



## INFORMATION BULLETIN FOR AGENT

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# Notice of the Entry Requirements of Canada and Singapore

Dear GSA, authorized agents,

According to the epidemic prevention requirements of Canadian and Singapore governments, passengers shall cooperate with the governments in designated manners for the epidemic prevention information tracking when entering Canada and Singapore. The details are as follows.

### **I. Requirements of Epidemic Prevention Information Tracking when Entering Canada**

1. As of November 21, 2020, air travellers whose final destination is Canada will be required to submit their information electronically through ArriveCAN before they board their flight. This includes travel and contact information, quarantine plan (unless exempted under

conditions set out in the Mandatory Isolation Order), and COVID-19 symptom self-assessment.

2. Travellers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally.

3. Travellers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to **\$1,000** fine.

4. Passengers shall download ArriveCAN in APP stores or reach [Canada.ca/ArriveCAN](https://Canada.ca/ArriveCAN) website and make self declaration.

## **II. Requirements of Epidemic Prevention Information Tracking when Entering Singapore**

1. As of today, all travellers holding Air Travel Pass (ATP) will be required to download and activate the TraceTogether APP and fill out their declaration. Children under the age of 12 travelling with a parent or guardian, disabled persons with proven inability to use mobile

phones or passengers with special needs can be exempted (proof required).

2. Passengers unable to download and activate the above mentioned APP can reach Changi Airport website [www.changirecommends.com/reservation\\_form.aspx](http://www.changirecommends.com/reservation_form.aspx) to rent a mobile phone. Upon arrival in Singapore, they shall first go to Changi Recommends counter to get the phone and download and activate TraceTogether APP, and then go to the immigration office for customs clearance.

3. If a passenger fails to present APP activation proof **or** mobile phone rental certificate before boarding, Xiamen Airlines reserves the right to deny boarding according to the epidemic prevention requirements of the Singapore government. Relevant tickets shall be issued voluntary change or refund.

4. If a passenger is denied entry by the Singapore government due to fraud or concealment of information through forgery or alteration, the

passenger shall bear the expenses related to the repatriation on his/her own.

5. Please refer to [safetravel.ica.gov.sg](https://safetravel.ica.gov.sg) for more details.

Xiamen Airlines

8<sup>th</sup> Nov, 2020