



Passenger and Parcel Express Tariff 41

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Rules and Regulations Governing the  
Transportation of Passengers and Parcels

October 1, 2014  
Passenger Services

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## Route Numbers SECTION A

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Route	Routing	Route Number.
NORTH BAY - HEARST	via Cochrane	1
NORTH BAY - TIMMINS	via Matheson	3
TIMMINS - HEARST	via Cochrane	5
TIMMINS - SUDBURY	via Gogama	10
NORTH BAY - TORONTO	via Gravenhurst	97
SUDBURY – TORONTO	via Parry Sound	47
HEARST – TORONTO	North Bay or Sudbury	48

NOTE: When two or more routes are operated along the same highway for a portion of the trip, drivers will honour open tickets showing either route.

Exception: Passengers holding an online ticket must use the selected route and trip as indicated on the online ticket.

# Rules and Regulations

## SECTION B

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### 1. APPLICATION OF FARES

Except as otherwise specifically provided herein, the Rules, Regulations and Rates published in this section apply to the transportation of passengers, and transportation, storage or parcel checking of baggage, in connection with transportation sold over Ontario Northland lines.

#### A. General Application

1. Fares published herein are One-Way Fares shown in dollars and cents, and are payable in Canadian Funds or the equivalent thereof.
2. When a through fare is not published, one may be constructed by adding together the fares for each segment on the route operated.
3. Fares to or from intermediate points not specifically shown herein will be the same as the fare to or from the next more distant point.
4. Non-ticketed passengers boarding coach at non-agency points must pay cash fare to destination, such fare not to exceed the regular tariff fare between the last station and destination.
5. For passengers over-riding the stop limit applicable to origin or destination shown on ticket, an additional collection will be made of the difference between the one-way fare between points shown on ticket and the one-way fare between the points of actual transportation. A one-way punch type ticket must be issued for the difference.
6. Excursion and Special rates of fare other than regular rates will be effective as published in Bulletins or Supplements to this tariff from time to time.

#### B. Children's Fares

1. Children aged 2 to 11- Children, who have not yet reached their twelfth (12) birthday, will be charged one-half (1/2) of the one-way fare applicable to adults, increased when necessary to end in "0" or "5".
2. Children aged 12 and older - Children, twelve years and over, will be charged the fare applicable to adult or student passengers.
3. Children under the age of 2 - One child, (less than 2 years of age), when accompanied by an adult or other passenger at least 15 years of age and when not occupying a seat to the exclusion of another passenger, will be carried free. For the minimum one-way child fare please reference Fares Table in Section D.

Children travelling alone: See Rule 9 UNACCOMPANIED MINORS

Note: All fares exclude HST.

**C. Regular Round-Trip Fares**

Adult and child regular round-trip fares will be two (2) times the applicable one-way fare.

**D. Minimum Fares**

Minimum fares will apply to all regular and discounted fares.

## **2. LIMIT OF TICKETS**

Tickets are not transferable. The following limits will apply unless otherwise specifically provided:

- A. Regular Open-Ended Tickets - All open-ended tickets (no specific travel date chosen) are good for one year from original date of sale.
- B. Excursion Tickets - Limits set out in company bulletins.
- C. Online Tickets - Online tickets expire on date and time of reserved travel.
- D. Reserved Tickets –Reserved tickets expire on date and time of reserved travel.

## **3. ONLINE TICKETS**

Online tickets are available for travelling at a specific date and time. Passengers travelling with an online ticket are required to abide by all rules outlined in this tariff.

**A. Schedule Restrictions**

Online tickets are date and time specific and are valid for the travel schedule selected at time of purchase only. In the event that Ontario Northland cancels a schedule, passengers can make arrangements to travel on a future schedule at no extra charge.

**B. Ticket Refunds**

Online tickets are non-refundable and non-transferable.

Online tickets may be exchanged for a new date and time, provided Ontario Northland is notified of such change prior to original scheduled travel date and time. Exchanges are subject to a 15% administration fee, based on the original fare paid.

Changes to online tickets after the original date and time will not be permitted.

If a passenger misses a schedule, they are required to purchase a new ticket in order to travel.

**C. Available Fare Types**

The following fare types will be available for purchase:

- Regular Adult Fare
- Regular Student Fare
- Regular Senior Fare
- Child Half Fare

#### **D. Travel Requirements**

Each passenger travelling must produce a valid printed online ticket, presented to the driver when boarding.

Passengers must produce one piece of valid government issued photo ID when boarding. The name on the ticket must match the name on the ID.

