Travel Alerts and Advisories

Check this page for weather advisories, travel alerts and airport updates that may affect your flight or booking with us. We will do our best to keep you informed of latest developments and the choices that are available to you.

| Current advisories | Airport updates | ❗ COVID-19 updates |

Please call us only for travel occurring within 72 hours ⌄

U.S. travel entry restrictions ⌄

COVID-19 FAQ ⌃

Last updated: March 12, 2020

Your safety is our top priority. We're committed to providing a safe travel and work environment for our passengers and team members. In light of recent COVID-19 concerns, we're sharing some preventive measures with Frequently Asked Questions (FAQs) to help you feel more informed when travelling.

Is it safe to fly?

According to the most recent information from the WHO, the immediate risk of being exposed to the virus that causes COVID-19 is thought to be low for most people. Public health risk is continually reassessed as new information becomes available. Stay up-to-date on the latest information including travel advice by visiting the Coronavirus (COVID-19) page on travel.gc.ca (Canada) and travel.state.gov (US).

How are aircraft cleaned?

All our aircraft go through standardized grooming procedures which exceed Public Health Agency of Canada (PHAC) guidelines. As of this month, we've taken additional precautionary measures and introduced the use of hospital grade, broad spectrum disinfectant to sanitize all areas throughout the aircraft.

How clean is the air on the plane?

All of our aircraft are equipped with an industry-leading air circulation system containing a HEPA filter, similar to what is used in hospital environments. Modern aircraft have cabin air systems that deliver approximately 50% outside air and 50% filtered, recirculated air. This means the supplied air is

essentially sterile and the risk of contracting a virus on board a flight is probably lower than in many confined spaces.

What happens if someone is sick on my flight?

Should a passenger exhibit COVID-19 symptoms, our frontline teams and crews are trained to handle multiple scenarios and situations that can arise on the ground or onboard our aircraft. Additional hygiene and sterilization resources have been introduced to assist with this response.

Is Porter waiving change fees or offering refunds?

Travel flexibility is important during times like these. We've implemented a flexible change and cancellation policy to give you more freedom to travel and peace of mind when booking. For more information, click here.

What can passengers do to protect themselves from any infection on board?

The range of simple measures advised by WHO are effective even for passengers on a flight: maintaining hand hygiene, avoiding touching other people, covering coughs and sneezes, and avoiding travelling if becoming unwell.

One question that is often asked is whether passengers should wear masks when on a flight. Wear a mask if you are not feeling well. Otherwise there is no need to do so.

Where should I go to find out more information?

Public Health Agency of Canada

Centre for Disease Control and Prevention

World Health Organization

IATA – Air transport communicable diseases

Temporary Waiving of Change and Cancellation Fees ⌄

Visit our Delayed, Diverted or Cancelled Flights page for more information on what we'll do to help and what we'll ask you to do.