

ITINERARY / RECEIPT - NOT VALID FOR TRAVEL

Thank you for choosing
VIA Rail Canada.



BOOKING CONFIRMATION: **IVR287**

JEFFREY ZHAO

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.

**ALL THAT YOU LOVE ABOUT
VIA RAIL IN ONE APP**
Book, customize and stay up-to-date.



ITINERARY # 1

TRAIN 87 | [info](#)

From: **TORONTO UNION STATION** Mon. May
9, 2016

Departure: **17:40 PM**

To: **KITCHENER** Mon. May 9, 2016

Arrival: **19:18 PM**

Class: **Economy**



You can be notified of the VIA train status, service disruption or delay regarding a specific train by email or SMS (text message). **Sign up now for the Train-Alert Service.**

Remarks: Operated by: VIA Rail Canada.

RECEIPT

FARE INFORMATION

Jeffrey Zhao (Youth) \$39.55

FARE: \$35.00 **G.S.T/H.S.T.:** \$4.55 **P.S.T.:** \$0.00 **TOTAL:** \$39.55

TAX INFORMATION

Taxable fare: \$35.00
G.S.T/H.S.T. number: 105521785RT001

PAYMENT 5415*****7418 - AUTHORIZATION # 03630Z

TRANSACTION DATE: 05/02/2016

ITINERARY	FARE PLAN	REFUND/EXCHANGE CONDITIONS
TORONTO UNION STATION / KITCHENER	ECONOMY	Before Departure : Exchangeable and refundable less a \$20.00 plus applicable tax(es) service charge. A fare difference may apply in case of exchange. After Departure : Non-exchangeable and non-refundable.
BAGGAGE ALLOWANCE*		

Carry-on baggage

One (1) personal article of up to 11.5 kg (25 lb.) / 43 x 15 x 33 cm (17 x 6 x 13 in.)

AND

One (1) large article of up to 23 kg (50 lb.) / 158 linear cm (62 linear in.)

OR

Two (2) small articles of up to 11.5 kg (25 lb.) / 54.5 x 39.5 x 23 cm (21.5 x 15.5 x 9 in.) each. Additional fee of \$20 tax incl. (per one-way trip) if baggage is 12-23 kg (26-50 lb.)

OVERWEIGHT CARRY-ON BAGGAGE:

Carry-on baggage over 23 kg (50 lb.) is not permitted on board.

ADDITIONAL CARRY-ON ITEM(S) ALLOWED:

One (1) additional article of up to 23 kg (50 lb.) for a fee of \$30 tax incl. (per one-way trip).

Checked baggage

No checked baggage.

*VIA Rail reserves the right to weigh, strictly enforce baggage allowances and collect excess baggage charges.

CONDITIONS OF CONTRACT

1. Your rail ticket is not transferable and is valid only for travel on the train(s) and date(s) shown.
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 (**subject to the conditions of your fare plan.**)
3. For operational reasons, VIA Rail reserves the right to restrict platform access five (5) minutes before your scheduled departure.
4. Times shown are not guaranteed. If necessary, VIA Rail may cancel a train or substitute alternate transportation without notice.
5. To ensure all passengers' safety, VIA Rail reserves the right to inspect all baggage.
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.

NOTICE OF LIABILITY LIMITATION FOR DELAYS AND CANCELLED TRAINS

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 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.

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

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
- 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
- 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.