



Ontario Northland

Tariff – General Rules Applicable to the Transportation of Passengers and Baggage

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1. Document Governance

1.1 Document Control & Revision History

This record outlines all official modifications and approvals to ensure the transparency, regulatory compliance, and integrity of the ONTC Tariff Document.

Version	Date	Description of Change	Author(s)
0.0	May 22, 2026	Comprehensive overhaul	CX Team, Accessibility, Legal

1.2 Purpose, Scope & Applicability

(1) General

The purpose of this Tariff is to establish the official rules, fares, charges, conditions of carriage, and customer obligations that govern the transportation of passengers, and on services operated by the Ontario Northland Transportation Commission (ONTC).

It ensures:

- Consistent, transparent, and compliant, passenger fare and ticketing practices.
- Clear expectations for passengers, employees, agents, and partners.
- Standardized treatment of baggage, special items, animals, and accessibility needs.
- Alignment with operational, safety, and customer-service requirements across all ONTC service lines.

This Tariff serves as the authoritative reference for all procedures, rights, and limitations related to passenger travel.

(2) Scope

This Tariff applies to all individuals intending to use ONTC transportation services. Specifically, it applies to:

- Motor coach services
- Northlander passenger rail service
- Polar Bear Express (PBX) passenger rail service

(3) Applicability

This Tariff applies to all individuals using or intending to use ONTC transportation services. Specifically, it applies to:

- a. **Passengers:** All individuals travelling on ONTC services, whether holding regular, discounted, promotional, or special-category tickets.
- b. **Agents & ONTC Personnel:** All ONTC-authorized agents and employees responsible for ticketing, baggage handling, customer service, operations, and enforcement of tariff provisions. Agents may not deviate from any published rules except where explicitly authorized.
- c. **Service Lines & Locations:** All ONTC-owned or contracted facilities, stations, agencies, platforms, vehicles, and baggage handling locations.
- d. **Baggage:** All passenger baggage accepted and transported.

- e. **Conditions of Carriage:** By purchasing a ticket, presenting a ticket, boarding a vehicle, or tendering baggage, the passenger agrees to the terms, rights, responsibilities, and limitations set out in this Tariff.

1.3 Definitions

Attendant Ticket: A ticket issued to a Support Person or Service Animal as defined by this Tariff.

Baggage Tag: A visible tag with the passenger's name, contact information, and destination.

Bona-Fide Passenger Requirement: A requirement that baggage can only be accepted when the owner is a ticketed passenger travelling on the same service/route.

Cancel Fee: A non-refundable administrative fee charged when customer requests to cancel a ticket or tickets.

Carry-on baggage: Baggage retained with the passenger on the passenger coach.

Checked baggage: Baggage accepted and stored in a designated baggage area/compartiment (where available by service line).

Change Fee: A non-refundable administrative fee charged when a customer requests to change a ticket after purchase.

Child (Fare Category): A child between the ages of 2 and 12 (inclusive).

Discounted fares: Fares requiring proof of eligibility (e.g., student, senior, military/police, employee) per ONTC policy.

Excess Baggage: Baggage that exceeds the free allowance is subject to published per-item fees and space/safety constraints.

Infant: A child under the age of 2 years (24 months).

Invalid Ticket: Any ticket that displays an incorrect date, incorrect direction, or otherwise invalid for the journey being undertaken.

Journey Fare: A single fare that applies to transportation between one point and a destination, even if the journey includes one or more intermediate stops along the route.

Military (Fare Category): All passengers and eligible dependents who possess a valid identification card from the Canadian Forces or other acceptable proof of Department of National Defence (DND) affiliation.

One-way Trip: A journey to a destination that does not include a return trip.

Oversized / Overweight Baggage: Items that exceed published size or weight thresholds.

Personal items (not counted toward carry-on limits): Small items such as purses, briefcases, laptops, small backpacks, and infant items (e.g., stroller, car seat, diaper bag), as applicable by service line.

Promo Code: A code applied at checkout that may provide a reduction to the cost of a transaction. Subject to change at any point.

Round-Trip: A journey from one location to another location with a corresponding journey back to the original location. The journeys do not necessarily have to follow the same path.

Sales Operation: An instance of purchasing tickets through online web sales or the back-office system. One sales operation may be either one-way or round-trip, and must include information such as: origin, destination, departure date, and passengers to be included. More than one instance of purchasing tickets, even if done within the same transaction, constitutes more than one sales operation.

Senior (Fare Category): An individual who is 60 years old or above, who can provide acceptable proof of age.

Service Animal: An animal is a service animal for a person with a disability if,

(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from an accepted regulated health professional outlined in the Service Animal section confirming that the person requires the animal for reasons relating to the disability.

Student (Fare Category): An individual with valid student identification (or acceptable enrollment documentation).

Support Person: In relation to a person with a disability, another person who accompanies that person in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Transaction Fee: A per-transaction charge applied to ticket purchases, refunds, or changes as published.

Travel Companion: A person who accompanies a passenger to and from medical appointments when the passenger does not require a Support Person as defined by ONTC policy.

Unaccompanied Minors (UM): Individuals between the ages of 8 and 15 (inclusive) not accompanied by an adult.

Unclaimed Baggage: Baggage that is not claimed within the published timelines.

2. Passenger Fares & Ticket Rules

2.1 Application of Fares

This section outlines the Rules, Regulations, and Rates applicable to the transportation of passengers, as well as the transportation, storage, or parcel checking of baggage, in connection with services sold through ONTC lines, unless otherwise specified.

(1) Fares

- a. Fares published online or quoted are in dollars and cents, and payable in Canadian Funds or the equivalent thereof.
- b. Fares to or from intermediate points not explicitly mentioned will be the same as the fare to or from the next more distant point.
- c. Minimum fares will apply to all regular and discounted fares.

(2) Boarding and payment

- a. Passengers boarding between stations without a valid ticket must pay the cash fare directly to an authorized ONTC employee (motor coach operator or the on-board service staff) for the distance they will travel. This fare cannot exceed the standard fare from the last station to the destination. Fares are sold only if there is seat availability.
- b. If passengers travel beyond the stop limit indicated on their ticket, they will incur an additional charge. This charge will cover the difference between the one-way fare for the route listed on the ticket and the one-way fare for the actual points of travel.

