

Pelee Island Transportation Services
2020/21 Winter Air Service
Customer Information Guide

Air Service Operated by Cameron Air Services

Start of 2020/2021 Winter Air Service:

Service is scheduled to begin on Monday, December 7 departing Windsor at 4 p.m. A return flight from Pelee Island will immediately follow at 4:40 p.m.

Service will continue daily until the start of ferry service in the spring. No flights will be operated on Christmas Day and New Years Day. The last scheduled flight will take place on the day ferry service resumes.

Covid-19 impact on flight schedule: Flight departures may be delayed from the published time due to Covid-19 screening and cleaning requirements.

Schedule of flights:

	<u>Depart Windsor</u>	<u>Depart Pelee</u>
Monday –Thursday, & Saturday	0900 9:00 am 1600 4:00 pm	0940 9:40 am 1640 4:40 pm
Friday	0900 9:00 am 1430 2:30 pm 1550 3:50 pm (students) 1710 5:10 pm	0940 9:40 am 1510 3:10 pm 1630 4:30 pm 1750 5:50 pm
Sunday	1430 2:30 pm 1550 3:50 pm 1710 5:10 pm	1510 3:10 pm 1630 4:30 pm (students) 1750 5:50 pm

Fares and freight rates (subject to change):

	<u>Regular (one way)</u>	<u>w/Frequent discount</u>
Adult (13-64 yrs)	\$26.25	\$21.00
Child (2-12 yrs)	\$13.10	\$10.45
Senior (65 yrs +)	\$20.00	\$16.00
Dog*	\$0.18 per lb including crate	N/A
Freight	50 lbs or less	\$9.00 flat rate
	Each lb over 50 lbs	\$0.18 per pound

* If carriage of a large dog displaces a seated passenger, the dog will be counted in the total passenger complement and must have a reservation.

Baggage:

Each passenger is permitted to bring up to but not exceeding **40 lbs** of personal carry-on baggage. This includes all stowed bags, packages, and carry-on items.

Additional weight will be classified as freight and will be charged at a rate of \$ 0.18 per pound. Freight will be shipped on each flight as space and weight considerations permit.

Passengers are asked to ensure that all bags and parcels are securely closed or tied to prevent spillage and loss of contents.

Airport fees and taxes:

All passengers will be responsible for payment of an Airport Fee of \$1.00 plus tax, per passenger as charged by the Pelee Island Airport.

Reservations:

Reservations for any scheduled flight can be made during office hours.

Please call (519) 724-2115 or 1-800-661-2220 or visit the PITS office at West Dock.

The agent is on duty during the following hours except for the hour(s) they are at the airport:

Monday to Saturday: 8:00 am – 12:00 noon
 1:00 pm – 5:00 pm

Sunday 12:00 noon – 5:00 pm

Purchasing tickets:

All passengers must be paid in full for their transportation prior to boarding the flight. At the time of making reservations, passengers may supply a credit card account number or a Pelee Transportation charge account number. All charges will be applied to the credit card or charge account 24 hours prior to scheduled departure.

A ticket receipt will be provided to passengers on arrival at Pelee airport.

Cancellations must be made prior to 24 hours in advance of the reserved flight to avoid payment of cancellation fees.

Check-in and boarding at Windsor:

*Cameron Air Service LTD Counter
Great Lakes Flight Centre
2800 Hayes Road
Windsor, Ont, N8W 1Z4*

All passengers are required to check-in at the Cameron Air service counter located at the Great Lakes Flight Centre **30 minutes prior to scheduled departure if checking baggage**, and **15 minutes prior to scheduled departure if no baggage**. Please do not come earlier than 30 minutes in advance of scheduled departure.

There is limited space available in the waiting area. After check-in, passengers may be asked to wait in their vehicle until boarding time.

Only passengers, freight and baggage that have been properly processed will be permitted to board the aircraft.

Passengers arriving late may not be permitted to board. **There will be NO stand-by passengers accepted in the 2020/21 season. ALL PASSENGERS MUST HAVE A RESERVATION.**

Check-in and boarding at Pelee Island airport:

Passengers are required to be at Pelee airport **30 minutes prior to scheduled departure if checking baggage,** and **15 minutes prior to scheduled departure if no baggage.** Please do not come earlier than 30 minutes in advance of scheduled departure.

