

TERMINAL CHANGES AT YYC: FAQs

Due to significantly reduced passenger volumes, YYC Calgary International Airport is taking measures to adjust our operations and maintain the safety and security of the airport. The decisions support the operations of YYC and our partners while having minimal operational disruptions. The following changes are **effective March 31** at midnight.

Questions	Answers
What is the Facility Consolidation Plan?	<p>All domestic flights will depart from Concourses B and C. Concourse A is closed until further notice.</p> <p>WestJet will move into 14 ticket counters at ticket counter 3. Those flights will depart from Concourse B.</p> <p>Air Canada will remain in its current check-in location and those flights will continue to depart from Concourse C.</p> <p>Flair, Summit, Central Mountain Air, Air Transat and Air North will move to ticket counter 7, across from Door 4 near the Kananaskis Hall. These flights will continue to depart from Concourse B.</p> <p>Concourse D will see partial closures. Only Gates D70-71 will remain open.</p> <p>All domestic arrivals bags will be consolidated to one Arrivals area – to baggage carousels 7 to 10.</p>
Why are we doing this?	<p>These terminal changes minimize the operational footprint and associated costs to maintain.</p> <p>This is the most operationally efficient solution and most cost-effective baggage solution.</p> <p>It consolidates the majority of check-in to one area and gets all airlines onto the new bag system.</p> <p>These changes will allow us to accommodate increasing passenger volumes when travel resumes.</p>
What's closing?	Concourse A, Arrivals A and Baggage Carousels 1-3, partial Concourses D and E, PBS-B, PBS-D and ITD NON-OSS Screening will close.
Where will U.S. departures go?	All U.S. departures will continue through the same flow: ITB check-in > Pre-Board Screening (PBS) E > U.S. Customs and Border Protection (U.S. CBP). No gates past E82 will be assigned. Guests

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	<p>will enter Concourse E at the top of the escalators through the slider door as Duty Free is closed.</p> <p>U.S. CBP will be open from 10 a.m. to 4 p.m. starting on April 1.</p>
Where will International Arrivals go?	All international arrivals will continue to arrive in the International Terminal Building (ITB) through Canada Border Services Agency (CBSA).
Where will International Departures go?	All international departures will continue to depart through Concourse D but will only be assigned to gates D70-71. The remainder of the concourse will close. Guests will check-in at their airlines in the ITB Check-in hall, proceed to PBS-C and proceed to D70-71 via the NPS slider door into Concourse D.
What will happen to connections?	<p>All connections will remain. We continue to see guests on all available connection routes. YYC strives to be the connecting hub of choice and will continue to work towards that mission, driving value to our airline partners as they support essential travel and repatriation.</p> <p>Click here for the Facility Consolidation Operations Plan, which is available on the Source.</p>
How will I get to my area of work or storage?	<p>Non-Passenger Screening (NPS) B and the International Departures Building (ITB) departures circle lock will remain open.</p> <p>Tenants who occupy space in areas that are closed are permitted to enter these areas to transit back and forth to their respective space(s) only. Roving patrols of these areas will be conducted by Security Staff. As a reminder, if you see something that looks suspicious or out of place please remember "See Something, Say Something" – contact the Integrated Operations Centre (IOC) at 735-1300 option #5. This includes any unusual activity in not only closed areas but all areas of the airport.</p>
Where can I use the washrooms if my workstation is in or near Concourses A, D or E?	<p>Staff working in Concourses D, E and near A will need to close stanchions behind them upon entering their area of work.</p> <p>Washrooms in those areas will be closed. For staff working near Concourse A, we recommend using washrooms in Concourse B. For staff working in Concourse D, we recommend using washrooms in the ITB Check-in hall or Concourse C.</p>
Will there be Alberta Health Services (AHS) hold rooms for domestic	Yes.

Questions	Answers
arrivals' quarantines in Concourse B and C?	
Will boarding passes reflect the change in WestJet domestic departures?	All boarding passes will reflect accurate gate assignments.
Will there be wayfinding signage to help direct guests?	Areas will be closed with stanchions. Wayfinding signage to direct guests and staff is underway. Curb digital signage will reflect the check-in location changes. This information will also be reflected on yyc.com , COVID-19 page.
Which baggage load sheds are open?	The Bag Hall in Concourse A is closed. Arriving WestJet bags will be inducted into any available baggage load shed.
How will WestJet guests pick-up their bags?	Their new baggage carousels will be assigned at carousels 7 to 10.
Where can I get a ride (taxi, sedan, rideshare, pick-up from friend, city transit, hotel shuttle)?	Rideshare areas remain on Departures Doors 12. Rideshare pick-up at Door 1 and 17 will close. Taxi pick-up will be at Door 9. Sedan pick-up will be at Door 11. Immediate passenger loading will be at Door 11. Taxi and sedans at Door 1, 3 and 4 will no longer be pick-up areas. Bus bays will shift towards Door 7 to 11 on Arrivals. Any pre-arranged ground transportation will be centralized towards B and C arrivals.
How does gating work?	Gating will be assigned as required through the Integrated Operations Centre (IOC) and the Resource Specialists.
What happens if Pre-Boarding Screening C has long wait times?	Pre-Boarding Screening B will be available as a secondary option during peaks.
What if Concourses B and C become too congested?	Expansion to Gates 21-24 and 70-79 will be assigned.

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