(3) Special Fares

- a. Promo fares, available only for purchase online, are offered periodically.
- b. When connecting to other carrier lines, be aware that discounted fares may vary and are subject to the fare rules of the partner carriers' fare rules.

(4) Transaction Fee

- a. Each transaction will be subject to a transaction fee.

2.2 Limit of Tickets and Schedule Restrictions

Except as otherwise noted, tickets are non-transferable and are valid only for the class of service selected.

Tickets are date- and time-specific, valid only for the travel schedule selected at the time of purchase. If ONTC cancels a schedule, passengers will be offered the options of either arranging to travel on a future schedule at no extra charge or accept a full refund.

2.3 Available Fare Types

When purchasing tickets, passengers select the passenger fare type and the ticket type.

(1) **Passengers' Fares:** The following passenger types will be available for purchase:

- a. Regular Adult Fare
- b. Regular Student Fare - Applicable to individuals aged 13 to 17 years (inclusive) attending school, and to individuals aged 18 years and older who are enrolled in high school, college, or other post-secondary institutions, upon presentation of valid student identification.
- c.
- d. Regular Senior Fare - For individuals 60 years and over, with a valid form of identification.
- e. Child Fare - For individuals 12 and under.

3. Reservations, Ticketing & Seat Selection

3.1 Reservations & Booking

(1) General Rules:

- a. Passengers are encouraged to purchase tickets in advance to secure a seat on their selected service. Availability on board may be limited and cannot be guaranteed without prior purchase.
- b. Passengers can purchase tickets through ONTC's online booking system, authorized agencies, by telephone, or at designated station ticket counters
- c. Customers can present a printed ticket to the authorized ONTC employee during boarding. Alternatively, electronic tickets can be displayed on a mobile device.

3.2 Seat Selection

- a. Customers can select their seats through the online booking system for the Polar Bear Express and Northlander train services only.

(2) Service Line Limits

- a. **Motor Coach:** Seats are reserved but not assigned. The number of seats available is limited by motor coach capacity, and reservations must be completed before scheduled departure to guarantee travel.
- b. **Northlander and Polar Bear Express:** Seats are reserved and assigned. Customers must choose from the seats available for the respective train at the time of booking. Northlander offers business class and economy seats. Business class seats are single and double seats, offering both face-to-back and face-to-face seating arrangements. The economy coach seats are double seats with both face-to-face and face-to-back seating options. The numbers of seats available is limited by train capacity, and reservations must be completed before scheduled departure to guarantee travel.

3.3 Ticket Use & Customer Obligations

(1) General Policies:

- a. Passengers must present a valid ticket when boarding. Tickets can be shown on a mobile device or as a printed copy.
- b. Passengers aged 18 and older are required to present a valid government-issued photo ID during boarding. The name on the ticket must match the name on the ID.
- c. If receiving a discount, customers must provide the appropriate documentation (student ID, senior ID, military ID) to confirm eligibility.

(2) Service Line Limits:

- a. **Polar Bear Express:** Customers are required to remain in their assigned seats until an authorized ONTC employee has collected all passenger tickets. Once the tickets have been validated, passengers are free to move to the dining car. Passengers are not to occupy any empty seats, as these may be needed for passengers boarding at flag stops along the route.
- b. **Northlander:** Customers are required to remain in their assigned seats until an authorized ONTC employee has collected all passenger tickets. Passengers are not to occupy any empty seats, as these may be needed for passengers boarding at stops along the route.

3.4 Method of Payment

- (1) Tickets can be purchased online using a credit card (Mastercard, Visa, AMEX).
- (2) Tickets can also be purchased at an ONTC station, third party agency, or from an authorized ONTC employee (e.g., coach operator, on board attendant or conductor) using cash, credit, or debit card.
- (3) On account payment is available only to approved organizations with an established billing agreement with ONTC and is typically used for purchasing orders or warrants.

4. Concessions & Fare Programs

4.1 Senior Discount

A 15% senior discount is offered to individuals aged 60 years and over. To qualify, the customer must provide acceptable proof of age identification.

4.2 Child Discount

Children discounts are dependent on the child's age:

- a) **Children under the age of 2:** One child (less than 24 months or 2 years of age), when accompanied by an adult or another passenger who is at least 16 years of age and not occupying a seat to the exclusion of another passenger, will travel free of charge.
- b) **Children aged 2 to 12:** Children between the ages of 2 and 12 (inclusive) will be charged 50% of the one-way fare for adults.
- c) **Children aged 13 and older:** Passengers, thirteen years of age and over, will be charged for the fare applicable to adult or student passengers.

4.3 Student Discount

A 15% discount is available to all passengers with valid student identification (or acceptable enrollment documentation). If a student does not have a Student Identification Card, they may present their enrollment form or class schedule instead. Any documentation provided must confirm their current enrollment status. This offer applies to students under the jurisdiction of the Ministry of Education and other accredited institutions of learning.

4.4 Medical Discount

(1) Medical Discount

- a. Passengers who need to travel for physician-prescribed medical care may be eligible for a medical discount.

(2) Restrictions: The following restrictions apply:

- a. The customer must provide an original, dated doctor certificate (photocopies not acceptable) or a Northern Health Travel Grant stating that they are required to travel for medical purposes.
- b. For a travel companion to also receive a discount, the travel grant or doctor's note states "must be accompanied by a companion."
- c. **Medical Fares:** A 15% discount on the regular adult fare will apply.
- d. **Adult, Senior and Student Medical Fares:**
 - i. A 15% discount on the regular adult fare will apply.

e. Travel Companion:

- i. If specified on the travel grant or doctor's note, the accompanying travel companion will receive a 15% discount off the regular adult fare.

f. Children's Medical Fare:

- i. Children ages 2-12: A child requiring medical treatment is eligible for the child's fare (50% off the regular adult fare).
- ii. Children who have not yet reached the age of 2: One child under 2 years of age who is not occupying a seat will travel free.
- iii. One accompanying adult per child medical fare is eligible for a 15% discount off the regular adult fare.

