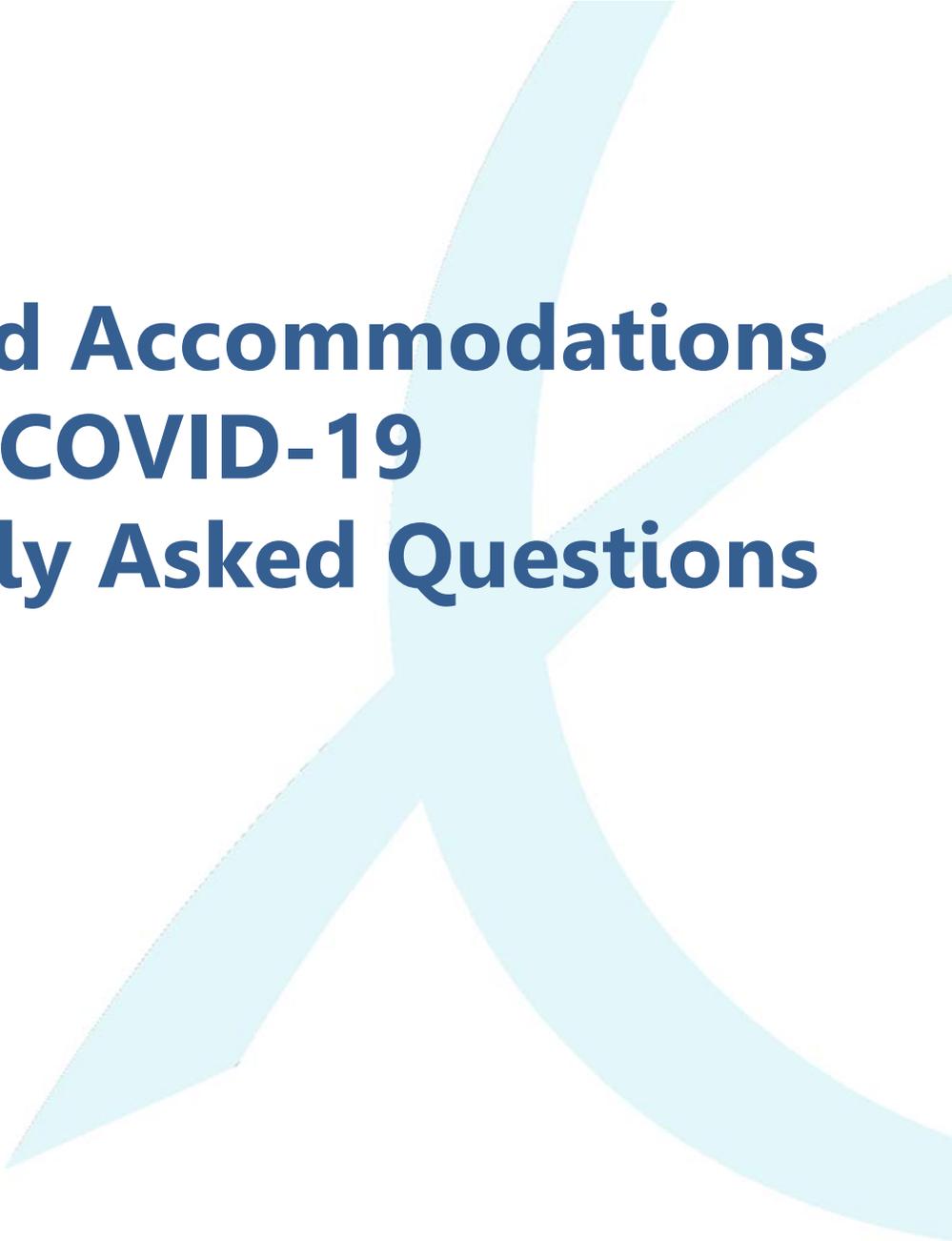




**BANKING SUPERVISION:
FINTECH, CLIMATE
CHANGE AND
RESOLUTION**

**July 05 – 10,
2020**

Location:
Toronto, Canada



**Travel and Accommodations
COVID-19
Frequently Asked Questions**



**July 05 – 10,
2020**

Frequently Asked Questions

This guide is to help you prepare for your trip and provide details on what to expect during the two weeks that you will be with us.