There is limited space available in the waiting area. After check-in, passengers may be asked to wait in their vehicle until boarding time.

Passengers arriving late may not be permitted to board. **There will be NO stand-by passengers accepted in the 2020/21 season. ALL PASSENGERS MUST HAVE A RESERVATION.**

Weights for passengers, pets, and baggage:

Passenger will be asked to verify his/her weight including clothing, coats and boots.

Weights as declared to the agent by the passenger will be documented on the passenger manifest and initialled as accurate by the passenger.

Pets:

All pets must be contained in approved transportation cases or crates. The size of the transportation case or crate must allow the animal stand on all four legs without appearing crowded.

Any case or crate that may displace a passenger will be charged a full passenger rate and No Frequent Sailor rate applies.

Pet containers are considered freight and will be stowed at the rear of the passenger compartment as space permits.

In situations involving a particular breed or an uncooperative pet, the pilot may exercise his or her discretion respecting permitting or denying transportation of the animal.

Firearms and ammunition:

Firearms and ammunition must be declared upon check-in. Guns must be trigger locked and the chamber empty. Ammunition must be stored in a locked container.

Restricted or prohibited firearms will not be transported without a valid Authorization to Transport (ATT) from the Chief Firearms Officer of the province where the firearm is located or where it will be entering Canada.

Baggage and Freight retrieval at Windsor (Great Lakes Flight Centre) Cameron Air

All baggage stowed in the aircraft will be removed from the aircraft by the ground crew and distributed to the passengers.

Freight will be held at the terminal counter for pick-up. All freight must be signed for as received upon pick-up. The Pelee Island Agent will telephone the receiving party to advise when to pick-up the freight.

Baggage and Freight retrieval at Pelee Island airport:

Baggage will be unloaded by the pilot and PITS ticket agent, and distributed to the passengers.

Freight will be held at the terminal counter for pick-up. All freight must be signed for as received upon pick-up. The Pelee Island Agent will telephone the receiving party to advise when to pick-up the freight.

Freight services:

There will be a dedicated freight only flight on Tuesdays departing Windsor at 14:00 and Pelee Island at 14:40

Freight will be received in Windsor by staff at the Cameron Air service counter (Great Lakes Flight Centre) during the following hours:

Monday to Friday	6am to 4pm
Saturday and Sunday	9am to 3pm

All freight and parcels delivered by the supplier or by courier must be addressed as follows:

(Destination name & telephone number)
Pelee Island ON, N0R 1M0
c/o Cameron Air Service Ltd Counter
Great Lakes Flight Centre
2800 Hayes Road
Windsor, Ont
N8W 1Z4
Tel: 519-969-7052

Deliveries of provisions, auto parts, prescriptions, office supplies, etc., will be accepted and placed in a climate-controlled holding area.

All freezer and/or refrigerated storage is subject to availability.

Please instruct all suppliers to clearly mark what type of storage is required.

All freight received will be recorded on a freight manifest and will be placed on the first available flight, space permitting.

All shippers and receivers are reminded that passengers, pets and baggage are given priority over freight whenever capacity is limited.

Freight is placed on the aircraft on a first in, first out basis. From time to time, emergency supplies and equipment might take priority over other freight, “bumping” some lesser priority freight to the next available flight.

Prescriptions and medications will be delivered on the first available flight.

Transport Canada regulations:

All air passengers are subject to federal aviation regulations. Passengers who do not comply with Transport Canada regulations or refuse to be subject to Cameron Air Service rules, will be refused flight privileges and may be barred from flying on OSTC/PITS contracted flights.

Covid-19 Procedures: All passengers are required comply with Covid-19 procedures **Appendix A** for acceptance on the aircraft.

Mask-exempt passengers: There is **limited space** for mask exempt passengers on the aircraft. Passengers must notify the reservation agent at the time of making a reservation request that they are mask exempt. Mask exempt passengers may not always be able to be accommodated on their preferred flight as it will depend on how many passengers are already reserved on the flight. Mask exemptions are only accepted with proof of exempt status.

Persons with mask exemptions who can safely tolerate wearing a mask for a short period of time may choose to wear a mask to avoid any potential delays. The flight is approximately 20 minutes in duration.