4.5 Military & Veteran Discount

A military/veteran discount of 15% off the regular adult fare is available to all passengers and eligible dependents who possess a valid CFONE or MFID card from the Canadian Forces or other acceptable proof of Department of National Defence (DND) affiliation.

4.6 Compassionate Fares

A passenger travelling to or from the funeral of an immediate family member is eligible for a 15% discount off the regular adult fare.

This discount is available only after the travel has been completed.

To apply for the discount, the customer can mail or email the ticket receipt and a copy of the death certificate to:

EMAIL: passengercare@ontarionorthland.ca

MAIL: Ontario Northland Transportation Commission

Attention: Passenger Care

555 Oak Street E., North Bay, ON P1B 8L3

4.7 Group Travel Discount

Group discounts may be offered at ONTC's discretion. Where applicable, terms and conditions will be published separately.

4.8 Round-Trip Discount

A ten percent (10%) discount will be applied to Northlander round-trip tickets (includes Standard and Northlander+) when both segments are purchased in a single transaction through the same sales channel.

4.9 Advance Purchase Window

(1) General Rules:

- a. All tickets purchased are subject to the advance purchase window. By booking earlier a greater discount is applied.

(2) Window:

- a. Within half a day
- b. Half a day to 2 days
- c. 2 days to 4 days
- d. 4 or more days

4.10 Passengers with a Disability + Attendant Program

- (1) A support person may accompany passengers with disabilities at no additional charge. Additional floor space may also be requested for a service animal at the discretion of ONTC. An attendant ticket to support these requests may be issued under the following circumstances:

(2) Fares:

- a. **Adult/Senior/Student Fares:** The passenger with the disability will pay the applicable fare (adult, senior, student), based on the route travelled, and the support person travels at no charge.
- b. **Children Fares:** The child with the disability pays the child fare, and the support person pays the applicable fare (adult, senior, or student fare). Under our Unaccompanied Minor Policy, children under 15 years of age are not permitted to travel alone. As a child cannot travel alone, an attendant fare (i.e., no charge) is not permitted.

(3) Eligibility Criteria

- a. Passengers with a disability who require a support person and/or a service animal are eligible for an attendant ticket when they present:
 - i. A recognized association or institution for persons with disabilities, or a recent letter, dated within the last 9 months, signed by a physician. To be valid, the letter must confirm that the person is disabled and cannot travel alone.
 - ii. See the [Service Animals](#) section for requirements and restrictions.
 - iii. The support person is responsible for providing necessary personal care, as ONTC staff do not offer personal assistance services.

(4) Recognized Organizations:

- a. Easter Seals Canada
Website: www.easterseals.ca
Phone: (416) 932-8382
 - b. The Canadian National Institute for the Blind (CNIB)
Website: www.cnib.ca
Phone: 1-888-675-2468
 - c. Canadian Guide Dogs for the Blind
Website: www.guidedogs.ca
Phone: (613) 692-7777
 - d. The War Amps
Website: www.waramps.ca
Phone: 1-800-465-2677
 - e. Alzheimer Society Toronto
Website: www.alzheimertoronto.org
Phone: (416) 322-6560
 - f. Epilepsy Canada
Website: www.epilepsy.ca
Phone: 1-877-734-0873
 - g. Multiple Sclerosis Society of Canada
Website: www.mssociety.ca
Phone: (416) 922-6065
 - h. Ontario March of Dimes
Website: www.marchofdimes.ca
Phone: 1-800-263-3463
- (5) This list is not definitive. Where documentation is not from the above list, documentation from equivalent organizations and health professionals licensed in other Canadian provinces or territories are accepted.

5. Refunds, Exchanges & Disputes

5.1 Refunds & Exchanges

(1) General Policies

- a. The 10 Trip/Multi Trip tickets are non-refundable and cannot be exchanged for a new date or time under any circumstances. 10 Trip/Multi Trip tickets are valid for 6 months from date of purchase, once they are expired, they are no longer valid and can't be replaced with vouchers or extended
- b. If a passenger misses a scheduled service, the ticket is no longer valid.
- c. ONTC will not refund any ticket issued by other carriers.
- d. All other requests for refunds shall be forwarded to passengercare@ontarionorthland.ca or by phone at 1-800-461-8558 or mail to:

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

(2) Refunds

- a. Ticket cancellations are permitted until the scheduled time of departure.
- b. A fee of thirty percent (30%) will apply to the original ticket price.
- c. Transaction fees are non-refundable.

(3) Changes

- a. Ticket changes are permitted up to fifteen (15) minutes before scheduled departure.
- b. Ticket change requests may alter only the dates and times of existing tickets.
- c. A fee of fifteen percent (15%) will apply to the original ticket price.
 - i. If a change request results in new tickets being **less expensive** than the original tickets
 1. Customers are not entitled to receive the difference in ticket prices, and they are still responsible for the change fee.
 - ii. If a change request results in new tickets being **more expensive** than the original tickets
 1. Customers must pay the difference in ticket prices in addition to the change fee.

5.2 Disputes

Customers should bring their concerns to an ONTC front-line representative (onboard or station employees).

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

- a. Email request to: passengercare@ontarionorthland.ca
- b. Call the Passenger Care line at 1-800-461-8558; or,
- c. Mail to:
Ontario Northland Transportation Commission
555 Oak Street East
North Bay, ON P1B 8L3
Attention: Passenger Care

6. Delays & Cancellations

6.1 General Policies

- (1) Uncontrollable delays or cancellations may occur due to factors outside ONTC's control, including weather, rail line or highway conditions or closures, traffic, or other external events. Schedules and services may change without notice in these circumstances and ONTC may substitute an alternate carrier or means of transportation where available.
- (2) When advance notice of weather conditions is available, ONTC will issue Travel Advisories to passengers. These advisories will outline potential service interruptions and provide options for alternate travel dates or times, or refunds without fees.
- (3) Controllable delays or cancellations are those caused by factors within ONTC's control, such as mechanical failure or unavailability of resources. When these occur, ONTC will take appropriate corrective actions to resume service promptly and will assess eligible remedies.
- (4) Where ONTC fails to provide on-time, reliable service for reasons wholly within our control, refunds, vouchers, or alternate travel arrangements may be offered.
- (5) **Connections:** Arrivals, departures, and connections at times stated are not guaranteed. ONTC will make every effort to assist with connections, however, ONTC is not responsible for the expense of missed connections as a result of a delay.
- (6) Customers are encouraged to use the [Track My Bus website](#), and passengers can call 1-800-461-8558 to obtain up-to-date information.

