and Found



You can also contact the Toronto Pearson Airport Information Call Centre toll free at 1-866-207-1690.



CARD 9 of 9



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← Toronto Pearson -
Travelling With Service
Dogs



This Card Deck will show you how to travel through Toronto Pearson Airport with your service animal. Click NEXT to get started!

CARD 1 of 8

← Toronto Pearson -
Travelling With Service
Dogs



Service animals must
be kept on a leash at
all times.



CARD 2 of 8



Toronto Pearson - Travelling With Service Dogs



Pet relief areas are in Terminals 1 and 3. These are comfortable spaces for your pet to relieve themselves. They may have artificial grass, trees or a fire hydrant. Animals must stay leashed in all Pet Relief Areas

CARD 3 of 8



Toronto Pearson - Travelling With Service Dogs



The pet relief areas located before security check-in points are outside the terminal. They are larger and fenced in.

CARD 4 of 8

← Toronto Pearson -
Travelling With Service
Dogs



The pet relief areas
inside the airport look
like this. They are not
fenced in.



CARD 5 of 8

Toronto Pearson - Travelling With Service Dogs



Toronto Pearson - Travelling With Service Dogs

When bringing an animal into the airport, which rules apply, including the Canadian Food Inspection Agency (CFIA) rules.

Locations

Terminal 1

- **Domestic:** In secure side Level 2 near exit door to public side
- **Transborder:** By gate F83
- **International:** Located on the Arrival Transfer level near International gates
- **Departures Public side:** Level 3 door at Aisle 15 outside
- **Ground Level Public side:** Ground level outside near post 5
- **Primary Inspection Lines Canada Custom Hall**

Terminal 3

- **Domestic/Int'l Departures:** By gate B26
- **Transborder:** By gate A9
- **International Arrivals:** Arrival Transfer level above gate C36
- **Pier A:** Lobby on Level 1
- **Ground Level Public Side:** Outside of Door A


Transporting animals

If you're transporting an animal via cargo or receiving an animal from a foreign country, contact your airline and/or freight forwarder. If you are using a pre-arranged service to ship your animal, your service



You can find a map of all the pet relief areas online. Visit <https://www.torontopearson.com/en/while-you-are-here/travel-with-pets>

← Toronto Pearson -
Travelling With Service
Dogs






Please clean up after your dog
and dispose of the waste

Veuillez nettoyer après votre chien
et jeter les déchets

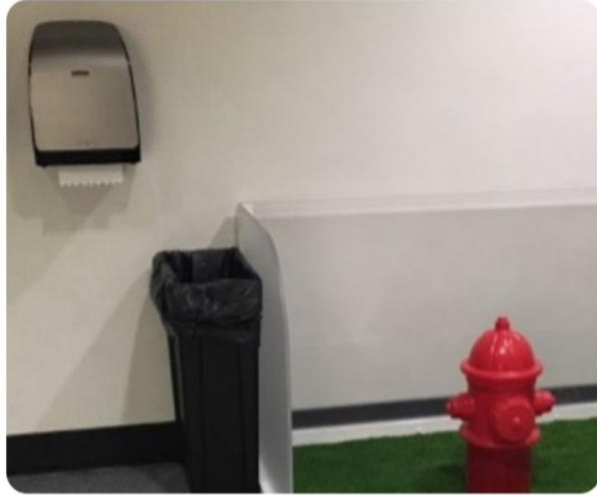
DOG WASTE BAGS
SACS À DÉCHETS
POUR CHIENS

All pet relief areas
have disposable bags.



CARD 7 of 8

← Toronto Pearson -
Travelling With Service
Dogs



Pick up after your pet.
Put all waste in the
garbage bin.



CARD 8 of 8