## **4. PREPAID SERVICE ORDERS**

Ontario Northland offers tickets to be purchased for a traveller at another location. This ticket is transferred from one bus station to the other, under the following criteria:

1. The buyer pays a non-refundable service charge at time of purchase, regardless of number of tickets purchased (\$10.00 CAD).
2. The station or agency must be open for the ticket to be picked up (a PSO receipt will not be accepted as a ticket).
3. Buyer and recipient should allow a minimum of four hours from time of purchase to departure time to complete the transaction.
4. Appropriate photo identification or a password is required to pick up the ticket.
5. Only the purchaser may cancel the ticket or apply for a refund.
6. When purchased in person, the purchaser may also send with the ticket a cash advance up to one-half of the ticket price (cash advance not to exceed \$25 CDN).

## **5. REFUNDS**

- A. Refundable tickets are subject to a 15% refund fee. Tickets sold under this tariff will be redeemed to the original purchaser at fare paid when no portion of the trip is made, and at the difference between the fare paid and the published fare between points used, if the trip is discontinued and not completed.
- B. On presentation of the unused portion of a refundable ticket, at the Agency of issue, the passenger will be provided with a cash refund or a credit/debit card credit, when the Agent

completes a Form 1621-99, receiving a signature from the customer. A 15% refund fee will apply.

- C. Online tickets are non-refundable.
- D. All other requests for refunds shall be forwarded to:

Ontario Northland Transportation Commission  
555 Oak Street East  
North Bay, ON P1B 8L3  
Attention: Passenger Care

- E. Ontario Northland will not refund any paper ticket issued by other carriers.

## **6. AGENTS DUTIES**

Agents can in no case deviate from the tariff rates, sale dates, limits and the rules and regulations shown herein. Agents must abide by the terms contained in their agency agreement with the Commission, unless superseded by Company bulletin. Only authorized Ontario Northland employees may override when conditions require special arrangements.

## **7. LOST OR STOLEN TICKETS**

Ontario Northland will not be responsible to patrons for lost or stolen tickets. They will not be replaced, refunded or redeemed.

## **8. DISPUTES**

In the event of any dispute over tickets or fares, passengers should pay the fare, take receipt and forward refund request to:

Ontario Northland Transportation Commission  
555 Oak Street East  
North Bay, ON P1B 8L3  
Attention: Passenger Care

## **9. UNACCOMPANIED MINORS**

Children age eight to twelve (8-12) inclusive may travel unaccompanied on Ontario Northland motor coach services.

The student fare will apply to the unaccompanied child travelling (child fare will not apply).

Unaccompanied Minor service is available by reservation only. Unaccompanied children must be registered and have trip booked 12 hours prior to departure. Unaccompanied Minor tickets cannot be purchased online.

Other restrictions apply. Parent/Guardian must speak with an Ontario Northland representative by phoning 1.800.461.8558 prior to unaccompanied minor's travel.

## **10. SENIOR FARES – 15% DISCOUNT**

Senior discount is offered to persons 60 years of age and over; passenger must produce acceptable proof of age. Discount applies any day of the week and is not to be combined with any other discount. Tickets must be endorsed Senior Discount. The reduced charge must not be less than the minimum adult fare.

## **11. STUDENT FARES – 15% DISCOUNT**

Student discount is applicable to all passengers in possession of a valid Student Identification Card. All students under the jurisdiction of Ministry of Education and any other institution of learning are eligible. Discount applies any day of the week. Tickets must be endorsed Student Discount. The reduced charge must not be less than the minimum adult fare.

If student does not possess a Student Identification Card, they may show their enrollment form or schedule of classes. Any documentation provided must verify current enrollment.

## **12. MEDICAL DISCOUNT**

Passengers required to travel for physician prescribed medical care, may be eligible to receive a medical discount from Ontario Northland's published fares.

### **A. Restrictions:**

The following restrictions apply:

1. An original doctor's certificate (photocopies not acceptable) or a Northern Health Travel Grant must be surrendered stating that the person is required to travel for medical purposes.
2. Transportation costs may not be reimbursed by various charitable organizations.

### **B. Fares:**

#### **1. Adult, Senior and Student Medical Fares:**

15% discount off the regular adult fare will apply for an adult, senior or student travelling for medical purposes.



## 2. Children's Medical Fare:

Children between 2-11 years of age - Child requiring medical treatment is eligible for the child's fare (50% off the regular adult fare).

One accompanying adult member is eligible to receive a 15% discount off the regular adult fare.

Children who have not yet reached the age of 2- One child under two years of age and not occupying a seat will travel free. One accompanying adult member is eligible for a 15% discount off the regular adult fare.