6.2 Customer Responsibilities

- (1) **Claim Submission:** Customers must submit their claim for delays or cancellations within 15 days of the affected travel date.

7. Accessibility & Special Passenger Types

7.1 Passengers with a Disability

- (1) It is important to note that not all third-party agency partners who provide passenger pick up and drop off are accessible.
- (2) ONTC aims to have as many accessible stops as possible, but some remote locations make this challenging.
- (3) Customers with specialized travel needs or want to discuss accessibility at one of our agency locations, should contact one of our ticket agents at passengercare@ontarionorthland.ca or 1-800-461-8558.
- (4) ONTC's passenger care team is available 24/7 to assist our passengers. In the event of a service disruption, we will make every effort to ensure passengers reach their destination as soon as operationally possible. Priority is given to passengers impacted by the disruption. If the next available option for travel is not accessible to a passenger with disabilities, ONTC will make available alternate accessible arrangements to their final destination.
- (5) Support Person:
 - a. Passengers with a disability may travel with a support person if they provide appropriate documentation.
 - b. See the [Discount](#) section for travel with a support person requirements and appropriate documentation.
- (6) Personal Care Assistance: Passengers who require personal care assistance, such as help with feeding, medication, or toileting, must travel with an attendant capable of providing these services. ONTC does not mandate an attendant unless such assistance is anticipated.
- (7) Service Animal/Guide Dog: Passengers with a disability may travel with a service animal/guide dog per the rules and regulations identified in this document. See [Service Animal](#) section for details.

7.2 Mobility Aids

- (1) General Policies
 - a. In addition to baggage outlined in the [Baggage section](#), ONTC will accept mobility aid scooters for carriage as baggage at no additional charge with 24 hours' advance notice.
 - b. Wheelchair lifts are available upon request. Customers must notify the station agent at the departing terminal. Customers must book at least 48 hours before their trip by calling 1-800-461-8558.
 - c. ONTC can accommodate the following sizes and weights:

- i. Weight: 660 pounds
- ii. Height: 65" (Clearance of Door Opening)
- iii. Width: 31"
- iv. Length: 48"

7.3 Unaccompanied Minors

(1) General Rule

- a. Children aged 8 to 15 (inclusive) may travel unaccompanied on ONTC services.
- b. Customers must purchase an "Unaccompanied Minor" ticket by contacting ONTC at passengercare@ontarionorthland.ca or 1-800-461-8558. Unaccompanied minor tickets are not permitted to be purchased online.
- c. Trips with overnight travel, connections, and travel advisory warnings are not permitted for unaccompanied minors.
- d. Service is at the discretion of ONTC management.

(2) Reservations

- a. The parent/guardian must register their unaccompanied minor and have the trip booked 12 hours before departure by contacting Customer Care at 1-800-461-8558.
- b. The parent/guardian must complete an Unaccompanied Minor Form before departure and present it to the bus operator upon boarding.

(3) Service-line Limits

a. **Motor Coach and Polar Bear Express:**

- i. A minor between the ages of 8-15 inclusive travelling with a companion that is 16 years of age or older is not required to reserve Unaccompanied Minor services. The companion travelling with the minor must have identification indicating their date of birth.
- ii. Any minor named on the Unaccompanied Minor release form that requires any medication or have any medical or physical condition which could create an emergency or require special attention must travel with a support person as outlined in the attendant program.
- iii. The escorting adult must certify that the minor understands their responsibilities and will follow them.
- iv. Boarding:
 - 1. An adult aged 18 or older must bring the child who will be travelling to the station.
 - 2. Both the adult and the minor are required to be at the departure station for a minimum of 30 minutes before departure time to complete all necessary paperwork, and the adult must produce

identification to verify the minor's age. A copy of the identification will be taken and stapled to the Unaccompanied Minor release form.

3. The adult must escort the minor to the platform to board the train and remain at the station until the scheduled service has departed.

v. Arrival:

1. A receiving adult specified on the Unaccompanied Minor Release Form must arrive at the station 10 minutes before the minor's arrival and produce photo identification upon the minor's arrival.
2. Unaccompanied Minors may not be released without verification of the receiving adult's identification.

(4) Unaccompanied minors' responsibilities

- a. The unaccompanied minor must sit in the assigned seating provided by the person in charge.
- b. The unaccompanied minor must remain seated in the assigned seating (except for the use of the washroom).
- c. The unaccompanied minor must advise the person in charge if they are being disturbed in any way.
- d. The unaccompanied minor must advise the person in charge if they require assistance in any way.
- e. The unaccompanied minor must follow the person in charge's instructions when stopped for schedules, breaks, and when the person in charge is assisting in loading passengers, baggage and freight. Children must not depart for any reason unless prior permission from the Person-in-Charge is granted.
- f. The unaccompanied minor must wait until all passengers have departed the service, then follow the person in charge's instructions to meet the receiving adult.

8. Animals

8.1 General Animals Policy

(1) General Policy

- a. Except for service animals, all other animals are prohibited on motor coaches and on the passenger coaches of the train.

(2) Service Line Limits:

a. Polar Bear Express:

- i. Passengers wishing to travel with pets must ship the pet in an approved pet carrier cage and purchase a pet ticket from the ONTC ticket counter.
- ii. Pets accepted for transport in approved carriers are dogs, cats, small rodents (hamsters, guinea pigs, rabbits).
- iii. It is the responsibility of the pet owner to ensure they have an approved pet carrier before travelling. Suitable carriers must be rigid, typically constructed from hard plastic or metal; soft textile carriers are not permitted.
- iv. ONTC personnel will not handle the carrier with pet inside; it is the pet owner's responsibility to board and disembark the pet and carrier from the service.
- v. The pet owner must provide proof of purchase and a signed Pet Transportation release form (Release and Indemnity - Transportation of pets) at either the Cochrane or Moosonee Station.
- vi. It is the pet owner's responsible to ensure their pet has adequate food and water during the trip.
- vii. With the conductor's approval and accompaniment, pet owners are encouraged to periodically check their pets in the baggage car during the journey.
- viii. Pets must be checked in at the same departure point as their owner and claimed immediately upon arrival at the destination.
- ix. ONTC reserves the right to refuse transportation to any pet that personnel deem to be a risk to other pets or people.
- x. Failure to meet any or all requirements will result in refusal to transport your pet.