Medical certificates for mask exempt passengers must be valid, and in the format prescribed:

Proof of exemption must be in the form of a medical professional's note. The note may only be issued and signed by a Healthcare Provider who is a physician, nurse practitioner or a physician's assistant, must be legible, and must contain the following information:

1. Exemption note must make the following statement: "The holder of this medical certificate is unable to wear a non-medical mask or face covering due to a medical or physical condition".
2. Exemption note must provide Certificate Holder information: Surname, given names and date of birth.
3. Exemption note must provide Healthcare provider information:
 - Healthcare Provider full name
 - Healthcare Provider License number
 - Healthcare Provider Contact phone number.
4. The exemption note must be signed and dated by the Healthcare Provider.

Incomplete forms will not be accepted – all the above detailed information is required.

Parking at Windsor (Great Lakes Flight Centre) Cameron Air

Please contact Great Flight Center Administration Office 519-969-7052 regarding short term and long term parking.

Cameron Air Service Limited Contact Information

Operations Manager – Adam Zahody (416) 233-7663 or email at info@cameronair.com

Additional Questions

Any questions regarding flight reservations or cancellations should be addressed to our ticket agent at the Pelee Island Terminal office on Pelee Island or by calling (tel) 519-724-2115 (cell) 519-324-2524 or 1-800-661-2220.

Your comments and suggestions regarding airport procedures and flight operations may be directed to Paul Mancini by telephone: **(519) 326-5818** or email to paul.mancini@ontarioferries.com

APPENDIX A
COVID-19 PROCEDURES
and
Passenger Requirements

PRE-BOARD NOTIFICATION TO DOMESTIC PASSENGERS

In order to manage the spread of COVID-19, the Government of Canada, along with the provinces and territories have put in place some new measures.

Prior to boarding this flight you will be required to undergo a health check and a verification that you have a face covering or mask to cover your mouth and nose. This will involve answering a few simple questions to which you must answer truthfully. Providing a false or misleading answer could result in a maximum fine of \$5,000.

The Government of Canada is requiring that all travellers have a removable face covering or non-medical mask to cover their mouth and nose for use through the airport and in-flight to prevent the inadvertent spread of COVID-19 through respiratory droplets. Travellers must wear their face mask at all times when they are 2 metres or less away from another person, other than a member of their household, or when directed to do so by an airline official, a security screening checkpoint officer, a Canada Border Services officer or a Canadian public health official.

As a reminder, no person should board a flight when they are feeling ill as this could potentially put others at risk. Should symptoms such as a fever, cough or difficulty breathing develop while in flight, please notify the flight crew immediately. When arriving at your destination, you may be subject to further measures taken by the provincial or territorial government to prevent the spread of COVID-19. For some provinces or territories self-isolation plans must be submitted and reviewed by provincial/territorial authorities before a traveller will be allowed to return home. Please remember to check online information for your final destination point.

Cameron Air Questionnaire for Health Check and Face Covering Verification

Before answering the following questions on this health check, be advised that providing a false or misleading answer could result in a maximum fine of \$5,000.

Please review and answer the following questions by initialling in the appropriate box. The response (or non-response) to any of the five questions below could result in denial of boarding, in accordance with the Interim Order.

	YES	NO
1. Do you suspect that you may have Covid-19?		
2. Do you have a fever, cough or difficulty breathing		
3. Have you been refused boarding in the past 14 days due to a medical reason related to COVID-19?		
4a. Are you currently under mandatory quarantine, as a result of recent travel or by orders from the provincial, territorial or local public health authorities? If YES, answer 4b		
4b. Has a federal, provincial or territorial health authority given you explicit permission to continue your onward journey by air to reach your self-isolation location?		
5. Do you have a removable mask or face covering with which to cover your mouth and nose while moving through the airport and on board the flight?		

NAME: _____

DATE: _____

SIGNATURE: _____

SIGNATURE OF PARENT/ GUARDIAN: _____

SIGNATURE OF SCREENER:	
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TRAVELLING BY AIR IN CANADA? NEW TRAVEL RESTRICTIONS IN EFFECT

The Government of Canada has new restrictions in place for passengers travelling by plane throughout Canada.

NO passenger who is symptomatic of COVID-19 will be allowed to fly.

