

## FAQ - FIFA GAMES PERIOD SLOT RESERVATION PROCESS

**Q: What is the slot reservation booking fee?**

A: The slot reservation booking fee is a prepayment (deposit) made by the aircraft operator at the time of booking. It is collected by the FBO and applied toward the applicable landing fee.

**Q: Do arrival and departure reservations require a booking fee?**

A: No, only arrival slots require a prepayment.

**Q: Are operators able to opt out of the slot booking fee?**

A: No, all operators are subject to the fee.

**Q: How much is the booking fee per arrival slot?**

A: Each arrival slot booking requires a \$1,000 prepayment.

**Q: Is the slot booking fee an additional charge?**

A: No. The slot booking fee is not an additional charge. It is simply a prepayment (deposit) that will be applied towards the landing fee.

**Q: What happens if an operator needs to cancel a slot(s)?**

A: Please contact your FBO to initiate your cancellation. A refund may be issued per your FBO.

**Q: What happens if an operator cancels a slot(s) within one week of the operation?**

A: If a slot is cancelled within one week of the operation, the booking fee will be forfeited:

- The booking fee will be remitted to GTAA, and
- The FBO will retain its standard percentage.

**Q: Can an operator modify a slot within one week of the operation?**

A: Yes. Slot modifications can be made within one week without additional charges, provided the slot is still used.

**Q: Who can modify slot reservations?**

A: The FBO handling the reservation(s).

**Q: How are reservations allocated?**

A: Reservations are allocated by the FBO's on a first-come, first served basis.

**Q: What is the process to dispute a fee?**

A: Disputes should be addressed to the FBO handling your reservation.

**Q: Does the 60-day booking horizon apply to all operators operating in and out of Toronto Pearson during the games period of June 10 to July 4?**

A: Yes.

**Q: How are requested changes made and confirmed afterhours?**

A: If your FBO is closed, you may contact the ARO at **416-776-7568** or **1-800-267-7568** (Canada/US only) to make changes to your reservation.

**Q: What if additional parking is required off an FBO's leased area?**

A: Additional parking will be provided at CDF Pad 6. Specifics for this process will be shared with FBO's closer to the games.

**Q: What if I have a VIP request to operate in a slot restricted hour where there is no availability?**

A: The requestor will be required to provide:

- The VIP position or title,
- Explanation why they need to operate in a specific hour, and
- Justification for travel (i.e.: FIFA or other business).

**Special notice:** All FIFA related V-VIP's have already been identified to the GTAA by FIFA.

**Q: What information is required by the FBO's for booking?**

A: We recommend contacting the FBO of your choice to determine what information they require for booking, at a minimum you should be prepared to include standard details required for bookings made through OCS.

**Q: Will operators still have access to OCS?**

A: Yes, however operators will receive a refusal for requests submitted during the games window.

**Q: When will operators be able to book their own reservations until?**

A: June 9. Requests for reservations between June 10 to July 4, must be booked through an FBO.

**Q: Who should operators contact for questions about OCS and airport processes?**

A: Please contact the ARO at [ARO@gtaa.com](mailto:ARO@gtaa.com)

**Q: Who should operators contact for reservation assistance?**

A: For reservation assistance, please contact your choice of FBO.