8.2 Service Animals

(1) General Policies

- a. Ontario Northland Transportation Commission (ONTC) adheres to the Accessibility for Ontarians with Disabilities Act (AODA), Blind Persons' Rights Act (BPRA) and

Ontario Human Rights Code (OHRC), and the regulations thereunder, with respect to service animals onboard its passenger services fleet.

(2) Defining Service Animal:

- a. A guide dog as defined under the BPRA.
- b. An animal as described below:
 - i. The animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, due to visual indicators such as the vest or harness worn by the animal; or
 - ii. The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - 1. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - 2. A member of the College of Chiropractors of Ontario.
 - 3. A member of the College of Nurses of Ontario.
 - 4. A member of the College of Occupational Therapists of Ontario.
 - 5. A member of the College of Optometrists of Ontario.
 - 6. A member of the College of Physicians and Surgeons of Ontario.
 - 7. A member of the College of Physiotherapists of Ontario.
 - 8. A member of the College of Psychologists of Ontario.
 - 9. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
 - iii. Documentation from equivalent organizations or health professionals licensed in other Canadian provinces or territories to support travel with a service animal.

(3) Booking and accommodation:

- a. Passengers can identify they are travelling with a service animal when booking online, in person or by phone.
- b. Passengers travelling with service animals that may require additional space are requested to contact ONTC at least 48 hours in advance of travel to request an attendant ticket.

(4) Conditions for travel with a service animal

- a. The following conditions apply for travel with a service animal onboard an ONTC passenger vehicle:
 - i. The customer must keep their service animal under control and with them at all times
 - ii. The service animal must be properly restrained (i.e., harnessed, tethered, leashed and/or in a carrier) at all times unless this would interfere with the

service animal's safe and effective performance of its work, or the customer's disability prevents their use. In such cases, the service animal must still be otherwise under the physical or vocal control of the customer and must not disrupt the enjoyment of other passengers or the operation of the vehicle.

- iii. The service animal may not block any aisles or exits
 - iv. animals are to remain at passenger's feet.
 - v. The service animal must be up to date on any vaccinations that may be required by law and be in good health (or its medical conditions controlled appropriately).
 - vi. Customers must clean up after their service animal. ONTC requests that animal waste not be disposed of onboard.
- b. ONTC may disallow boarding onto or into, or require customers to remove their service animal from the bus, train or station premises if:
- i. The service animal is not properly controlled, and effective action is not immediately taken to control the service animal (for example, if the service animal is not under the physical control of the customer, or is vocalizing repeatedly and uncontrollably or the animal is not housebroken);
 - ii. The service animal is acting aggressively or appears to be dangerous, distressed or in pain;
 - iii. The service animal poses a threat to the health or safety of others; or Ontario Northland does not allow animals which are excluded under applicable law, on any of our services. This includes "pit bulls" as defined under the Ontario Dog Owners Liability Act.
 - v. If the customer is asked to remove the service animal but would like to remain on the premises of the station or continue travel without the service animal, the customer must make arrangements at their cost for another person or animal control to assume custody of the service animal.
 - vi. ONTC encourages customers to travel with documentation supporting their needs and the status of the animal as a service animal (if applicable), in the event it is requested.

9. Baggage

9.1 General Rules

(1) **General rules**

- a. Baggage limits are enforced due to safety and space reasons.
- b. ONTC personnel may refuse carriage of any item that cannot be safely handled, stored, or transported.

(2) **Bona fide passenger requirement**

- a. Baggage will only be accepted from a ticketed passenger travelling on the same route or service, in accordance with the rules outlined in this section.

(3) **Service Line Limits**

- a. **Northlander:** Checked baggage is not available as there is no baggage car. Customers must carry their baggage on the train and stow it under the seat in front of them or in the overhead shelves above their seat.
- b. **Polar Bear Express (PBX):** Extra baggage is available via a baggage car, within the published limits.
- c. **Motor Coach:** Both carry-on baggage and general baggage can be stored in the under-coach compartment, within the published limits.

9.2 Baggage

(1) **General rule**

- a. Baggage must be of a size and weight that can be safely carried and stowed by the passenger and must not obstruct aisles/exits or create a safety hazard.
- b. Passengers transferring between services must comply with the most restrictive baggage allowance applicable to their journey.

(2) **Service-line limits**

a. **Northlander:**

- i. Maximum two (2) carry-on pieces per ticketed passenger.
- ii. Piece 1 - must not exceed 7 kg (15 lbs.) and must not exceed (23 cm x 41 cm x 51 cm (9 in x 16 in x 20 in).
- iii. Piece 2 - must not exceed 23 kg (50 lbs.) and must be no larger than a medium suitcase 64 cm x 41 cm x 30 cm (25 in x 16 in x 12 in).
- iv. Personal items (purses, laptops, diaper bags, etc.) are not included in the limit.
- v. All carry-on baggage must be visibly tagged with the passenger's name and contact information.

b. **Polar Bear Express:**

- i. Maximum five (5) pieces per ticketed passenger.
- ii. Piece 1 - must not exceed 7 kg (15 lbs.) and must not exceed (23 cm x 41 cm x 51 cm (9 in x 16 in x 20 in).
- iii. Piece 2 - must not exceed 23 kg (50 lbs.) and must be no larger than a medium suitcase 64 cm x 41 cm x 30 cm (25 in x 16 in x 12 in).
- iv. Piece 3-5 - must not exceed 23 kg (50 lbs.) and must be no larger than a medium suitcase (91 cm x 91 cm x 91 cm).
- v. Personal items (purses, laptops, diaper bags, etc.) are not included in the limit.
- vi. All baggage must be visibly tagged with the passenger's name and contact information.
- vii. The above allowance applies to connector services between Timmins and Cochrane, regardless of mode (Motor Coach or rail).

c. Motor Coach:

- i. Each passenger may bring two (2) items.
- ii. Personal items (purses, laptops, diaper bags, etc.) are not included in the limit.
- iii. Piece 1 must not exceed 7 kg (15 lbs.) and must not exceed 23 cm x 41 cm x 51 cm (9 in x 16 in x 20 in).
- iv. Piece 2 - must not exceed 23 kg (50 lbs.) and must be no larger than a medium suitcase 64 cm x 41 cm x 30 cm (25 in x 16 in x 12 in).
- v. Personal item and piece 1 must be stowed in the overhead bin or under the passenger seat.
- vi. Piece 2 must be stowed under the bus in luggage bay.
- vii. All baggage must be visibly tagged with the passenger's name and contact information.