Requirements for Air Travel

The Government of Canada has introduced a number of measures to limit the spread of COVID-19 and ensure the safety of air travel:

- ✓ Requiring passengers to **wear a non-medical mask or face covering at all times** during the boarding process, in-flight, when exiting the aircraft and when directed to do so by a gate agent, airport security screening personnel or a crew member, and when travelling through Canadian airports.
- ✓ Conducting **health checks** of all passengers before boarding.
- ✓ Conducting **temperature screening** of all passengers before boarding (as of July 30, 2020, at the Calgary, Vancouver, Montréal, and Toronto airports).
- ✓ Notifying passengers that they **may be subject to a measure taken by the federal, provincial or territorial government** to prevent the spread of COVID-19 when travelling within Canada.
- ✗ **Denial of boarding** for symptomatic passengers or those who have been refused boarding in the past 14 days due to a medical reason related to COVID-19, or is the subject of a provincial, territorial or local public health order.
- ✗ **Denial of boarding** for passengers who refuse to answer questions related to the health check, refuse to have their temperature taken, or refuse to comply with an instruction given by a gate agent, airport security screening personnel, or a crew member with respect to wearing a non-medical mask or face covering.

Passengers providing a false or misleading declaration or refusing to wear a non-medical mask or face covering when directed could face penalties of up to \$5,000.

Pre-boarding identification requirements for domestic air travel

As of September 1, 2020, the Government of Canada is no longer accepting expired government-issued identification.

Valid identification **must be** presented.

Denied boarding due to COVID-19 symptoms?

- ✗ Leave the airport and go immediately to a place where you can **self-isolate for 14-days**, and use private transportation such as a personal vehicle to get there
- ✗ Practice **physical distancing** by staying 2 metres (2 arm lengths) away from others
- ✗ Practice **frequent hygiene**, including proper hand washing and **coughing and sneezing into your elbow or a tissue**
- ✗ **Wear a non-medical mask or face covering over your mouth and nose at all times** to protect others
- ✗ Obtain further information about provincial and territorial services at: www.canada.ca/coronavirus

No person should board a flight if feeling ill as they could potentially put others at risk. In addition, should symptoms such as a fever, cough or difficulty breathing develop while in flight, please notify the flight crew immediately.

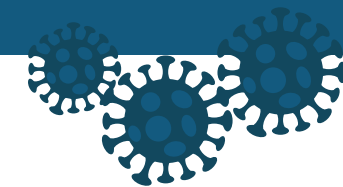
Additional information can be found at: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#domestic>.

Available COVID-19 resources

Government of Canada: 1-833-784-4397 or www.canada.ca/coronavirus

- | | | |
|---|------------------------------------|---------------------------------|
| • Alberta: 811 | • Nova Scotia: 811 | • Quebec: 1-877-644-4545 |
| • British Columbia: 811 | • Nunavut: 1-888-975-8601 | • Saskatchewan: 811 |
| • Manitoba: 1-888-315-9257 | • Ontario: 1-866-797-0000 | • Yukon: 811 |
| • New Brunswick: 811 | • Prince Edward Island: 811 | |
| • Newfoundland and Labrador: 811 or 1-888-709-2929 | | |
| • Northwest Territories: 911 | | |

Updated September 1, 2020



TEMPERATURE SCREENING REQUIREMENTS FOR AIR PASSENGERS

The Government of Canada has introduced new requirements for temperature screening of **all air passengers** travelling to Canada or those departing Canadian airports for either domestic, United States or international destinations.

DENIAL OF BOARDING

Passengers who have a **temperature reading of 38°C or greater and do not have a medical certificate** to explain a medical or physical condition that would result in an elevated temperature will not be permitted to continue their travel for 14 days and will be asked to re-book.

A second temperature screening will be administered if an elevated temperature is detected. A denial of boarding will be based on an elevated temperature reading using technology approved by Transport Canada.

The following passengers will also be denied boarding:

- ✗ Symptomatic passengers, those who have been refused boarding in the past 14 days due to a medical reason related to the COVID-19 virus, or who are the subject of a provincial, territorial or local public health order.
- ✗ Passengers who refuse to answer questions related to the health check, refuse to have their temperature taken, or refuse to comply with an instruction given by a gate agent or a crew member with respect to wearing a non-medical mask or face covering.

Passengers providing a false or misleading declaration could face penalties of up to \$5,000.

BENEFITS OF TEMPERATURE SCREENING

Mandatory temperature screenings are an additional measure in Canada's multi-layered approach to protect the safety of air passengers, help reduce the spread of COVID-19 and restore passenger confidence in the Canadian aviation system.

