Tips for travel professionals on Canada's Electronic Travel Authorization (eTA)



You can apply for an <u>Electronic Travel Authorization (eTA)</u> on behalf of a client as long as you indicate, when asked, that you are filling the form out as a representative. However, you cannot charge a fee for this service.

Here are some important tips to ensure that your clients enjoy an easy and stress-free trip to Canada.

Apply early: Before booking a flight to Canada

Most applicants get their eTA approval via email within minutes. However, some requests **can take several days** to process. This is why it is best to get an eTA before booking a flight to Canada.

Apply correctly: How to avoid hassles at the airport

Only use the official website to apply - Canada.ca/eTA

Make sure you don't get scammed: **only apply for an eTA** through the **official Government of Canada website**, **Canada.ca/eTA**.

Applying for an eTA is a simple online process. All you need is a passport, a debit or credit card, an email address and Internet access. **Note:** As there are no group applications, you need to apply and pay the \$7 CAD fee for each applicant individually.

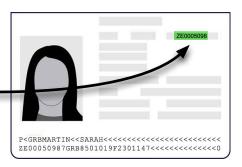
Enter the passport number carefully when applying for an eTA

If you enter the wrong number, your clients may not be able to board their flight to Canada.

Make sure you <u>follow the instructions</u> to enter the passport number correctly. Enter the passport number that is at the **top of the passport information** page (the page with the photo on it).

Use the online eTA help guide

The guide will help you complete the form correctly – with important tips and step-by-step instructions, available in **various languages**.









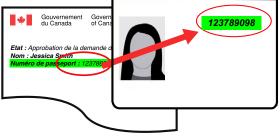


Confirm that the passport number is correct once the eTA is approved

Your client will receive an <u>email when their eTA is approved</u>. This email will include the passport number that the eTA is electronically linked to.

Your client should check that the passport number found in their eTA approval email matches the number in their passport.

If the numbers don't match, they will need to apply for a new eTA.



What to bring to the airport

- Your client needs to bring the passport they used to apply for their eTA. The eTA is electronically linked to that passport. There is no need to print anything.
- If your client is a **lawful permanent resident of the U.S.**, they need to travel with a valid passport from their country of nationality and have valid proof of U.S. permanent resident status such as a Green Card.

NOTE: If your client gets a new passport after receiving an eTA, they will need to apply for a new eTA.

Where to get eTA information and help

- Discover the basics about eTA available in various languages
- Frequently asked questions about eligibility and applying for an eTA:
 - For travel professionals
 - For travellers

Note:

- Canadian citizens, including dual citizens, need a <u>valid Canadian passport</u> to fly to Canada.
- Canadian permanent residents (PR) need to travel with their valid Canadian PR card or PR travel document (PRTD) and valid passport.
- Important former residents of Canada: PR status does not expire. If your clients once lived in Canada, they could still have PR status. See options available to avoid travel delays.

For more information or to apply for an eTA, visit Canada.ca/eTA