

New Travel Requirements for Entry Into Canada: Negative Covid-19 Test Frequently Asked Questions

Effective Thursday, January 7, 2021, anyone five years of age or older flying to Canada from another country is required to provide written or electronic documentation showing they received a negative result from a COVID-19 molecular test conducted within 72 hours prior to their scheduled flight departure.

Who is required to take COVID-19 molecular tests?

Starting on Thursday, January 7, 2021, all air travellers five years of age or older are required to undergo pre-departure COVID-19 molecular testing before entering Canada. The test must be performed using a COVID-19 molecular polymerase chain reaction (PCR) or reverse transcription loop-mediated isothermal amplification (RT-LAMP) method. The test needs to be taken within 72 hours prior to the traveller's scheduled flight departure to Canada, and documentation of a negative laboratory test result must be presented to the airline prior to boarding. Without a negative COVID-19 molecular test result, travellers will be denied boarding their flight.

Where can the COVID-19 molecular tests be taken?

Travellers in destination will be able to take a COVID-19 molecular test at clinics that are accredited by a government organization or professional association, or have ISO accreditation, which is the criteria required by the Canadian government. Information on in-country COVID-19 testing facilities can be found on travel.gc.ca in the Health tab of certain destinations. To search for approved testing centres, travellers can [click here](#). Sunwing representatives can also help customers determine if COVID-19 molecular tests can be taken at their resort.

At this time, select resort properties in Cancun, Mexico and Varadero, Cuba are offering testing to customers, subject to appointment availability.

Please note that it is the sole responsibility of the traveller to ensure the testing requirement has been met and any travellers who do not produce this documentation upon check-in will be denied boarding their flight back to Canada.

Also note that all costs associated with taking a COVID-19 molecular test, along with travel to and from the clinic, are incurred by the customer. Sunwing cannot guarantee appointment availability or the timing to receive test results.

Travellers who have questions or concerns regarding the new testing requirements can visit travel.gc.ca, or contact their local Sunwing representative at their hotel or via the Sunwing app for general information.

Can I take a COVID-19 molecular test at my resort?

At this time, select resort properties in destination are offering COVID-19 molecular tests to customers. The information below is provided as a general guide only. Please note that all costs associated with taking a COVID-19 molecular test are incurred by the customer, and test prices are subject to change without notice. Additional service charges may also apply. Sunwing cannot guarantee appointment availability or the timing to receive test results.

Tests at resort properties are administered by a third-party service and certified by local clinics/laboratories. Travellers have the option to visit other clinics off hotel premises. Please visit travel.gc.ca for recommended clinics or contact your Sunwing Representative at your hotel or via the Sunwing App.

Onsite Resort Testing at the following hotels:

Cancun/Riviera Maya/Riviera Cancun, Mexico

Hideaway at Royalton Riviera Cancun Resort and Spa
Approximate Price USD: \$110
Clinic: Laboratorio Merida

Royalton Riviera Cancun Resort and Spa
Approximate Price USD: \$110
Clinic: Laboratorio Merida

Royalton CHIC Suites Cancun Resort and Spa
Approximate Price USD: \$110
Clinic: Laboratorio Merida

Planet Hollywood Beach Resort Cancun
Approximate Price USD: \$110
Clinic: Laboratorio Merida

Varadero, Cuba

Royalton Hicacos Resort and Spa
Approximate Price USD: \$30
Clinic: International Clinic Varadero

Grand Memories Varadero
Approximate Price USD: \$30
Clinic: International Clinic Varadero

Memories Varadero Beach Resort
Approximate Price USD: \$30
Clinic: International Clinic Varadero

Sanctuary at Grand Memories Varadero
Approximate Price USD: \$30
Clinic: International Clinic Varadero

Starfish Cuatro Palmas
Approximate Price USD: \$30
Clinic: International Clinic Varadero

Punta Cana, Dominican Republic

Hideaway at Royalton Punta Cana
Approximate Price USD: \$130
Clinic: Medicall Referencia Laboratorio Clinico

