

## ITINERARY / RECEIPT - NOT VALID FOR TRAVEL

Thank you for choosing  
**VIA Rail Canada.**



BOOKING CONFIRMATION: **ETP923**

**YI-CHINTSENG**

**IMPORTANT** - AN E-BOARDING PASS HAS BEEN ISSUED FOR EACH SEGMENT OF THIS TRIP AND HAS BEEN SENT IN A SEPARATE E-MAIL. Please bring all e-boarding passes on your trip and review this confirmation carefully as it includes some important information about travelling with us.

**Customers with special service requests**

VIA suggests that all customers with special service requests arrive at VIA stations early for safe and timely access to the correct platform. Please validate VIA station hours as some stations open 30 minutes prior to scheduled train time.

**ITINERARY # 1**

**TRAIN 73** | [info](#)

From:  
**TORONTO UNION STATION**  
**Mon. Aug 7, 2023**

Departure: **11:30**

To:  
**LONDON**  
**Mon. Aug 7, 2023**

Arrival: **13:38**

Class: **Economy**

Remarks: Operated by: VIA Rail Canada.

**Identification**

Please make sure you always have a valid photo ID that exactly matches the name on your ticket and the photo on the ID looks like you. A VIA Rail staff member will ask you for it when boarding or on board, for all passengers who appear to be 12 years of age or older.

[Online train ticket purchase and booking](#)

**RECEIPT**

**FARE INFORMATION**

Yi-Chin Tseng (Adult) \$65.00

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**FARE:** \$65.00      **G.S.T/H.S.T.:** \$8.45      **P.S.T.:** \$0.00      **TOTAL:** \$73.45

**TAX INFORMATION**

Taxable fare: \$65.00

G.S.T/H.S.T. number: 105521785RT001

**PAYMENT 4537\*\*\*\*\*7023 - Authorization number: 406414**

**TRANSACTION DATE: 07/12/2023**

ITINERARY	FARE PLAN	REFUND/EXCHANGE CONDITIONS
Yi-Chin Tseng (Adult)		
TORONTO UNION STATION / LONDON	ECONOMY	<p><u>Before Departure</u> : Exchangeable and refundable less a <b>\$20.00</b> plus applicable tax(es) service charge. A fare difference may apply in case of exchange.</p> <p><u>After Departure</u> : <b>Non-exchangeable and non-refundable.</b></p>
BAGGAGE ALLOWANCE*		
<p><b>Carry-on baggage</b></p> <p>1 PERSONAL ITEM Max. 11.5 kg (25lb.) Max. 43 x 15 x 33 cm (17 x 6 x 13 in.)</p> <p>AND</p> <p>1 LARGE ITEM Max. 23 kg (50lb.) Max. 158 linear cm (62 li. in.) OR 2 SMALL ITEMS Max. 11.5 kg (25 lb.) each Max. 54.5 x 39.5 x 23 cm (21.5 x 15.5 x 9 in.) each</p> <p>OVERWEIGHT ITEM(S): Items over 23kg (50lb.) are NOT permitted on board.</p> <p>ADDITIONAL CARRY-ON ITEM: 1 item allowed Max 23 kg (50lb.) \$40 (tax included) per direction.</p> <p>YOUTHS (12-25): 1 PERSONAL ITEM Max. 11.5 kg (25lb.) / Max. 43 x 15 x 33 cm (17 x 6 x 13 in.) AND 2 LARGE ITEMS Max. 23 kg (50 lb.) each / Max. 158 linear cm (62 li. in.) each.</p>		
<p><b>Checked baggage</b></p> <p>No checked baggage or bike service is available on this train. Please comply with the carry-on baggage policy.</p> <p>*VIA reserves the right to weigh any and all baggage which may result in applicable allowance fees, as you may be subject to excess charges.</p>		
CONDITIONS OF CONTRACT		
<ol style="list-style-type: none"> <li>1. Your rail ticket is not transferable and is valid only for travel on the train(s) and date(s) shown.</li> <li>2. For any modification or cancellation, please change or cancel your reservation online as soon as possible prior to the scheduled departure of your train (<b>subject to the conditions of your fare plan.</b>)</li> <li>3. For operational reasons, VIA Rail reserves the right to restrict platform access five (5) minutes before your scheduled departure.</li> <li>4. Times shown are not guaranteed. If necessary, VIA Rail may cancel a train or substitute alternate transportation without notice.</li> <li>5. To ensure all passengers' safety, VIA Rail reserves the right to inspect all baggage.</li> <li>6. You are responsible at all times for your carry-on baggage. VIA Rail assumes a limited liability for loss or damage to checked baggage. Ask VIA Rail personnel for more details.</li> </ol>		
NOTICE OF LIABILITY LIMITATION FOR DELAYS AND CANCELLED TRAINS		
<p>Although VIA Rail will use all reasonable efforts to carry the passenger and its property in accordance with the contract of carriage, timetables, schedules and other representations</p>		

regarding trip time are approximate and provided for information purposes only. Times shown in timetables or elsewhere do not bind VIA Rail and form no part of the contract of carriage.

Schedules are subject to change without notice. VIA Rail may cancel a train or substitute alternate transportation without notice.

VIA Rail specifically disclaims liability for any inconvenience, expense, or damages, lost profits, loss business or otherwise, resulting from errors in its timetables, schedules and other representations regarding timing or resulting from delayed or cancelled trains either caused by the fault of VIA Rail, third parties, passengers or by unforeseen circumstances. No responsibility for damages caused by delays, cancellations or alternate transportation substitution, such as damages resulting from passenger's purpose of travel or personal schedule at arrival, will be assumed by VIA Rail.

### VIA RAIL GIFT CARDS

The VIA Rail gift card is reloadable and may be used to purchase VIA Rail Canada services and products at staffed stations and on-board trains. VIA Rail Canada is not responsible if your card is lost, stolen, or destroyed, or if the card balance is used without your permission. The card is not refundable, except where required by law. Purchases made with this card are subject to the applicable refund policy; any amount refunded will be applied to the card.

To consult the remaining balance, or for additional information, consult our website at [www.viarail.ca/en/giftcard](http://www.viarail.ca/en/giftcard).

### Other Useful Information (links)

- [Seat Assignment in Economy Class](#)
- [VIA's baggage policy](#)
- [VIA Terms and Conditions](#)

### Customer Support

- For assistance or queries regarding your train booking, please contact VIA Rail for help at [service@viarail.ca](mailto:service@viarail.ca)

### How to modify a booking online?

- You can modify your booking online if you have not yet exchanged this booking confirmation for a paper ticket.
- Go to [reservia.viarail.ca/changebooking/requestchange.aspx?l=en](http://reservia.viarail.ca/changebooking/requestchange.aspx?l=en)
- Follow the instructions
- [Ticket Exchange Conditions](#)

### Risk Free Booking

- Fully refundable prior to paper ticket issuance if cancelled **online** within **24 hours** of **initial booking** and **before scheduled train departure**, whichever comes first.

### How to cancel a booking online?

- You can cancel your booking online if you have not yet exchanged this booking confirmation for a paper ticket.
- Go to [reservia.viarail.ca/cancellation/request.aspx?l=en](http://reservia.viarail.ca/cancellation/request.aspx?l=en)
- Follow the instructions

### How to get a refund if paper tickets have already been issued?

- Call **1 888 VIA-RAIL (842-7245)** to cancel your booking
- Then go to a VIA station with your unused ticket (including the "Receipt" portion) and the credit card used to purchase your ticket, to obtain your refund.