Other measures currently in place include the wearing of non-medical masks or face coverings, health check questions for all passengers prior to boarding, and notifying passengers that they may be subject to other COVID-19 measures taken by the federal, provincial or territorial governments at their final destination.

INBOUND FLIGHTS




As of July 9, 2020, air operators will conduct temperature screening for all passengers boarding a flight travelling to Canada from an international or United States point of departure.

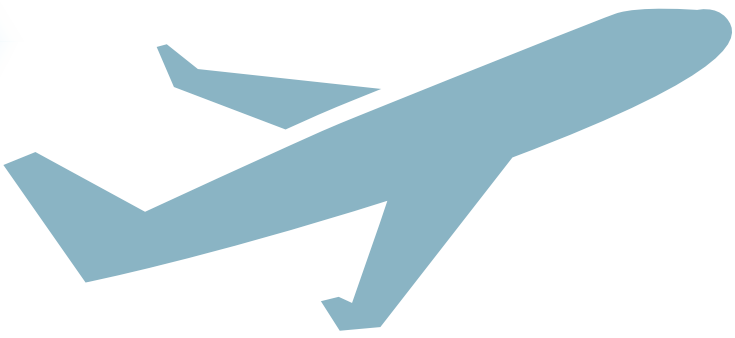
DOMESTIC AND OUTBOUND FLIGHTS

As of July 30, 2020, Canadian Air Transport Security Authority screening officers will conduct temperature checks as part of departure screening procedures for all passengers departing from Calgary, Montréal, Toronto and Vancouver airports.

Over the course of the summer until September 30, 2020, temperature checks will be extended to all passengers departing from Edmonton, Halifax, Kelowna, Ottawa, Québec City, Regina, Saskatoon, St. John's, Toronto – Billy Bishop, Victoria and Winnipeg airports.

DENIED BOARDING DUE TO COVID-19 SYMPTOMS?

- ✓ Leave the airport and go immediately to a place where you can **self-isolate for 14-days**, and **use private transportation** such as a personal vehicle to get there
- ✓ Practice **physical distancing** by staying 2 metres (2 arm lengths) away from others
- ✓ Practice **frequent hygiene, including**  **proper hand washing** and  **coughing and sneezing into the elbow or tissue**
- ✓ **Wear a non-medical mask or face covering**  to protect others
- ✓ In Canada, get more information about provincial and territorial services at: www.canada.ca/coronavirus
- ✓ Contact your air carrier for more information about rebooking



NON-MEDICAL MASK OR FACE COVERING REQUIREMENTS FOR AIR PASSENGERS

The Government of Canada is requiring that **all passengers wear a non-medical mask or face covering large enough to cover their mouth and nose during their travel through Canadian airports and in-flight.**

Wearing a non-medical mask or face covering is an important additional measure that all **passengers** can take to protect those around them.

For everyone's safety, **passengers must wear non-medical masks or face coverings**, especially in situations where physical distancing guidelines cannot be maintained. Non-medical masks or face coverings must be worn:

- ✓ at airport screening checkpoints;
- ✓ during the boarding process;
- ✓ during the flight;
- ✓ upon landing and disembarking at a Canadian airport; and
- ✓ for customs and immigration checks.

Passengers must confirm that they have in their possession the mandatory non-medical mask or face covering as part of the registration or check-in process otherwise they **will be denied boarding**. Refusal to comply with the wearing of a non-medical mask or face covering could result in a fine of \$5,000.

EXCEPTIONS:

- ✗ **children under the age of 2;**
- ✗ **passengers who provide a medical certificate** certifying that they are unable to wear a non-medical mask or face covering for a medical reason;
- ✗ **passengers who suffer from an illness or disability** and who are unable to remove their non-medical mask or face covering without assistance;
- ✗ **a person who is unconscious;**
- ✗ **during the flight** when the safety of the passenger could be endangered by wearing a non-medical mask or face covering, or for brief periods when the person is eating, drinking or taking oral medications; and
- ✗ **at the security screening, boarding gate or customs-controlled areas of the airport.** Passengers will need to remove their non-medical mask or face covering if asked by an official of the air operator, Canadian Air Transport Security Authority, Canada Border Services Agency officer, or a Canadian public health official. To do this safely, after handing any documents to the official, a passenger will be asked to step back an appropriate distance to lower their non-medical mask or face covering. After the verification is complete, the passenger can then recover their mouth and nose before collecting their documents.