## 13. MILITARY DISCOUNT

Military discount is applicable to all passengers and eligible dependents in possession of a valid identification card of the Canadian Forces or other reasonable evidence of DND affiliation.

Discount applies any day of the week. Tickets must be endorsed Military Discount. The reduced charge must not be less than the minimum adult fare.

## 14. COMPASSIONATE FARES – 15% DISCOUNT

Passenger must be travelling to/from the funeral of an immediate\* family member. The reduced charge must not be less than the minimum adult fare.

Discount available only after travel has been completed. The ticket receipt and copy of the death certificate are to be submitted to:

Ontario Northland Transportation Commission  
Attention: Passenger Care  
555 Oak Street E., North Bay, ON P1B 8L3

Discount is applicable to regular adult fares only. Compassionate Discounts will not be applied towards excursion or discounted fares.

\*Immediate family members defined as follows:

- spouse (including common-law)
- child (adopted/step/grand/great grand)
- parent (step/grand/great grand/legal in-law)
- daughter/son/father/mother-in-law
- brother/sister - half/in-law/step
- aunt - uncle/niece - nephew
- legal guardian and spouse/with proof of judgment

## 15. FAMILY PLAN FARES

Must travel as a group with a minimum of two (2) members and at least one of these is a child.

A minimum of 1 ½ charge (1 adult and 1 child) is required for the family plan to apply.

Examples:

- One adult (parent/legal guardian) and one child (2-11) would receive 15% off both the one-way adult and child fare.
- A senior and one child (2-11) would not be eligible unless the senior was a parent or legal guardian of the child.
- If a senior is the legal guardian of the child (age 2-11), the senior would receive 15% off the one-way adult fare (not the senior fare) and the child would receive 15% off the one-way child fare. The senior does not receive the family plan discount off the senior fare. If the dependent is between the ages of 12-21, the dependent and the parent/legal guardian would both receive 15% off the one-way adult fare.

## 16. PASSENGERS WITH A DISABILITY

The Attendant Program for Visually Impaired and Disabled Persons allows accompaniment by an adult attendant or a service animal at no additional charge, subject to the eligibility criteria outlined herein.

### A. Conditions of Sale

1. The visually impaired or disabled person and the adult attendant must travel together on separate tickets issued in conjunction at the tariff rate.
2. Visually impaired, hearing impaired, or otherwise disabled person requiring a service animal paying a standard fare (regular fare) may be accompanied by a service animal for no extra charge. Such service animal must be properly harnessed and must remain at the feet of its master.

Note: A "service animal" is an animal that is required by a person with disability for assistance if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability;
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

### B. Eligibility Criteria

## 1. Attendant Program for Visually Impaired Persons

- a. Visually impaired passengers may travel with either an adult attendant or a service animal/guide dog when they present a letter from a certified optometrist/ophthalmologist or a valid CNIB (Canadian National Institute for the Blind) card.
- b. Owners of a service animal/seeing-eye dog must provide documentation to verify their animal/dog is properly trained.
- c. A free adult attendant fare will not be issued to visually impaired persons accompanied by a Trained Dog/Service Animal, acting as a guide.

## 2. Attendant Program for Disabled Persons

Disabled persons may be accompanied by either an adult attendant (at no extra charge) or a service animal in the following circumstances:

- a. The person with the disability must present a certificate issued by a recognized association or institution for persons with disabilities or a recent letter dated within the last 9 months and signed by a physician. To be valid, the letter must state the person is permanently disabled and cannot travel alone.
- b. The individual cannot board or alight from a motor coach without physical assistance.
- c. The individual cannot sit down or stand-up with dignity, without physical assistance.
- d. The individual cannot physically tend to himself/herself without physical assistance in the self-areas of eating, personal hygiene and washroom facilities.

## C. Fares

### 1. *Adult/Senior/Student Fares*

Passenger with the disability will pay the applicable fare (adult, senior, student), via the route travelled, and the adult attendant travels at no charge.

2. *Children Fares* – Child with the disability pays the child fare and the adult attendant pays the applicable fare (adult, senior, or student fare). **NOTE:** In cases where a child cannot travel alone, an attendant fare (i.e. no charge) is not allowed. For examples, children under the age of 12 are not entitled to travel alone according to our Unaccompanied Minor Policy (see Rule 9).

## D. Reservations for Transportation

Reservations are required 48 hours prior to departure for passengers requiring travel on wheelchair accessible coaches. Ontario Northland Motor Coach Dispatch must be contacted and arrangements confirmed.

