Kingston Airport and FLYGTA

Questions & Answers

What COVID-19 precautions will be in place?
Pandemic measures are in place for all flights in accordance with Transport Canada guidelines. The terminal and planes are thoroughly cleaned both before and after flights. Physical distancing is enforced by staff and safety stickers, labels and decals have been placed throughout the Kingston Airport terminal. Face coverings are required both during the flight and in the terminals and temperatures of the staff are regularly monitored. (See questions below for more specific measures.)

What specific COVID-19 measures will be in place through FLYGTA?
Anyone who books with FLYGTA will be provided with a list of requirements they need to follow. These are destination-specific, and developed by FLYGTA following research into the local requirements of their destination.

Who should I contact if I have questions about flights and COVID-19 measures on the plane?
Any questions connected to your flight should be directed to your carrier.

What specific COVID-19 measures will be in place at the airport?
The airport has an enhanced cleaning schedule, masks and temperature checks are required to obtain entry into the terminal building. Terminal access is limited to passengers (passengers requiring assistance may have one person accompany them), hand sanitizing is required upon entry into the facility. Anyone exhibiting symptoms will not be granted entry into the terminal.

Do I need to supply my own face covering at the airport?
Passengers are required to supply their own face coverings. Face coverings are mandatory on the aircraft and in the terminal building at all times.

Who should I contact if I have questions about the YGK Airport Terminal?
Questions about the terminal can be directed to Airport Management by calling 613-389-6404 or emailing airportinfo@cityofkingston.ca.

Will Kingston residents be able to fly to Toronto through the FLYGTA service?
Yes, residents will be able to book flights through the FLYGTA website. When booking, please note that flights are currently available Thursday through Sunday.
If I fly from Kingston to Toronto, do I need to self-isolate when I return? The Province of Ontario is in Stage 3 of the Framework for Reopening, the Ontario Government allows unrestricted travel within the province.

How will people who arrive in Kingston be informed about local requirements on face coverings, and other essential behaviors? FLYGTA will communicate information through their booking process, and signage be prominently posted in the arrivals area.

What if you develop COVID-19 symptoms prior to travel? Anyone with COVID-19 symptoms will not be permitted to travel on a FLYGTA flight, and will not be granted access to the YGK Airport terminal. If your ticket has been purchased, contact FLYGTA.

As a traveler, what time should I arrive at Kingston Airport? The terminal will be open to passengers 30 minutes prior to the schedule flight time. Travelers should expect to complete a COVID-19 screening process, including having their temperature checked.