9.3 Excess, Oversized and Overweight Baggage & Alternatives

(1) General Application:

- a. This section applies to any baggage that exceeds the standard allowance set out in the **Baggage – General Rules** section, including additional pieces, oversized items, or overweight items. ONTC may accept such items subject to safe handling, storage, and available capacity.
- b. Additional Pieces:
 - i. Baggage exceeding the standard piece of allowance for the applicable service line may be accepted subject to space availability.
 - ii. Applicable fees will be charged in accordance with published rates.

(2) Service Line Limits

- a. **Northlander:**
 - i. Baggage is limited to items that can be safely carried on and stored with the passenger.
 - ii. ONTC personnel may refuse any item that is oversized, overweight, or unsafe to store.
- b. **Polar Bear Express:**
 - i. Excess baggage beyond the standard allowance may be accepted at \$5.00 per item (HST included), subject to safe handling and available space.
 - ii. Oversized or overweight baggage exceeding 23 kg (50 lbs.) or 91 cm (36 in) x 91 cm (36 in) x 91 cm (36 in) may be required to be shipped via ONTC Express Freight, where available, and will be subject to applicable freight rates and conditions.
- c. **Motor Coach:**
 - i. Additional baggage beyond the standard allowance may be accepted subject to posted limits, space availability, and applicable fees.
 - ii. Baggage exceeding the permitted additional allowance may be charged in accordance with applicable Bus Parcel Express (BPX) rates and/or excess baggage charges, as published.

(3) Refusal and Alternate Shipment

- a. ONTC reserves the right to refuse any item that cannot be safely handled, stored, or transported.
- b. Where items exceed allowable limits or are not suitable for carriage as checked baggage, they may be required to be shipped via Express Freight or BPX, subject to applicable terms, conditions, and rates.

(4) Space Availability

- a. Acceptance of excess, oversized, or overweight baggage is not guaranteed and is subject to available capacity on the service.

(5) Liability and Packaging

- a. Acceptance of such items does not constitute acceptance of liability beyond the limits outlined elsewhere in this tariff.
- b. Passengers are responsible for ensuring that all items are properly packed and suitable for transport.

9.4 Identification, Tagging & Customer Responsibilities

(1) Visible identification required:

- a. All carry-on and baggage must be clearly and visibly tagged with the passenger's name, contact information, and destination.
- b. Baggage without proper identification may be refused or accepted for transport at the passenger's risk.

(2) Service Line Limits:

a. Polar Bear Express:

- i. All baggage must be checked and tagged at the departure station (Cochrane or Moosonee)
- ii. Tags must include the passenger's name, contact information, and destination.
- iii. Baggage not checked and tagged in accordance with these requirements may be refused.

b. Motor Coach:

- i. Baggage identification tags will be issued for articles authorized for transport upon presentation of a valid transportation ticket.
- ii. The owner of the baggage must also be a bona fide passenger travelling on the same route.
- iii. Baggage may not be transported under another passenger ticket, except for immediate family members or where joint ownership can be demonstrated to the satisfaction of ONTC personnel.
- iv. All baggage transported in coach baggage compartments must be clearly marked with the passenger's name, address, and destination.

c. Northlander:

- i. Baggage is limited to items that can be safely carried on and stored with the passenger.
- ii. All items must be clearly identified with the passenger's name and contact information.
- iii. ONTC may refuse any item that is not properly identified or cannot be safely stored.
- iv. Baggage identification tags are available upon request at terminals, agencies, and motor coach operators.

(3) Customer Responsibilities:

- a. Passengers are responsible for ensuring baggage is properly packed, identified, and compliant with the applicable limits and conditions of carriage.
- b. Passengers must claim baggage promptly upon arrival at the destination.
- c. ONTC is not responsible for delays, loss, or misdirection of baggage that are not properly identified.

9.5 Prohibited/Restricted Items

(1) General rule

- a. ONTC will refuse any article that cannot be safely handled or stored, whose transportation involves hazards; that is improperly packed or is too fragile to withstand normal handling.

(2) Prohibited items

- a. This list is not exhaustive, and ONTC reserves the right to prohibit any item at its sole discretion to ensure the safety and security of all passengers, staff, and operations.
- b. Controlled or illegal substances
- c. Dangerous articles (including but not limited to, fireworks, flammables, radioactive materials)
- d. Corrosive or hazardous chemicals (including liquid bleach, tear gas, mace, or similar materials)
- e. Wet-cell or acid batteries that may spill or leak
- f. Plants

(3) Service-line differences

- a. **Polar Bear Express:**
 - i. Certain restricted items (such as firearms or sharp objects) may be accepted as checked baggage only, provided that:
 - 1. They are securely packed in appropriate locked containers, and
 - 2. All required declaration forms are completed and accepted by authorized ONTC personnel
 - ii. Items that are prohibited for carriage as checked or carry-on baggage may be shipped via ONTC Express Freight, where permitted, and will be subject to applicable freight rates and conditions.

9.6 Special Items

(1) Bicycles:

- a. Northlander: Bicycles are permitted, unless during special services such as a soft launch or otherwise posted.
- b. Polar Bear Express: Bicycles may be checked as baggage, subject to applicable size/weight limits and safe packing.
- c. Motor Coach: Bicycles may be checked as baggage subject to published fees and conditions.
- d. The owner must dismantle the bicycle and place it in a cardboard box or a substantial carrying case/box/bike bag.
- e. Bicycle carriage is at the owner’s risk. Where additional insurance is requested, the customer must ship the bicycle as BPX, and freight charges will apply.