## 17. CLAIMS

Ontario Northland Transportation Commission will not be held liable for delays due to accidents, breakdowns, adverse road conditions, snow storms or other conditions beyond its control, and does not guarantee to arrive at or depart from any point at a specific time. The time of arrival at and departure from any point shown in its published time schedules is the schedule it endeavours to maintain, but same is not guaranteed.

All claims for damages of whatever character must be filed in writing within twenty-four (24) hours at the nearest office or agency of the Commission.

## 18. RIGHTS RESERVED

- A. Ontario Northland Transportation Commission reserves the right to refuse transportation to any and all persons having in their possession, explosives or combustible material or articles or substances of an objectionable nature.
- B. We reserve the full control and discretion as to seating of passengers and the right to change such seating should it be deemed necessary at any time during the trip, provided that seating arrangements be made without regard to race, colour, creed or national origin.
- C. We shall not be liable to any person using a ticket who is not the original purchaser, thereof or not lawfully entitled to same.
- D. Coaches are required to make stops only as provided by the regular tariff or schedules, unless otherwise instructed.
- E. We reserve the right, whenever the operation requires, in transferring passengers from one coach to another en route.
- F. Immediate transportation is not guaranteed, but is subject to limitations of seating capacity due to conditions beyond immediate control, and should there be for this reason, on any schedule, insufficient seating capacity, then we reserve the right to send passengers forward on the earliest possible coach.
- G. Ontario Northland will not be responsible to holders of free passes for personal injuries or damage to or loss of property. Passengers travelling on free passes will assume all risks.

## 19. PASSENGER SEARCH

As a condition of carriage, ONTC reserves the right:

- 1. To conduct a search of all passengers, baggage, and cargo for any substance, material, or article of a kind or quality that is likely to be disagreeable to or dangerous to passengers or is likely to expose passengers or baggage to risk, loss or damage;

2. To refuse to accept for transportation any such substance, material, or article; or
3. To require any such substance, material, or article to be placed in the lower baggage compartment as a condition of transport.

No person is obligated to permit a search of their person, baggage, or cargo to be carried out if they choose not to board or have their baggage or cargo placed on the bus.

## **20. OBJECTIONABLE PERSONS**

Ontario Northland Transportation Commission reserves the right to refuse to transport a person:

1. under the influence of alcohol or drugs;
2. whose conduct or behavior is objectionable to other passengers or prospective passengers;
3. who is incapable of caring for himself or herself, unless travelling with an adult attendant (see the Exception, below);
4. who refuses to comply with any lawful rule or regulation of ONTC.

Objectionable persons may be removed from the bus at any usual stopping place or at such other places as the driver may select.

In the event of such removal, the liability of ONTC shall not exceed the amount of the excess fare paid by the passenger.

At the driver's discretion, persons who have consumed any amount of alcohol or illegal substances may be refused travel privileges.

**EXCEPTION:** A person who is ill or physically handicapped to a degree of being incapable of taking care of himself or herself and/or being unable to board or disembark from the coach without assistance, will be transported only when he or she is accompanied by an adult attendant (see Rule No.15). The adult attendant accompanying such passenger must be capable of aiding such passenger on and off the bus without additional assistance. In such cases, where a ticket has been purchased, same will be refunded as provided under the heading of "Refunds" (Rule No. 4).

## **21. ANIMALS**

Dogs, cats, birds or other animals will NOT be carried, except as provided in Paragraph (2) hereof;

Visually impaired, hearing impaired or otherwise disabled persons requiring a service animal may be accompanied by a service animal for no extra charge. Such service animal must be properly harnessed and must lie or stand at the feet of its master.

NOTE: A “service animal” is an animal that is required by a person with a disability for assistance and is certified, in writing, as having been trained to assist a person with a disability by a professional service animal institution.

## **22. BAGGAGE ALLOWANCE**

### **A. Quantity**

1. Subject to limitations shown below 100 pounds (40 kg) total of baggage (limit two pieces) may be checked or carried for each adult passenger and 50 pounds (23 kg) (limit two pieces) for each child travelling on a half fare ticket.
2. Two additional pieces of baggage will be permitted at a charge of \$5.00 including HST for each additional piece. Any more than two additional pieces will be charged for at BPX rates on the excess weight. The additional baggage is not to exceed 50 pounds each.
3. One piece of carry-on baggage is permitted for each passenger ticket. Size not to exceed the dimensions of 9 inches (23 cm) height, by 16 inches (40.5 cm) width, by 20 inches (70.5 cm) depth and must not weigh more than 15 pounds (7 kg). The carry on should be placed in the overhead bins or under the passenger's seat.

