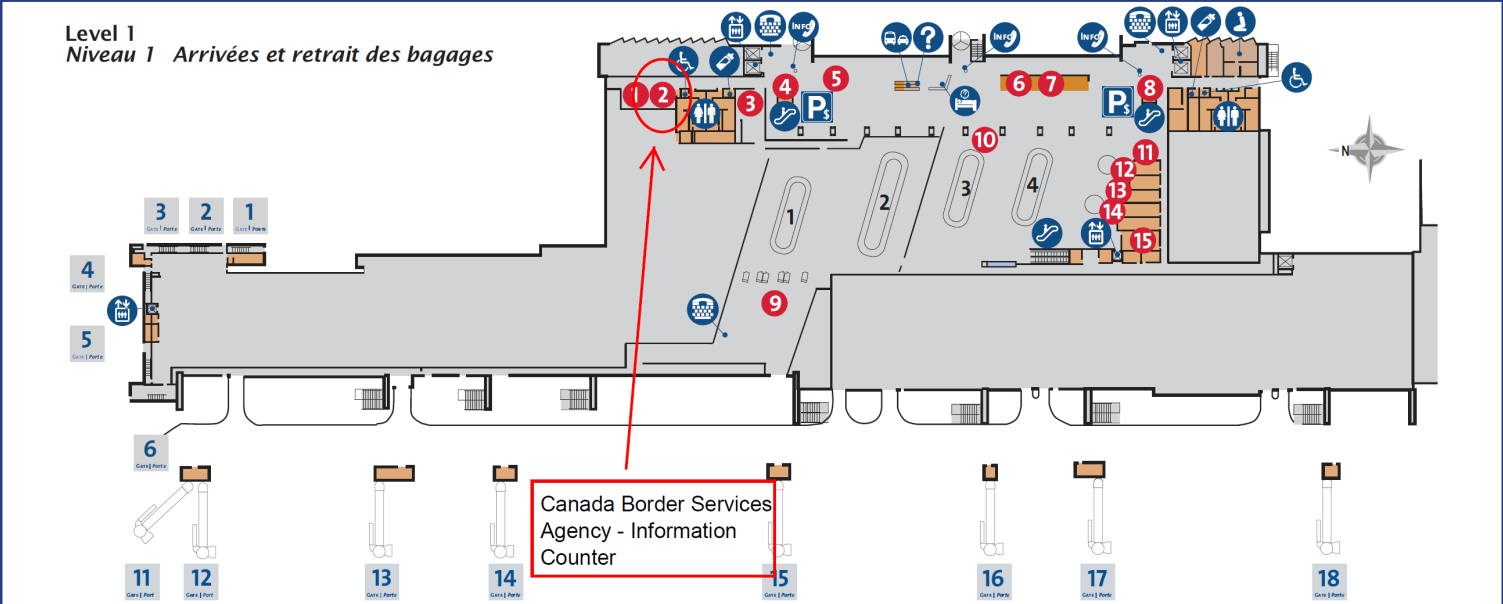


YOW - Ottawa Macdonald–Cartier International Airport

Canada Border Services Agency (CBSA)

Level 1
Niveau 1 Arrivées et retrait des bagages



1 Ottawa Police Service <i>Service de police d'Ottawa</i>	5 Ice Currency Exchange <i>Bureau de change Ice</i>	10 ABM <i>Guichet automatique</i>	15 Air Canada Baggage Claim <i>Service de bagages Air Canada</i>	Elevator <i>Ascenseur</i>	Chapel <i>Chapelle</i>
2 Canada Border Services Agency - Information Counter <i>Agence des services frontaliers du Canada Comptoir d'information</i>	6 Tim Horton's	11 Canadian North Baggage Services <i>Service de bagages Canadian North</i>		Escalator <i>Escalier mécanique</i>	Hotel Directory <i>Répertoire des hôtels</i>
3 Connection <i>Correspondance</i>	7 Bytown Marché	12 Porter Baggage Service <i>Service de bagages Porter</i>		Washrooms <i>Toilettes</i>	Info Phone <i>Téléphone - information</i>
4 Royal Bank ATM <i>Guichet automatique de la Banque Royale</i>	8 Alterna ATM <i>Guichet automatique Alterna</i>	13 Baggage Delivery Service <i>Service de livraison de bagages</i>		Wheelchair Accessible Washroom <i>Toilette d'accès facile</i>	Transportation <i>Transport au sol</i>
	9 Canada Border Services Agency and Immigration Canada <i>Agence des services frontaliers du Canada et Immigration Canada</i>	14 Airport Lost and Found and Baggage Storage <i>Objets perdus et entreposage des bagages de l'aéroport</i>		Nursing Room <i>Salle d'allaitement</i>	Information <i>Renseignements</i>
				TTY <i>ATS</i>	Pay Station <i>Poste de péage</i>

Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.

1) Bring Carnet and items to the Canada Border Services Agency (CBSA) Information Counter at the Arrivals level (Level 1) next to the Police Service.

2) For US entry afterwards, proceed to the U.S. Customs and Border Protection (US-CBP) Pre-Clearance office at the 3rd floor.

Canadian Customs (CBSA): **613-998-3326**
Hours of operation: **24 hours**

USCBP Pre-Clearance: **(613)523-8120**
Hours of Operation: **4:30a.m. – 7:00p.m. Daily**

Information is accurate as of October 9th, 2018 but can change at any time.

Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

Language Aid

Present this language aid to be directed to the nearest Customs area in this Airport.

Please direct me to the nearest Customs area. (English)

Pouvez-vous m'indiquer s'il-vous-plaît le kiosque des douanes le plus près, dans cet aéroport? (French)

CIB International HelpLine. **00 800 4CARNETS**
CIB Carnet HelpLine® **(800) ATA-2900**
CIB Telephone **1-847-381-1558**

E-Mail **carnets@atacarnet.com**
Website **www.atacarnet.com**

Airport Information

Website: <https://yow.ca/en>

Customer Service: **613-248-2125**

Parking Customer Service: **613-248-4304**

Airport Authority: **613-248-2000**

