

## 10 Common Questions and Responses

1. **Where can I park at the airport, what does parking cost, is there plug in parking available, and is there long term and short term parking?**
  - Public parking is available in any of the parking stalls in the airport parking lot, with the exception of the courtesy/shuttle bus area and permitted parking areas.
  - Parking is free until testing is completed on the automated parking controls. Testing should be complete by summer 2009. After the parking controls are in place the first hour is free after that the cost will \$1.50 per day
  - Plug-in parking (energized stalls) are not available.
  - Short and long term parking is not designated in the airport parking lot.
2. **What time should I check in before my flight, my luggage did not arrive on the plane with me – how can I find it, and what may I take in my carry on luggage?**
  - Please call the air carrier you are flying with and they will advise you of the appropriate check-in times:
    - Air Canada 1-888-247-2262
    - Air North 1-867-668-2228
    - Condor 1-867-668-2228
    - First Air 1-867-668-2228
  - Please call the air carrier you flew with to find out the status of your luggage:
    - Air Canada 1-888-689-2247
    - Air North 1-867-668-2228
    - Condor 1-867-668-2228
    - First Air 1-867-668-2228
  - Please view the CATSA website or call the local CATSA office at 1-867-393-3556 for advice on what items are allowed for carry-on luggage.
3. **Are there storage lockers at the airport, is there a cost to store luggage.**
  - Storage lockers are not available at the airport. SKKY Hotel, directly across the Alaska Highway from the airport offers this service for a fee.
4. **What time is the Air Terminal Building open?**
  - The Erik Nielsen Whitehorse International Airport air terminal building is open at 4:45 am and closed by 1:00 am.
5. **Is there security at the airport and when are they on duty?**
  - Airport Security is on duty 24 hours a day – 7 days a week.

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**6. Is there a Lost and Found Department at the airport?**

- Please contact Airport Security at 867-667-8451.

**7. What time does the restaurant open at the airport?**

- The airport restaurant is open from 5:30 am to 4:30 pm.

**8. Is there a car rental service at the airport?**

- Three car rental service providers are located at the airport:
  - Norcan 1-867-456-2277
  - National 1-867-456-2277
  - Budget 1-867-667-6200

**9. Is there a Canada Border Services Agency representative at the airport?**

- CBSA has an office at the airport that is staffed during international flights such as Condor or when called by itinerant international flights for Customs processing. CBSA can be reached at 1-800-461-9999 or 867-667-3965.

**10. Is there a refuelling service and/or ground handling service available at the airport?**

- Refuelling service is available from:
  - North of 60 1-867- 668-2115
  - Whitehorse Air Maintenance 1-867- 668-7407
- Ground handling service may be available by the carriers operating at the airport.
  - Air North 1-867-668-2228
  - Air Canada 1-888-247-2262