Do contact me at any time if you have questions. We're excited to meet you in Toronto!

Jennifer Singh, Program Coordinator: jsingh@torontocentre.org

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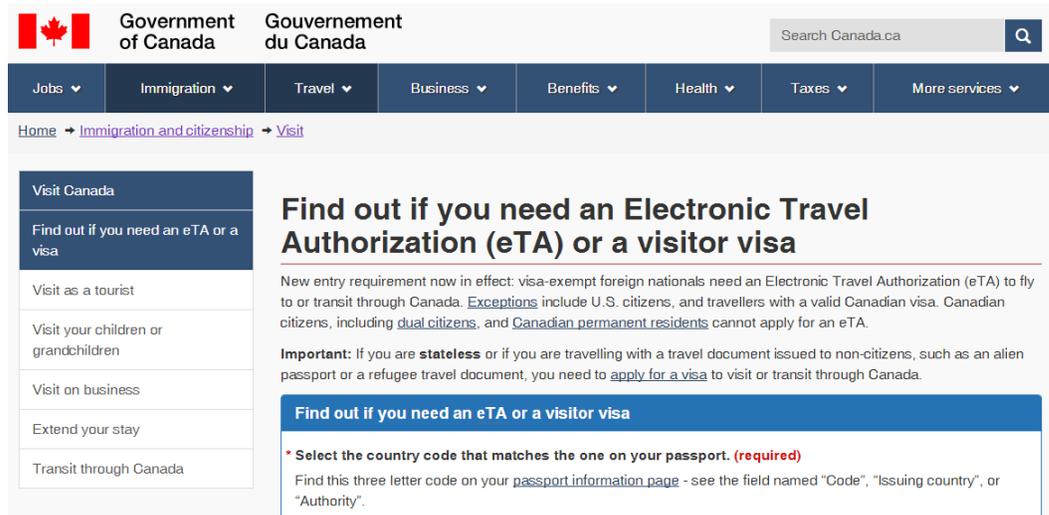
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Please note that all prices are in Canadian dollars, unless otherwise specified.



Customs and Immigration



The screenshot shows the Government of Canada website. At the top, there is a search bar and navigation tabs for Jobs, Immigration, Travel, Business, Benefits, Health, Taxes, and More services. The main content area is titled "Find out if you need an Electronic Travel Authorization (eTA) or a visitor visa". It includes a sidebar with options like "Visit as a tourist", "Visit your children or grandchildren", "Visit on business", "Extend your stay", and "Transit through Canada". The main text explains that new entry requirements now require an eTA for visa-exempt foreign nationals, with exceptions for U.S. citizens and Canadian permanent residents. It also includes an important note about stateless individuals and a section for finding the country code on a passport.

Please visit the Government of Canada website:

<http://www.cic.gc.ca/english/visit/visas.asp>

to see if you require an Electronic Travel Authorization (eTA) *or* a visitor visa to enter Canada.

How do I obtain an eTA?

As of March 15, 2016, visa-exempt foreign nationals who fly to or transit through Canada will need an Electronic Travel Authorization (eTA). Exceptions include U.S. citizens and travelers with a valid visa.

To apply, you must have a valid passport, a credit card, and an email address.

Applying for an eTA is an easy online process that will take just a few minutes:

<http://www.cic.gc.ca/english/visit/eta-start.asp>

It costs \$7 Canadian.

How do I obtain a visa?

You can apply [online](#) or on paper. If you need help, you can contact your nearest [visa application centre \(VAC\)](#).