### **B. Size Limitation**

No package will be accepted that is larger overall than 24 inches (61 cm) in depth, 24 inches (64 cm) in width and 45 inches (114 cm) in length (except snowboards, skis and ski poles).

### **C. Weight Allowance**

1. No single piece will be accepted weighing in excess of 50 pounds (23 kg).
2. No allowance will be made on borrowed tickets or tickets for two or more persons (excepting members of the same family) unless passengers can satisfy the Commission that they are joint owners of the baggage.
3. Holders of free passes assume all risk of damage to or loss of property.

### **D. Bicycles**

Bicycles are permitted to be checked as baggage under the following conditions:

1. Checked bikes will be charged a flat rate of \$20 (plus HST) one-way. This does not include the cost of the bike box.
2. Owner must dismantle and place bike in cardboard or other substantial carrying case (bags are not permitted).
3. Owner must have bike dismantled, boxed and ready to be checked on the bus for departure time. Bus Operators will not be required to wait for the bike owner to dismantle and box the bike.

4. Bikes will only be carried at owner's risk.
5. In the event of loss, bike liability is \$100.00 dollars per adult ticket and \$50.00 dollars per each child travelling on a half fare ticket. If additional insurance is requested, the bike must be shipped as Bus Parcel Express and freight charges will be applied; no exceptions.
6. Bike boxes may be purchased in advance, for a fee, at select terminals.
7. Bike charges are valid on Ontario Northland routes only.

## **23. AUTHORITY FOR TRANSPORTATION OF BAGGAGE**

- A. Baggage Identification Tags will be issued for articles authorized herein upon presentation of valid transportation, only when the owner of the property is also in possession of a transportation ticket, and is a bona-fide passenger over the same route.
- B. Baggage must not be carried on borrowed tickets or for two persons or more, jointly (except members of the same family) unless passengers can prove to the satisfaction of the Agent that they own the baggage jointly.

## **24. MARKING BAGGAGE**

- A. All baggage and property carried baggage in the regular baggage compartment of Commission coaches must be plainly marked with name, address and destination of owner. Baggage Identification Tags are available upon request at main terminals and agencies.
- B. Passengers must claim baggage immediately upon arrival at destination.
- C. Baggage not claimed within 31 days will be turned over to the Commission's Lost and Found Department and if unclaimed for 90 days, may be disposed of or sold at public auction.
- D. Baggage without proper identification will be transported at owner's risk only.
- E. Ontario Northland Motor Coach Services and/or its employees will not be held responsible for items taken inside the coach by passenger.

## **25. BAGGAGE CLAIMS AND LIABILITY**

- A. No claim in respect to loss or damage of baggage etc. will be considered unless notice in writing is received by the Company within thirty (30) days after the date of acceptance by the Company for transportation.

- B. The liability of the Commission for loss, destruction or damage to property shall cease if and when such property is delivered to any other carrier. All claims in respect to baggage should be addressed to:

Ontario Northland Transportation Commission  
555 Oak St. East  
North Bay, ON P1B 8L3  
Attention: Passenger Care

- C. Baggage liability in the event of loss or damage is \$100.00 per adult ticket and \$50.00 per each child travelling on a half fare ticket. Baggage liability may be increased to a maximum of \$1,000.00 with the purchase of additional insurance of \$3.00 for each additional \$100.00 of declared worth.
- D. Baggage or property remaining unclaimed for 31 days after storage charges have commenced will be forwarded to the lockup at The Station - North Bay, and if same remains unclaimed for a period of 90 days, it will be disposed of.
- E. Ontario Northland and/or its employees will not be held responsible for items taken inside the coach by passenger.

## **26. LOST LOCKER KEYS OR PARCEL CLAIM CHECKS**

If a passenger loses a key for baggage, property, etc., stored on the Commission's premises and can prove ownership of same by accurately describing the contents, it may be delivered after thorough identification of the person making claim, and upon obtaining receipt for same.

The claimant must leave his name and address and the agent will make a written report in detail, in all such cases. Payment for lost locker key must be made before articles will be released.

## **27. SEASONAL OPERATION**

Operations via some routes and to some destinations are seasonal in character and are subject to road and weather conditions.

The company reserves the right to issue or honour tickets only during the season that service is operated.

## **28. SMOKING**

Smoking is prohibited on all motor coaches.



**29. BUS FARES**

Document can be viewed at the following link:

Please refer to [www.ontarionorthland.ca](http://www.ontarionorthland.ca) for current fares

**30. LOCAL BUS PARCEL EXPRESS FARES**

Please refer to [www.ontarionorthland.ca](http://www.ontarionorthland.ca) for current express rates.