



**CANADIAN OLYMPIC AND PARALYMPIC SWIMMING TRIALS, PRESENTED BY BELL
Frequently Asked Questions (FAQ)**

This frequently asked questions document was created to help answer a number of questions Swimming Canada has received regarding moving the Canadian Olympic and Paralympic Swimming Trials, presented by Bell from Montreal to Toronto. We are grateful for everyone's patience as we work to move Trials to Toronto and provide the best technical and competitive environment for the athletes. We also understand the stress and uncertainty this move has had on our community and we are working hard to provide as much information as we can.

1. What are next steps for Air Canada bookings, once I submitted the form?
All those who submitted the Air Canada form, including their booking reference #, should receive their updated itinerary directly from Air Canada by Monday, April 22nd, 11:59pm.
2. How will Air Canada know what flight to rebook me on?
Air Canada will work with your original booking arrival and departure times and make best efforts to keep your flights as close to the original booking as possible. This may not always be possible, and we thank you for your understanding. We are very thankful for the partnership Air Canada has shown to limit extra costs for change fees, and fare differences for all who booked with Air Canada.
3. What if I missed the deadline to submit my Air Canada flights for change?
Unfortunately no further changes can be added through this process. You will need to update your travel arrangements independently with the airline. Following you may submit [this form](#) for consideration of reimbursement. All receipts showing the change fees incurred must be included.
4. What do I need to do if I booked a flight with another airline, other than Air Canada or booked VIA train service?
You will need to rebook, your own travel arrangements directly with your airline or VIA. If there are change fees, or a change in cost for the rebooking, you may submit [this form](#), and consideration for reimbursement will take place over next several weeks.
5. I submitted a form for consideration of travel expenses incurred due to the change in location, when will I hear something?
As you can imagine, rescheduling the Canadian Olympic and Paralympic Trials in 4 short weeks is a huge undertaking. We thank everyone for their patience. Reimbursement for travel expenses will take time, and will not likely be completed prior to Trials.
6. When I submitted the initial form, I didn't have the receipts for cancellation/changes, what do I do now with my receipts?
Please resubmit another [form](#) and upload your confirmation of charges.



7. I purchased tickets to watch in the event in Montreal, when will I receive refund for cancellation?

Please read this news story - <https://www.swimming.ca/en/news/2024/04/10/toronto-trials-pre-sale-to-open-friday/>, it outlines the process for ticketing. It will take up to 30 days for you to receive your refund from Ticketmaster for the tickets in Montreal.

8. I want to buy tickets for Toronto, how do I do that?

Please read this news story - <https://www.swimming.ca/en/news/2024/04/10/toronto-trials-pre-sale-to-open-friday/>, it outlines how to purchase tickets for Toronto. There are less seats in the TPASC venue and as of Friday, April 19th, several days are already sold out.

9. I need to book hotels in Toronto now, what is available?

There are a number of hotel blocks that have been secured. Please see this link to access all the available hotels with the special rates for the event - <https://www.swimming.ca/en/2024-olympic-paralympic-trials-presented-by-bell-may-13-19-toronto-on/>