Your program acceptance letter will act as an official letter of invitation when applying for a visa.

What type of visa do I need?

You require is a Visitor Visa (Temporary Resident Visa – TRV).

What do I need to apply for a visa?

A checklist for TRV visas is available here:

<http://www.cic.gc.ca/english/pdf/kits/forms/IMM5484E.pdf>

*When applying, **please ensure that you include the acceptance letter**, and note that you are attending a conference/training seminar hosted by Toronto Centre.*

What is the processing time for a visa?

The visa application can take up to 8 weeks to process, depending on your location. Please check the processing times at your local Canadian consulate to allow sufficient time to obtain the visa prior to the program.

Where can I obtain my invitation letter?

Your program acceptance letter is your letter of invitation; if you require more documentation, please contact Jennifer Singh at jsingh@torontocentre.org.

Visiting Toronto

What is the weather like in Toronto?

The month of July is relatively humid and hot with an average temperature of about 27°C (80°F) so please pack accordingly.

I want to explore the city before/after the program: what should I do?

[Tourism Toronto](#) is a detailed website outlining all of the possible activities and tours that you can partake in.



Toronto City Hall

Networking Tour: Sunday, July 05th



Join us for a day of sight-seeing on a networking tour to visit the renowned Niagara Falls before the program starts!

Tour Itinerary

Time	Activity
08:00	Niagara Tour departs from Vantage Venues (formerly St Andrew's Club and Conference Centre) located at 150 King St. W. The bus will be waiting on the North East Side of University Ave, on Pearl Street
10:00	Niagara Falls viewpoint – bring your camera!
11:00	Boat ride on the "Hornblower" Boat Tours - rain jackets provided!
12:00	Scenic drive down Niagara Parkway
13:00	Traditional Sunday brunch at Queen's Landing
14:00	Shopping in historic Niagara-on-the-Lake
17:00	Arrive downtown – drop off at Vantage Venues
18:00	Welcome Dinner at Vantage Venues (16th floor)

Networking Tour: Sunday, July 05th

Does the tour cost anything?

There are no additional costs. The cost of the tour and meals is included in the participant fee.

What should I wear?

Please dress casually for Niagara Falls as there is a chance that you will get wet. You may bring a light jacket in case it gets cool. Don't forget a hat and sun block.

How do I find Vantage Venues on Sunday Morning?

Please see "Getting to and from the Venue".

Note: If you are staying at any of the downtown hotels, you may either be in walking distance from the meeting point or you may choose to take the subway. Just ask your hotel front desk for directions.

Alternatively, you may choose to take a taxi. UBER or LYFT does operate in Toronto however you will need the app for that; neither accepts cash.

We strongly advise that you arrive the night before (Saturday, July 04th) if you would like to participate in the networking tour.



Toronto Centre participants at Niagara Falls, 2018

I don't want to go to Niagara Falls; how do I opt out?

Niagara Falls is an optional activity. Simply notify your program coordinator if you will not be attending. You will, however, be responsible for your own transportation to Vantage Venues.



Program Venue

Vantage Venues (formerly St. Andrew’s Club and Conference Centre) is located in the heart of downtown Toronto, in the financial district. Situated on the **16th** floor of 150 King Street West, this venue offers a stunning view of the lake and the city.

It is also close to an assortment of major hotels and sits atop one of Toronto’s subway stations – St. Andrew’s station – thereby making it easy to navigate to.