- f. E- Bikes may not be shipped or transported on any ONTC Passenger transportation service

(2) Groceries:

- a. Groceries may be checked on the Polar Bear Express if properly packed and not exceeding 23 kg (50 lbs.).
- b. **Packing standards:** Items must be packed to withstand normal handling. Where checked baggage is used, items must be packed in the original box or in a rigid container that provides proper protection. A plastic or paper bag alone is not sufficient. Hooks, hangers, straps, and sharp objects must be removed or secured to prevent damage to other baggage.

9.7 Pets Shipped as Baggage

- (1) Except for approved service animals, animals are not permitted on motor coaches or in passenger rail coaches.

(2) Service Line Limits:

- a. **Polar Bear:** Passengers wishing to travel with pets may do so by shipping the pet in an approved pet carrier cage and must purchase a Pet ticket from the ONTC ticket counter. Customer must complete and sign the Transportation of Pets Release & Indemnity form, available at the Cochrane and Moosonee Station.

- (3) See the [General Animals](#) section for details.

9.8 Liability & Limitations

- (1) General limitations: ONTC may refuse any baggage that is oversized, overweight, or that creates safety risks. ONTC does not accept liability for normal wear and tear or for items that are improperly packed or unsecured.

(2) Service Line Limits:

- a. Northlander
 - i. ONTC accepts no liability for carry-on baggage, even if personnel assist with loading/unloading.
 - ii. Maximum liability in the event of loss of or damage to personal baggage is \$100 per piece.
 - iii. ONTC does not accept liability for valuable items transported in baggage (e.g., jewelry, money, irreplaceable papers, medication).
- b. Polar Bear Express
 - i. ONTC accepts limited liability for checked baggage only.
 - ii. ONTC will not be held liable for exterior damage to protective cases, internal damage where no exterior damage exists, minor wear and tear, or pilfering where the suitcase/box was not locked/sealed.

- iii. Maximum liability in the event of loss or damage to personal checked baggage is \$100 per piece. Additional coverage may be available when the customer ships the baggage via freight services and verifies the condition and value.
 - c. Motor Coach
 - i. Baggage liability in the event of loss or damage is \$100 per ticket

9.9 Claims & Unclaimed Baggage

(1) Claims:

- a. Claims submission requirements and timelines are governed in the [Claims](#) section. Where service-specific claim requirements apply, they will be stated in the relevant subsection.
- b. ONTC will only consider claims with respect to loss or damage of baggage if the Company receives notice in writing within thirty (30) days after the date of acceptance by the Company for transportation.
- c. The liability of ONTC for loss, destruction or damage to property shall cease if and when such property is delivered to any other carrier. Customers can send all claims with respect to baggage to:
 - i. Ontario Northland Transportation Commission
555 Oak St. East
North Bay, ON P1B 8L3
Attention: Passenger Care
- d. Baggage liability in the event of loss or damage is \$100.00 per ticket.
- e. ONTC and/or its employees will not be held responsible for items taken inside the coach by passengers.

(2) Unclaimed Baggage:

- a. After 30 days, ONTC will forward any unclaimed baggage or property to a secure lockup at The Station - North Bay. Storage charges may apply.
- b. If it remains unclaimed for a period of 90 days, it will be disposed of or sold.

10. Parking

10.1 General Principles

- (1) Parking is first-come, first-served at all ONTC owned stations and shelters. Check with your local agency.
- (2) Passengers park their vehicles at their own risk. ONTC is not responsible for loss or damage.
- (3) Station lots may be monitored by CCTV.
- (4) The lighting in the parking lots is maintained to station standards.
- (5) Hazards, suspicious activity, or incidents should be reported to Customer Service or local authorities.

10.2 Long Term Parking

- (1) Trips exceeding 48 hours, up to 10 days with approval, long-term authorization required. Please contact Passenger Services at 1-800-461-8558 or in station to see if this is available for your location.
- (2) Not available at all stations/shelters.
- (3) First come, first served
- (4) Parking not guaranteed

10.3 Safety and Security

- (1) Vehicles may be towed at the owner's expense for safety hazards, obstruction, or repeated violations.
- (2) Towing may occur after 48 hours, if longer term parking is not arranged.
- (3) Towing may be done by a third party.

10.4 Procedures for Reporting

To report hazards, suspicious activity, or incidents, please follow these steps:

- (1) Contact Customer Service at 1-800-461-8558 or local authorities immediately.
- (2) Provide a detailed description of the issue, including the location, time, and any relevant details.
- (3) Follow any additional instructions provided by Customer Service or local authorities.

10.5 Accessibility

To ensure accessibility for all users, the following provisions are in place:

- (1) Designated accessible parking spaces are available in all ONTC-owned or managed station parking facilities.

- (2) Accessible parking spaces are located close to station entrances and are clearly marked.
- (3) Users of accessible parking spaces must display a valid accessibility permit.

11. Safety, Security & Conduct

11.1 Purpose & Scope

This section defines ONTC’s customer-facing “rules of the road” that protect the safety, comfort, and security of customers, employees, the public, and operations across ONTC passenger services and facilities.

11.2 Rights Reserved

ONTC reserves the right to:

- (1) Refuse transportation to any person who has explosives, combustible materials, or other articles/substances that are objectionable or could create a safety risk.
- (2) Assign and manage seating (including changing seating during the trip if required).
- (3) Enforce valid ticket use: ONTC is not responsible for outcomes arising from the use of a ticket by anyone who is not the original purchaser or otherwise lawfully entitled to use it.
- (4) Operate according to the published stop pattern: vehicles are required to make stops only as provided in the tariff/schedules unless otherwise instructed.
- (5) Transfer customers between vehicles when required by operational need.
- (6) Manage capacity constraints: transportation is subject to seating capacity limitations due to conditions beyond ONTC’s control; when capacity is insufficient, ONTC may send customers forward on the earliest possible departure.
- (7) Limit liability for free-pass travel: customers travelling on free passes assume the risks associated with such travel, consistent with this tariff.

