

From: VIA Rail Canada <service@viarail.ca>

Date: March 7, 2019 at 2:31:19 AM EST

Subject: VIA Rail Itinerary & Receipt | Mar 11, 2019 - Booking Ref: TPW034

ITINERARY / RECEIPT - NOT VALID FOR TRAVEL

Thank you for choosing
VIA Rail Canada .

BOOKING CONFIRMATION: **TPW034**

BRIGID ROWAN

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 26 | [info](#)

From: **OTTAWA** Mon. Mar 11, 2019 Departure: **14:20**

To: **MONTREAL** Mon. Mar 11, 2019 Arrival: **16:15**

Class: **Economy - Escape fare**

Remarks: Operated by: VIA Rail Canada.

ITINERARY # 2

TRAIN 635 | [info](#)

From: **MONTREAL** Fri. Mar 15, 2019 Departure: **14:20**

To: **OTTAWA** Fri. Mar 15, 2019 Arrival: **16:14**

Class: **Economy - Escape fare**

Remarks: Operated by: VIA Rail Canada.

RECEIPT

FARE INFORMATION

BRIGID ROWAN (Adult)				\$129.95
FARE: \$115.00	G.S.T/H.S.T.: \$14.95	P.S.T.: \$0.00	TOTAL:	\$129.95

TAX INFORMATION

Taxable fare: \$115.00
G.S.T/H.S.T. number: 105521785RT001

PAYMENT 4500*****6902 - AUTHORIZATION # 03274I

TRANSACTION DATE: 03/07/2019

ITINERARY FARE PLAN REFUND/EXCHANGE CONDITIONS

BRIGID ROWAN (Adult)

Before Departure : Non-refundable but exchangeable

OTTAWA / MONTREAL	ESCAPE	less a service charge of \$30.50 plus tax(es) and any applicable fare difference. After Departure : Non-exchangeable and non-refundable.
MONTREAL / OTTAWA	ESCAPE	Before Departure : Non-refundable but exchangeable less a service charge of \$27.00 plus tax(es) and any applicable fare difference. After Departure : Non-exchangeable and non-refundable.

BAGGAGE ALLOWANCE*

Carry-on baggage

1 PERSONAL ITEM
Max. 11.5 kg (25lb.)
Max. 43 x 15 x 33 cm (17 x 6 x 13 in.)

AND

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

OVERWEIGHT ITEM(S): Items over 23kg (50lb.) are NOT permitted on board.

ADDITIONAL CARRY-ON ITEM: 1 item allowed Max 23 kg (50lb.) \$40 (tax included) per direction.

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.

Checked baggage

No checked baggage service is available on this train. Please comply with the carry-on baggage policy.

*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.

CONDITIONS OF CONTRACT

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

Seat Assignment

SEAT ASSIGNMENT

Seats are automatically assigned when purchasing tickets, but can be changed by calling the VIA Customer Centre at 1-888-842-7245 or by emailing service@viarail.ca. Please note that seat assignment is not available on all trains, and is subject to change without notice due to equipment changes or other operational issues.

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.