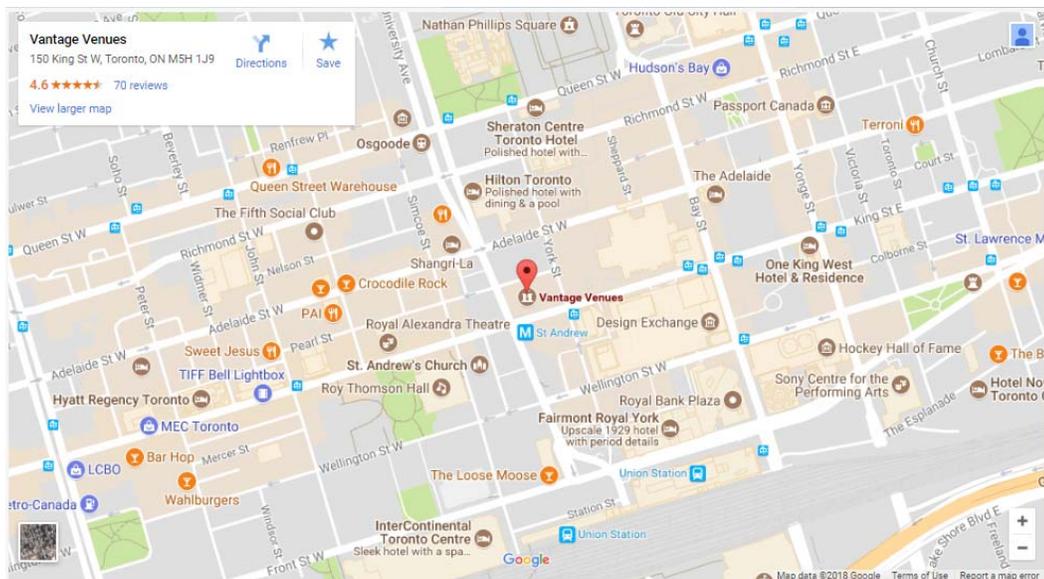
Address:
150 King Street West
16th floor
Toronto, ON M5H 1J9

Visit the website: <http://vantagevenues.com/>

Getting to and from the Venue

A full list of directions to Vantage Venues is available here:

<http://vantagevenues.com/directions-parking/>



Accommodations

You are welcome to stay anywhere in Toronto. There are numerous options available in the downtown core, many of which are nearby to Vantages Venues. As July tends to be a busy month for downtown hotels we advise you to make your reservations in advance.

FOR YOUR CONSIDERATION WHEN BOOKING: Breakfast will be provided every morning at the program.

HOTELS NEARBY

[One King West Hotel & Residence](#) – Distance: 500 metres; 8 min walk

Request the 2018 "Toronto Centre" rate – Studio: C\$199, Superior C\$219, Deluxe: C\$245

[Le Germain Hotel Toronto](#) – Distance 650 metres; 9 min walk

[Hilton Toronto](#) – Distance: 280 metres; 4 min walk

[The Strathcona Hotel](#) – Distance: 300 metres, 5 min walk

[Sheraton Centre Hotel](#) – Distance: 500 metres, 8 min walk

[Hotel Victoria](#) - Distance: 650 meters; 10 min walk

[Residence Inn Toronto Downtown](#) – Distance: 700 metres; 11 min

[Hotel Novotel Toronto Centre](#) – Distance: 1.1 kilometres, 14 min walk

[Pantages Hotel Toronto](#) – Distance: 1.2 kilometres; 15 min walk



Meals



Breakfast and lunch will be provided at the program.

Are there any 'special event' meals, such as a welcome or farewell dinner? If so, when?

There is a welcome dinner at room IF on the 16th floor at Vantage Venues at 18:00 on July 05th and a farewell dinner at Toronto's CN Tower at 18:30 on Friday, July 10th.

I have special dietary requirements. Can they be accommodated?

Vegetarian options will be available at every meal, with no chicken, beef, or fish stock used to prepare the vegetarian dishes. All chicken will be halal.

If you have any additional dietary requirements, please contact [Jennifer Singh at jsingh@torontocentre.org](mailto:jsingh@torontocentre.org).

Local Transportation

There are a variety of local transportation options to get around Toronto: an overview is available [here](#).

Taxis

What should I know about Toronto Taxis?

