

## HOW DO I SUBMIT FEEDBACK?

All travellers are invited to submit feedback on their experience at a CBSA Port of Entry. Your feedback helps CBSA to understand their clients and improve the delivery of programs and services.

Feedback can be submitted through mail, or electronically via the CBSA website. To receive the most efficient service, CBSA encourages travellers to submit their comments via the online electronic form.

For a mailing address  
and more information on the CBSA complaints process, please  
visit [www.cbsa-asfc.gc.ca/contact/com-eng.html](http://www.cbsa-asfc.gc.ca/contact/com-eng.html).



## COVID-19 BORDER RESTRICTIONS

The Canada Border Services Agency is committed to the safety and security of Canadians. Due to the global COVID-19 pandemic, travel across the U.S.-Canada border has been greatly impacted.

Learn more about the current border measures by scanning the QR code located on the back of the pamphlet.



## CONTACT US

### CANADA BORDER SERVICES AGENCY

National Phone: 1-800-461-9999

Website: [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)

Social Media: @CanBorder

### MOHAWK COUNCIL OF AKWESASNE

Address: 101 Tewesateni Road

Akwesasne, ON K6H 0G5

Phone: 613-575-2250

Website: [www.akwesasne.ca](http://www.akwesasne.ca)

Social Media: @MCAkwesasne



## FOR MORE INFORMATION

For further information on the MCA-CBSA Domestic Lane Pilot Project, the Akwesasne Residents Remission Order, how to submit a complaint, & current border restrictions due to the COVID-19 pandemic, **scan the QR code below.**



# BORDER CROSSING GUIDE

WHAT TO KNOW ABOUT CROSSING AT THE  
CBSA PORT OF ENTRY IN CORNWALL



## BEFORE YOU CROSS

Prior to crossing at the Canada Border Services Agency (CBSA) Port of Entry (POE) in Cornwall, travellers must pass through a toll booth. This international toll bridge system is operated independently from the CBSA and managed by the Seaway International Bridge Corporation, Ltd. (SIBC).

SIBC collects tolls for those crossing the South Channel Bridge as a way to maintain this vital transportation route.

Due to the location of the toll booth, Akwesasronon are entitled to free passage across the bridge system. Community members can acquire a bridge pass at the Mohawk Council of Akwesasne's Office of Vital Statistics. OVS can be contacted at 613-575-2250 ext. 1013 or [ovsclerk@akwesasne.ca](mailto:ovsclerk@akwesasne.ca).

## HOW DO I CROSS?

Because of the location of CBSA's POE in Cornwall, domestic and international travellers must present themselves at the POE. Once you pass through the toll booth, you can then proceed to any open lane at the POE and wait your turn.

**Domestic** travellers arrive/return from Kawehno:ke (Cornwall Island) and can use the domestic lane.

Learn more about MCA & CBSA's Domestic Lane Pilot Project by scanning the QR code located in the back of the pamphlet.

**International** travellers arrive from or must travel through the United States, including travellers from Kana:takon (St. Regis, QC) and Tsi Snaihne (Snye, QC).

In preparation for crossing, please have all required identification and travel documents prepared. A Border Services Officer (BSO) will ask travellers where they are arriving from; additional questions may vary between domestic & international travellers.



## WHAT DO I DECLARE?

When arriving or returning to Canada you must, by Canadian law, report to a BSO, answer all questions truthfully, and accurately report your goods.

In accordance with the Akwesasne Residents Remission Order, Akwesasronon have the right to bring personal goods into Canada from the U.S. without having to pay duty or custom tariffs. This Remission Order only applies to the Cornwall Port of Entry, not to any other CBSA crossing or point of entry.

Learn more about the Remission Order by scanning the QR code located on the back of the pamphlet.

For more information on making declarations when returning to Canada, please visit [www.cbsa-asfc.gc.ca/travel-voyage/declare-eng.html](http://www.cbsa-asfc.gc.ca/travel-voyage/declare-eng.html).

Visitors to Canada can find more information on declaring their goods at [www.cbsa-asfc.gc.ca/travel-voyage/ivc-rnc-eng.html](http://www.cbsa-asfc.gc.ca/travel-voyage/ivc-rnc-eng.html).

## WHAT IDENTIFICATION IS ACCEPTED?

You must carry identification for yourself and any children travelling with you. This is to help confirm your legal right or authorization to enter Canada when you arrive.

### MOHAWKS OF AKWESASNE

Accepted identification for Akwesasronon includes Canadian or U.S. passport, a Canadian or U.S. birth certificate (*in addition to photo ID*), NEXUS card, a Secure Certificate of Indian Status, a Certificate of Indian Status (from the Mohawk Council of Akwesasne), or a tribal ID card (from the Saint Regis Mohawk Tribe).



### CANADIAN CITIZENS

Accepted identification includes a Canadian passport, a Canadian birth certificate (*in addition to photo ID*), a citizenship card, NEXUS card, FAST card, a Secure Certificate of Indian Status, or a Certificate of Indian Status (from the Mohawk Council of Akwesasne).

### U.S. CITIZENS

If you are a U.S. citizen or permanent resident, you must carry proof of citizenship such as a passport, birth certificate (*in addition to photo ID*), a certificate of citizenship or naturalization, a U.S. Permanent Resident Card, or a tribal enrolment/identification card. Cards for trusted travellers programs, like NEXUS and FAST, will also be accepted.