Royalton Punta Cana Resort and Casino
Approximate Price USD: \$130
Clinic: Medicall Referencia Laboratorio Clinico

Royalton Bavaro Resort and Spa
Approximate Price USD: \$130
Clinic: Medicall Referencia Laboratorio Clinico

Royalton Splash Punta Cana Resort and Spa
Approximate Price USD: \$130
Clinic: Medicall Referencia Laboratorio Clinico

Negril/Montego Bay, Jamaica

Note: Travellers may register online to arrange a testing appointment prior to departing Canada at <https://microlabs.limited/canada-visitor-portal>

Hideaway at Royalton Negril Resort and Spa
Approximate Price USD: \$150
Clinic: Microlabs Ltd.

Royalton Negril Resort and Spa
Approximate Price USD: \$150
Clinic: Microlabs Ltd.

Royalton Blue Waters
Approximate Price USD: \$150
Clinic: Microlabs Ltd.

Costa Rica

Planet Hollywood Beach Resort Costa Rica
Approximate Price USD: \$150
Clinic: Hospital Metropolitano

Antigua

Royalton Antigua Resort and Spa
Approximate Price USD: \$250
Clinic: Mount St. John's Medical Centre

What kind of COVID-19 tests can travellers take?

The requirement from the Canadian government is that the test must be a COVID-19 molecular test, which includes a polymerase chain reaction (PCR) or reverse transcription loop-mediated isothermal amplification (RT-LAMP) method.

What information is required in the test result documentation provided by the laboratory?

The documentation of a negative laboratory test result must include the following:

Traveller's name

Date of birth of traveller *

Name and civic address of the laboratory/clinic/facility that administered the test

The date on which the test was conducted

The method of test conducted

Test result

If this information is not provided in completion to the airline at check-in, the traveller will be denied boarding. Please note that it is the sole responsibility of the traveller to ensure the testing requirement has been met and any travellers who do not produce this documentation upon check-in will be denied boarding their flight back to Canada.

*Note: The test result can include the full date of birth of the traveller, or a partial date of birth expressed only as one of the following: the month and year of birth; the year of birth; age of the person.

Are travellers able to take an antigen or antibody test?

At this time, the Canadian entry requirements are for a COVID-19 PCR or RT-LAMP test only. Antigen or antibody tests or other types of test such as Diffractive Phase Interferometry are not accepted.

If the traveller has been vaccinated against COVID-19, are they still required to provide a negative COVID-19 test?

Yes, they must still provide a negative COVID-19 molecular test result to travel into Canada and quarantine for 14 days upon arrival.

What options are available for those who no longer want to travel as a result of having to provide a negative COVID-19 molecular test when returning home to Canada?

Customers who have questions or concerns about their upcoming Sunwing Vacations booking can contact their travel agent or get in touch with the Sunwing Sales Centre at 1-877-786-9464.

Will the existing Manulife COVID-19 Insurance cover the cost of the test?

No, Manulife COVID-19 coverage will not cover the cost of the test. For more information on what is covered by Manulife COVID-19 Insurance, please [click here](#).

What happens if a traveller does not have a valid COVID-19 molecular test to provide at check-in for their flight to Canada?

Passengers without proof of a negative COVID-19 molecular test will be denied boarding by the airline per the guidelines established by the Government of Canada.

It is the traveller's sole responsibility to ensure they obtain valid proof of a negative COVID-19 molecular test result within 72 hours of their scheduled flight departure. Those travellers who do not meet this requirement and are denied travelling will be responsible for all expenses related to booking new air seats, accommodation and meal costs.

Canadians in need of emergency consular assistance can contact the local office in their destination. Canadians can also reach out to the Emergency Watch and Response Centre (EWRC) in Ottawa which operates 24/7. The EWRC can be reached by phone at 613-996-8885 or an email can also be sent to sos@international.gc.ca.



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