There are a number of different taxi companies in Toronto – each has a distinct look. Fares are standard, metered and non-negotiable. The driver should start the meter at the beginning of your ride and stop it when you reach your destination. Refuse to ride in a taxi without an operational meter. If your service was acceptable, a 10-15 per cent tip is customary.

How do I order a taxi?

If you are leaving the airport, there are numerous safe taxi options waiting at arrivals. If you are leaving from your hotel, you can ask the front desk to request a taxi for you.

How much do taxis cost?

Taxi fares start at C\$3.75 and are an additional C\$1.75 for each km.



Is there Uber in Toronto?

Uber does operate in Toronto, however please note that that the app is needed. Uber will not accept cash payments; a Credit Card linked to your account will be used via the Uber app.

Public Transit

What should I know about Public Transit?

The Toronto Transit Commission (TTC) operates the red and white buses, subways and streetcars within the city. The TTC website is available [here](#) with routes and a trip planner. Google Maps can also provide accurate transit information.

How much does the TTC cost?

A single fare will cost C\$3.25. It will take you anywhere in the city on a one-way trip. You can freely transfer between subway, streetcar and bus, but make sure you obtain a transfer when and where you pay your fare. Single-day and weekly passes are available. Please visit https://ttc.ca/Fares_and_passes/index.jsp for more information. Please note, TTC discontinued sales of tokens/tickets, you will either be required to pay an exact amount or purchase a PRESTO card or ticket.



Getting to and from Pearson Airport to Downtown Toronto

Taxi

Cost: C\$60 to downtown Toronto

Time: 30 minutes

Cab fares to and from Pearson Airport are set by the zone you're travelling to or from in the city, but figures are about \$50–\$60 for downtown locations, and \$75 to points east of downtown. Vehicles are plentiful and are available on the ground floor of Terminals 1 and 3.

Public Transit – TTC Bus & Subway

Cost: C\$3.25

Time: 75 minutes to downtown Toronto



Take the **192 Airport Rocket**. This is the fastest TTC route if you're heading downtown, since it runs express from the airport to Kipling subway station. It serves the airport every 8-15 minutes and normally has luggage racks.

1. You can catch the 192 Airport Rocket bus on the lowest level of either terminal (column R4 in terminal 1, columns C8-C12 in terminal 3).
2. At Kipling subway station (the last stop on the bus), transfer to the eastbound Bloor/Danforth subway line (line 2). Kipling has elevators and escalators. As Kipling is the end of the line, downtown trains leave from either side of the platform.
3. For most downtown hotels, transfer to a southbound subway train (line 2) at either St. George or Yonge station. Elevators and escalators are available at both stations.
4. Make sure you find out the closest stop to your hotel in advance. Please note that not all subway stations have elevators or escalators, so you may have to climb a flight or two of stairs.

Union Pearson Express, please visit: www.upexpress.com

Cost: C\$12.35 one-way to downtown Toronto (Union) or C\$24.70 for return ticket to Pearson Airport

Time: 25 minutes

The Union Pearson Express connects Pearson International Airport to Union Station in downtown Toronto in 25 minutes, with trains running every 15 minutes from 5:30 am to 1 am. Trains have ample luggage space, free Wi-Fi, and power ports at every seat.

During the Program



How do I obtain the course materials?

As a part of our initiative to be "green", we recommend that all participants bring their laptops. A USB with program materials will be shared with each participant.

If you are unable to bring your laptop or electronic device, a binder with all course materials can be provided upon your arrival at the program. Please advise the program coordinator accordingly.

Will there be any pre-reading materials?

If available, pre-reading materials and related activities will be emailed to you approximately one month prior to the program. They will also be available on the course website.

How do I get the course certificate?

The certificate will be granted to you on the last day of the course; full participation for all five days is required.

Other Questions

What do I need to use my electronics in Canada?

To charge personal electronic devices, we advise you to bring a universal travel adapter for Canadian outlets. These adapters are available in airport gift stores.



