

Labrador Air Access Program (LAAP)

Frequently Asked Questions

1. Why does the application ask for my MCP number and expiry date for booking a flight?

The Labrador Air Access Program (LAAP) is only eligible to residents of Labrador and the Northern Peninsula, as outlined by the Labrador-Grenfell Zone. By providing your valid MCP, the Department of Labrador Affairs can confirm your residence and eligibility.

2. By providing my MCP number, will you have access to my medical records?

The Department of Labrador Affairs will not have access to your medical records. The only data that will be accessible is your name, residential address and mailing address.

3. If I want to travel with a group, do I need to fill out an application for every person travelling?

You can apply for up to five (5) people, including the applicant, per application, however, they must all reside in the same household. A separate application must be made for additional travellers.

4. I am a coordinator for a youth group traveling from Goose Bay to St. John's. Can I apply for my group to travel under this program?

No, unfortunately group travel is not permitted under the program.

5. My mother would like to apply but she needs me to accompany her on the flight. We live in separate households. What should we do?

You both need to make separate applications. However, if both applications are approved and you receive the required travel authorizations, you may try to book both people on the same flight when you contact PAL Airlines to make reservations.

6. Can I combine this subsidy with another discount?

No. Tickets that are fully or partially purchased or reimbursed by another program, or by the Government of Newfoundland and Labrador or any other organization, **cannot** be used in combination with this subsidy.

7. Do I need to know my return date if purchasing a one-way ticket?

No. You can include your anticipated date of return on your application, but it will not be booked until you call PAL directly to discuss eligible return dates. The return portion of your trip requires a second LAAP application, which also must be submitted a minimum of seven (7) days in advance of departure.

8. I am a post-secondary student living in St. John's while attending training. Can I apply for the program?

Yes. If you are a resident of the Labrador-Grenfell Zone attending training in the province you can qualify for the program. Your application must include confirmation of enrollment in the training institute.

9. I live and work in the Labrador-Grenfell Zone, but I haven't updated my MCP to reflect my permanent address in Labrador. Can I apply for the program?

Yes. When you apply, the Department of Labrador Affairs will require a letter of attestation from your employer confirming that your permanent residency is in the Labrador-Grenfell Zone.

10. What do I do if I need to change my travel plans after my flight has been confirmed and paid?

Travellers can change or cancel flights 24 hours or more prior to departure. You must contact PAL directly to change or cancel. There will be a fee of \$100 plus HST for changes.

If you cancel a flight 24 hours or more prior to departure, PAL will issue a credit equal to the amount you paid, less the cancellation fee. Travel booked with credit does not need to be booked through the LAAP. Tickets cancelled less than 24 hours before departure cannot be changed and are non-refundable.

11. Can I use this subsidy for work-related travel?

No. This subsidy can only be used for personal or leisure travel. Work-related travel is not eligible.

12. I cannot book the dates I want because the discounted seats are sold out. What can I do?

If the discounted ticket is not available on a certain date you may work with PAL directly to find dates that work for you based on seat availability.

13. If I book a flight before applying to the program, will I receive a discount on my ticket?

No. You need to apply and receive prior approval with a travel authorization number to avail of discounted tickets through the Program.

14. There are no LAAP seats available at my airport. Can I use another airport?

Yes. If you are a resident in the Labrador-Grenfell Zone, you can fly from any airport in Labrador, Blanc Sablon and St. Anthony to St. John's, Gander, Deer Lake or within Labrador for the purpose of personal or leisure travel.

15. I live in Deer Lake and want to visit family in Labrador City. Can I use the discounted fares?

No. The program is specific to residents in the Labrador-Grenfell Zone and travel must originate from an airport in Labrador, Blanc Sablon or St. Anthony.

16. I live in Goose Bay and would like to travel to St. Anthony. Can I use the discounted fares?

Yes. Based on feedback from the first year of the pilot program, the Department of Labrador Affairs has updated the LAAP to allow residents in the Labrador-Grenfell Zone to travel within the region (inter-regionally).

The pilot program now allows eligible residents to travel: to St. John's, Gander, Deer Lake or Goose Bay (for North Coast residents), and within the Labrador-Grenfell Zone, including destinations such as St. Anthony.

17. Can I book a ticket a year in advance?

The LAAP has been extended for one year, therefore travel must occur by March 31, 2027. All tickets must be booked no later than March 17, 2027.

18. I am a resident of the Labrador-Grenfell Zone and I didn't use my eligible flights from last year. Can I still use them this year?

Yes. All eligible applicants can access four (4) flights between now and March 31, 2027, regardless of past usage.

19. I booked a ticket from Nain to St. John's but had to cancel and received a credit. Will my credit be eligible for anywhere PAL flies?

Yes. Your credit can be used with either PAL or Air Borealis.

20. Has the airfare cost changed under the new LAAP pilot program?

Although the pricing structure has changed, the airfare cost to the traveler is similar to the previous pilot. Under the new iteration of the LAAP program, a fixed base fare is established for each eligible departure airport. The Government of Newfoundland and Labrador subsidizes 50% of the base fare. The traveller is responsible for paying the remaining 50% of the base fare plus all applicable third-party surcharges. Depending on the flight path, these surcharges may include:

- Fuel Surcharge
- Air Travellers Security Charge (ATSC)
- Airport Improvement Fee (AIF)

The surcharges may fluctuate throughout the duration of the pilot program and are not covered by the LAAP program. All traveller costs must be paid at the time of booking.