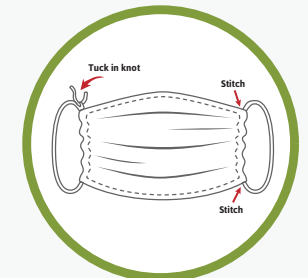
NON-MEDICAL MASKS OR FACE COVERINGS DOS:

- ✓ Ensure the non-medical mask or face covering is made of at least two layers of tightly woven fabric.
- ✓ Ensure your nose and mouth are fully covered.
- ✓ Use the ear loops or ties to put on and remove the non-medical mask or face covering.
- ✓ Inspect the non-medical mask or face covering for tears or holes.
- ✓ Ensure the non-medical mask or face covering is clean and dry.
- ✓ Wash hands or use alcohol-based hand sanitizer before and after touching the non-medical mask or face covering.
- ✓ Store reusable non-medical masks or face coverings in a clean paper bag until worn again.
- ✓ Replace and launder the non-medical mask or face covering whenever it becomes damp or dirty.
- ✓ Discard non-medical masks or face coverings that cannot be washed in a plastic-lined garbage bin after use.

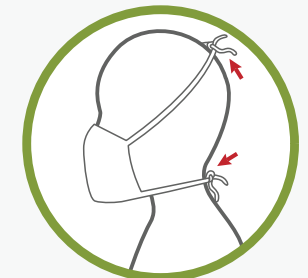
NON-MEDICAL MASKS OR FACE COVERINGS DON'TS:

- ✗ Reuse non-medical masks or face coverings that are moist, dirty or damaged.
- ✗ Hang the non-medical mask or face covering from the neck or ears.
- ✗ Leave the used non-medical mask or face covering within the reach of others.
- ✗ Share the non-medical mask or face covering.
- ✗ Touch the non-medical mask or face covering while wearing it.
- ✗ Remove the non-medical mask or face covering to talk to someone.
- ✗ Wear a loose non-medical mask or face covering.
- ✗ Wear a non-medical mask or face covering made exclusively of plastic sheeting or materials that easily fall apart (e.g., tissues).
- ✗ Wear a non-medical mask or face covering that impairs your vision or interferes with your tasks.
- ✗ Wear a non-medical mask or face covering with an exhalation valve or vent, a non-medical mask or face covering made with mesh or lace fabric, a neck gaiter, a bandana, or a face shield. These will not be accepted as they don't protect others from COVID-19 and don't limit the spread of the virus.

EXAMPLES OF REMOVABLE NON-MEDICAL MASKS AND FACE COVERINGS MADE OF CLOTH:



SEWN MASK



NO-SEW MASK
USING A T-SHIRT



NO-SEW MASK
USING A FOLDED SCARF/BANDANA
AND RUBBER BANDS/HAIR TIES

For more information on non-medical masks or face coverings consult: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>

Published August 7, 2020.



Government
of Canada

Gouvernement
du Canada

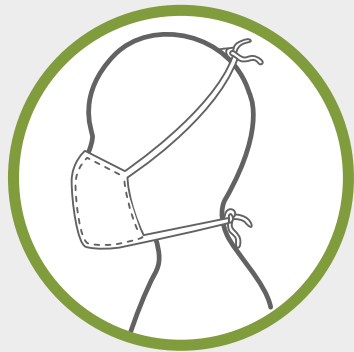
Canada

BRING IT AND WEAR IT

Beyond this point, all persons are required to wear a non-medical mask or face covering, unless they have a medical certificate stating that they can't wear one.

All non-medical masks or face coverings must be made of multiple layers of tightly woven material (such as cotton or linen) and be secured to the person's head with ties or ear loops. When wearing a non-medical mask or face covering, one must ensure their nose, mouth and chin are fully covered.

EXAMPLES OF NON-MEDICAL MASKS AND FACE COVERINGS THAT ARE ACCEPTED



CLOTH MASK (WITH OR WITHOUT A TRANSPARENT WINDOW)



DISPOSABLE MASK

EXAMPLES OF NON-MEDICAL MASKS AND FACE COVERINGS THAT ARE NOT ACCEPTED



FACE SHIELD ONLY



BANDANA



MESH/LACE MASK



NECK GAITER



MASK WITH EXHALATION VALVE

Canada.ca/coronavirus



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