Can I bring my spouse to the program?

Spouses are welcome to the program; there will be an additional cost for meals if necessary. Please speak to your program coordinator for an estimated cost.

Am I responsible to obtain my own travel and health insurance?

All insurance (including, without limitation, travel and health insurance) is the responsibility of, and shall be paid for by, the participant.



COVID-19 Q&A

1. What are the chances of the Toronto Centre’s summer International Programs being cancelled or postponed?

None of the Toronto Centre summer International Programs have been postponed or cancelled as of March 10, 2020. Please check our website <https://www.torontocentre.org/Programs/Sectors/Banking/656> regularly for updates. We are actively monitoring the COVID-19 situation. If the situation worsens and the World Health Organization (WHO) advises against international travel or the Government of Canada (GoC) imposes travel restrictions impacting these International Programs, we will inform the participants about the status of their programs as soon as possible.

2. Does Canada have any travel restrictions in place?

The situation is evolving daily. Please refer to the Government of Canada’s website for the latest information for travellers to Canada <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>.

3. What precautions will be in place at the International Programs?

Management at the program venue has advised us that hand sanitizers and tissues are available in all the conference rooms and at reception. They have also posted proper handwashing instructions in their restrooms. Program personnel will be reminding all participants to wash their hands frequently, to use tissues to cover their mouth and nose if they cough or sneeze, and to avoid shaking hands. Program personnel will ask participants to self-identify if they are feeling unwell during the program and to self-isolate; we would then explore options to have them join the program virtually. We may also require each participant’s temperature to be taken daily.

4. Are there any medical or other requirements for participants travelling to Canada?

As indicated, all participants should monitor the WHO, GoC and their own country’s travel advisories. Participants should not travel if they are showing signs of any illness. All participants should ensure that they have out of country medical coverage before travelling and have adequate financial resources in the case they are quarantined. Participants may wish to purchase insurance for travel delay, postponement or cancellation protection. In addition, participants should ensure they have information about their country’s consular services in either Toronto or Ottawa.



5. What happens if Toronto Centre postpones or cancels the International Program I am scheduled to attend?

Toronto Centre is fully committed to delivering these programs in 2020. Should a program have to be cancelled, Toronto Centre would seek to reschedule it to a later date. If Toronto Centre postpones an International Program to a later date in 2020, participants could choose to attend the rescheduled program. If a participant were unable to attend on the rescheduled dates, they would be eligible to receive a credit towards a future Toronto Centre International Program in this or the next calendar year. Toronto Centre offers five international programs per year. The credit could be used by another member of the participant's organization but must be used by December 31, 2021. If the participant did not wish to attend a future program, the fees received would be refunded. The same would apply in the rare instance that an International Program was cancelled.

6. What happens if the GoC imposes travel restrictions that prevent me from coming to Canada to attend a Toronto Centre International Program that I am registered to attend?

Toronto Centre would provide you with a credit to attend another Toronto Centre program in 2020 or 2021. The credit may be used by another member of your organization to attend any of Toronto Centre's five international programs. The credit must be used by December 31, 2021.

7. What if the participant chooses not to attend the scheduled Toronto Centre International Program?

The cancellation policy was provided to participants upon registration. If a participant is unable to attend the scheduled International Program, they will be issued a credit that may be used by the participant or another person from their agency towards any future International Program by December 31, 2021.

8. What happens if I incur cancellation or change fees from my hotel, airline or other vendor due to Toronto Centre's cancellation or postponement of the International Program I am scheduled to attend?

Toronto Centre is committed to delivering our programs. The health and safety of our program participants and program personnel is of utmost concern to Toronto Centre. If Toronto Centre decides to postpone a program, we will notify registrants as soon as possible to limit cancellation or change fees. It is recommended that participants inquire about the



vendor's cancellation policy or consider obtaining cancellation insurance to limit any potential losses. Toronto Centre will not reimburse any cancellation costs.

