

### Online Ticket Refunds

Ontario Northland will refund eligible online tickets under the following conditions:

- **Online ticket refund form** is received by Ontario Northland a minimum of 24 hours prior to your scheduled departure time. If received after scheduled date of travel, the refund will not be processed.
- All requested information on the form must be completed.
- Ontario Northland requires a valid phone number – we will call you to process the refund to your credit card.
- All refunds are subject to a 15% refund fee.
- Ontario Northland representative will contact you within 3 business days.

Tickets purchased at a station or agency cannot be refunded via this form. Please visit your nearest Ontario Northland Station or Agency to refund eligible tickets (prior to your scheduled date of travel). Ticket refunds are subject to a 15% refund fee and will be refunded to the original form of payment.

### ONLINE TICKET REFUND FORM

*Name on ticket
*Ticket number(s)
*Email Address
*Origin/Destination
*Date of scheduled travel
*Daytime Phone Number (where we can reach you)
Additional Info

Items marked with an asterisk (\*) must be completed

Please send completed form to [passengercare@ontarionorthland.ca](mailto:passengercare@ontarionorthland.ca)