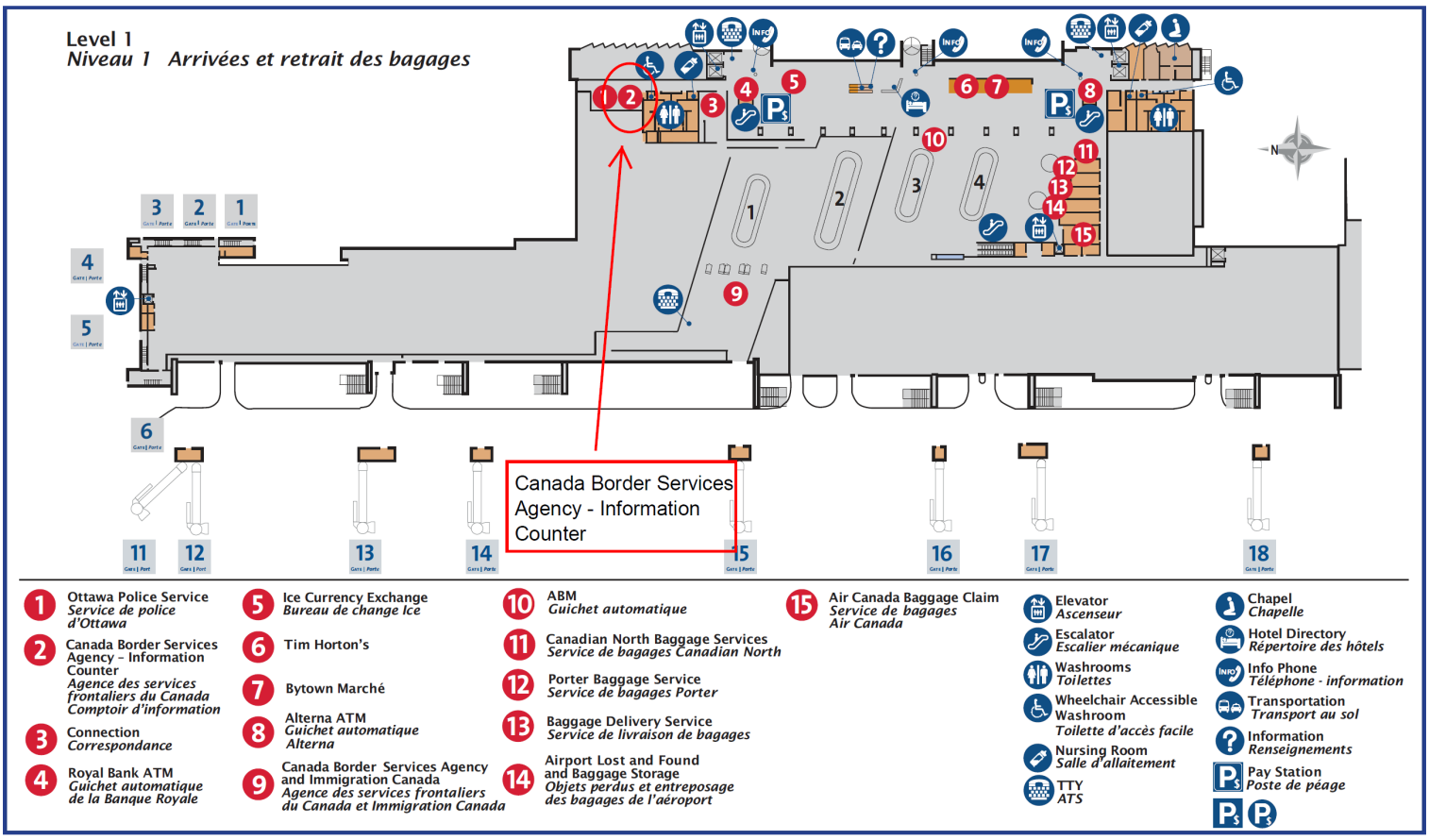
boomerang carnets

Airport Guide

YOW - Ottawa Macdonald–Cartier International Airport

Canada Border Services Agency (CBSA)



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

Airport Information

Website: https://yow.ca/en

Customer Service: 613-248-2125

Parking Customer Service: 613-248-4304

Airport Authority: 613-248-2000

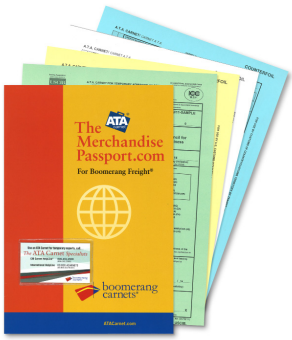
Information is accurate as of October 9th, 2018 but can change at any time.
Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

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 aérogare? (French)

Carnet HelpLine® ..... 1-800-ATA-2900 **E-Mail ..... carnets@atacarnet.com**
Telephone ..... 1-847-852-3100 **Website ..... www.atacarnet.com**

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