

Special Service Request - Unaccompanied Minor

Porter Airlines offers special service for children travelling alone – providing the best of care and ensuring a safe, fun flight from departure to arrival.

Prior to booking a flight for an Unaccompanied Minor, please note the following:

- Unaccompanied Minor bookings cannot be made online. Please contact the Call Centre at 1-888-619-8622 to complete the reservation. To ensure availability and appropriate planning for your child's journey, we recommend booking a minimum of 72 hours in advance.
- Unaccompanied Minor service is mandatory for children between the ages of 8 and 12 (less a day), if travelling alone.
- Unaccompanied Minor service is not offered for children under the age of 8. Children under the age of 8 must be accompanied by an adult 16 years of age or older.
- Unaccompanied Minor service is optional for children between the ages of 12 and 17, if travelling alone.
- This service is provided for a fee of \$100 CAD/USD per child, per direction, plus taxes
- Unaccompanied minors are not permitted to travel with a pet

Unaccompanied Minor service cannot be provided for the following reasons:

- If the routing involves a connecting flight, through flight, interline flight or code share flight (ie. the UM service is available on Porter operated nonstop flights only)
- Under extreme weather conditions
- In the event that four unaccompanied minors are already booked on the flight
- Medical restrictions - A child who is blind, deaf and who has severe allergies that requires them to travel with an epinephrine auto injector (e.g., Epi-pen)
- During labour disruption
- If the minor is under the age of 8

Identification requirements:

- **Travel within Canada** - Porter requires one piece of government-issued ID with the child's full name, date of birth, and gender to meet various security and governmental regulations.
- **Travel to/from US** – Unaccompanied Minors travelling to and from the United States are required to present a valid passport. Failure to do so will result in boarding being denied for international flights. Citizens of countries other than Canada and the United States should contact their consulate or embassy for additional entry requirements.
- **Secure Flight** is a Transportation Security Administration (TSA) program that enhances the security of international air travel. Porter is required to submit each passenger's name as it appears on their passport, along with gender, date of birth and redress number (if applicable) to TSA 72 hours prior to passenger travel. For more info, visit our [Secure Flight information page](#).

Prior to departure:

- We require you to be at the airport a minimum of 90 minutes prior to departure. This gives us enough time to complete all paperwork (Unaccompanied Minor Form, Passenger Escort Gate Pass), verify all identification requirements and complete the check-in process.
- An Unaccompanied Minor Form must be completed at the airport on departure. Information required to complete this document includes:
 - Name, age, date of birth and flight number of the child.
 - Name, address and phone numbers of the adult releasing the child
 - Name, address and phone numbers of the adult receiving the child.
- You will be required to show one piece of government-issued photo identification when completing the Unaccompanied Minor Form.
- Most airports will allow you to escort your child to the gate area, provided you have valid government-issued photo identification available for presentation. For this, an additional form

called a Passenger Escort Gate Pass will be issued to you. Only one adult will be allowed to accompany the child into the departures area.

- You and the adult guardian responsible for the return flight are required to (a) remain in the gate area/airport for a minimum of 20 minutes past the actual departure time of your child's flight, (b) You are also required to be available (via phone) until the aircraft has arrived and your child has been transferred to the receiving adult/guardian at their destination, and (c) be available to return to the airport of origin in the event that the aircraft must return at any point during the flight.
- Should you request a Porter agent to escort your child to the gate, you still must remain at the airport for a minimum of 20 minutes past the actual departure time of your child's flight. Ensure the adult/guardian responsible for the return flight also understands this requirement.
- We will provide your child with a documentation pouch and a Porter shirt for easy identification. Both of these items are for your child to keep as a memento of their voyage.
- Please be aware your child will be pre-boarded and will be the last to deplane on arrival.

Upon arrival:

- **Your child will be released only to the person stated on the Unaccompanied Minor Form. Presentation of valid government-issued photo identification is required.**
- The Adult/Guardian receiving your child must be at the airport at least 30 minutes prior to the scheduled time of arrival.
- Please be aware that for international flights, Customs does not issue a Passenger Escort Gate Pass for arrivals.
- Your child should be met by the receiving adult at the "meet and greet" arrivals area of the airport terminal. At Billy Bishop Toronto City Airport, the Adult/Guardian must receive the minor in the main terminal on the island. It is necessary to take the ferry to reach this location.

Tips to help prepare your child for their flight:

- Explain the details of the trip to your child, such as the destination, departure/arrival time, who will see them off, who will meet them on arrival, etc.
- Please ask them to follow the instructions of the flight crew and to remain seated for the majority of the flight.
- It is suggested to dress in comfortable clothing
- Inform them that they must wear an Unaccompanied Minor document pouch (required for all ages) and a Porter Unaccompanied Minor shirt (mandatory for ages 8 to 11 and optional for ages 12 to 17) both are theirs to keep.
- We encourage you to pack your child's favourite toy, game or book to help pass time. It is also suggested to pack a carry-on/backpack with any essential items your child will need, including: a snack, medication, eyeglasses and perhaps a change of clothing in case of any flight or baggage delay. When packing, please be aware not all items are permitted through security. Please see www.catsa.gc.ca or www.tsa.gov for more information. Packing an emergency contact phone list is also suggested.
- Make sure the receiving adult is fully aware of the child's reservation confirmation number, arrival date, arrival time and flight number and that Porter will not release this information to anyone other than who is listed on our documentation.