

Passenger Services – PS-02

Unaccompanied Children

- Applicable to Unaccompanied Children between 8-12 years of age (inclusive)
- The Student Fare will apply to all Unaccompanied Children
- Unaccompanied Children will travel on our services by reservation only

UNACCOMPANIED CHILDREN TRAVELLING ON ONTARIO NORTHLAND

Children between the ages of 8 and 12 inclusive may travel unaccompanied under the following restrictions and conditions. These conditions must be met in their entirety.

1. Transportation service available by reservation only. Unaccompanied Children must be registered and have trip booked 12 hours prior to departure.
2. An adult at least 18 years of age must bring the child who will be travelling to the station. Both the adult and the child are required to be at the departure station a minimum of 30 minutes prior to departure time to complete all necessary paperwork and the adult must produce identification to verify the child's age. A copy of the identification will be taken and stapled to the Unaccompanied Child release form.
3. For each unaccompanied child travelling alone, the adult bringing the child to the station must complete and sign a release form.
4. The adult must escort the child to the platform to board the train or motor coach and remain at the station until the scheduled service has departed.
5. Upon arrival at the destination station, an adult, at least 18 years of age, must be present to meet the child and provide acceptable identification to the attendant before the child is released. The child will only be released to the person specified on the Unaccompanied Child release form after confirmation of identity.
6. An Unaccompanied Child release form must be completed for each child that is travelling and must be completed for each direction of the trip. Round trip requires two forms to be completed.
7. No unaccompanied child shall be bumped from a trip for reasons such as an overload.
8. Children who have a life threatening food allergy, such as an allergy to peanuts or peanut products, may not travel unaccompanied.

9. Children travelling must be of sound health, do not require any medication or have any medical or physical condition which could create an emergency or require special attention.
10. The child must have sufficient snacks and beverages for their trip.
11. If the receiving adult is not present to accept the child at the destination station, the child may be handed over to the local Police authorities.

NOTE: A child between the ages of 8-12 travelling with a companion that is 13 years of age or older, is not required to reserve Unaccompanied Children services. The companion travelling with the child must have identification indicating their date of birth.

PARENTS/GUARDIANS RESPONSIBILITIES

1. Ensure the receiving adult specified on the Unaccompanied Children release form is present at the destination station 10 minutes prior to the child's arrival.
2. The receiving adult specified on the Unaccompanied Children Release Form is required to produce photo identification upon child's arrival. ***In order to comply with our assurance quality, Unaccompanied Children may not be released without verification of the adults identification***
3. If the child is not met at the destination station as specified, the escorting adult acknowledges and agrees that an Ontario Northland staff or agent is authorized to take whatever actions necessary to arrange for the child's safety. The escorting adult will be required to reimburse Ontario Northland for any costs incurred to them for taking that action.
4. The escorting adult must ensure that the child named on the Unaccompanied Child release form is of sound health, does not require any medication nor has any medical or physical condition which could create an emergency or require special attention.
5. The escorting adult must certify that the child understands their responsibilities and will follow them.

UNACCOMPANIED CHILDREN'S RESPONSIBILITIES

1. The unaccompanied child must sit in assigned seating, provided by the driver/conductor.
2. The unaccompanied child must remain seated in assigned seating (except for the use of washroom).
3. The unaccompanied child must advise the driver/conductor if they are being disturbed in any way.
4. The unaccompanied child must advise the driver/conductor if they require assistance in any way.
5. The unaccompanied child must follow driver/conductor instructions when stopped for schedules, breaks and when driver/conductor is assisting in loading passengers, baggage and freight. Children must not depart for any reason unless prior permission from the driver is granted.
6. The unaccompanied child must wait for all passengers to depart service and then follow driver/conductor instructions to meet receiving adult.

Disclosures

Ontario Northland reserves the right to decline requests of Unaccompanied Children services should compliance with the above conditions not be met

Conditions are subject to change with appropriate notice