11.3 Quiet Policy

(1) General:

- a. Quiet hours on motor coaches and trains run from 10:00 p.m. to 6:00 a.m.
- b. During Quiet hours, only essential announcements will be made (e.g., safety messages, arrival and departure updates, emergency notifications).
- c. Passengers are encouraged to speak to staff if they have concerns or require assistance during quiet hours.

(2) Conversations: Please keep all conversations at a low volume.

(3) Electronic Devices:

- a. Personal devices (including phones, tablets, and laptops) must be used with headphones at a low volume so as not to disturb others.

(4) Phone Calls:

- a. Passengers should limit phone calls to urgent matters only.

- b. Whenever possible, use text messaging or other silent forms of communication.

(5) Lighting:

- a. Overhead lighting will be dimmed or adjusted where possible to promote a restful environment.
- b. Passengers can use individual reading lights, if available, avoiding shining lights towards other passengers.

(6) Service Limits:

- a. Northlander:
 - i. Quiet hours run from 11:00 p.m. to 6:00 a.m.
 - ii. Onboard Hospitality Attendants have headphones available for purchase.
- b. Motor Coach:
 - i. Quiet hours run from 11:00 p.m. to 6:00 a.m.

11.4 Emergency Seating

An authorized ONTC representative (Person in Charge) will ensure:

- (1) Prior to departure, passengers seated near a vestibule door will be briefed on its operation and demonstrate safe usage (door and wall clip). The authorized ONTC representative (Person in Charge) will confirm understanding and comfort.
- (2) Prior to departure, passengers seated near emergency windows will be briefed on its operation and demonstrate the window release function. The authorized ONTC representative (Person in Charge) will confirm understanding and comfort.
- (3) Should the passenger be unable to operate the emergency window, due to a disability or other rationale, the ONTC representative (Person in Charge) will arrange for them to be relocated to another seat.

11.5 Refusal of Transportation and Removal

(1) Removal from service:

- a. ONTC reserves the right to refuse to transport a person who is:
 - i. Under the influence of alcohol or drugs;
 - ii. Engaging in conduct or behavior that is objectionable to the operator/crew, customer service agents, passengers, or prospective passengers;
 - iii. Incapable of caring for themselves, unless travelling with an adult attendant (see Exception below);
 - iv. Refusing to comply with any lawful rule or regulation of ONTC.
- b. Objectionable persons may be removed from the vehicle at any usual stopping place (or other location selected by the operator/crew where appropriate and safe).
- c. In the event of removal, ONTC’s liability shall not exceed the amount of any excess fare paid, consistent with the tariff.

- d. At the operator/crew’s discretion, persons who have consumed any amount of alcohol or illegal substances may be refused travel privileges where safety, security, or service integrity may be impacted.

(2) Exception:

- a. A person who is ill or has a physical condition to the degree of being incapable of taking care of themselves and/or being unable to board or disembark without assistance will be transported only when accompanied by a support person who can provide that assistance without additional support.
- b. Where a ticket has been purchased, refund treatment applies per the tariff’s refund provisions.

11.6 Smoking and Vaping

Smoking and vaping are strictly prohibited on all ONTC passenger vehicles, and inside stations and in station areas where prohibited, including entrances to stations and vehicle entrance doors.

11.7 Alcoholic Beverages

(1) Provincial liquor laws prohibit the consumption of personal liquor on our buses or trains.

(2) Service Limitations:

a. **Polar Bear Express:**

- i. Passengers travelling on the Polar Bear Express may purchase and consume alcoholic beverages only in the dining car.
- ii. Alcoholic beverages are not permitted to be carried or consumed in any other passenger coach.

b. **Northlander:**

- i. Passengers travelling on the Northlander may purchase and consume alcohol at their seat, provided it is served by an authorized ONTC representative only.
- ii. Personal alcohol brought on board by any passenger is not permitted to be consumed while on board for service.

11.8 Allergens

(1) **General Policy:**

- a. ONTC is committed to the comfort and safety of all of its passengers and encourages all those who utilize our transportation services to always be mindful of potential environmental, chemical or other allergies/sensitivities of other passengers.

- b. Passengers are encouraged to refrain from wearing scented products and to avoid smoking at or about common waiting/loading areas or shortly prior to embarking our transportation service.

(2) **Limitations:** ONTC is a transportation service open to the public and we are not able to guarantee a scent-free or allergen-free environment. Passengers must accept and prepare for the fact that allergens and/or scented products may be brought on board by other passengers and/or may be left as residue by other passengers on seats and/or other surfaces.

(3) **Passenger Precautions:**

- a. ONTC passengers with allergies or other sensitivities are strongly advised to take proactive measures to prepare for the possibility that they may encounter a triggering substance(s) while on board/in travel and/or in ONTC stations/waiting areas. Proactive measures may include, for example:
 - i. Having in their possession any medication, treatments and remedies (epinephrine, asthma inhaler, etc.) that they may need.
 - ii. Bringing their own food / snacks on board.
- b. Passengers taking measures to address their own allergies/sensitivities are reminded that the products they utilize in doing so could aggravate the allergies/sensitivities of other users of ONTC services.

(4) **Accommodations:**

- a. If an ONTC passenger experiences an adverse effect which they believe is attributable to products worn, carried or consumed by another ONTC passenger, they are advised to notify the motor coach operator, conductor or another nearby ONTC employee, without delay.
- b. Upon being so advised, the ONTC employee shall take reasonable measures to address the situation in a timely manner, having regard to the needs of the various individuals involved and the surrounding circumstances.

(5) **Allergens arising from Service Animals:**

- a. ONTC accepts service animals on board all its motor coaches and the Polar Bear Express train, on terms specified in applicable legislation.
- b. It is recognized that the presence of service animals on transportation services may create conflicting needs between ONTC passengers, including those who experience animal related allergies.
- c. ONTC is committed to addressing and resolving such conflicting needs in a manner that is respectful to all of those involved and takes into account options, such as, without limitation, relocation(s) to separate coach areas, offering alternate travel itineraries etc.

11.9 Lost Articles

- (1) If a passenger left something behind, they can call 1-800-461-8558
- (2) Once notified, we will make every effort to recover your personal belongings.

11.10 Seat Belts

(1) **General Policy:** ONTC does not provide seat belts on any motor coaches or trains subject to the following:

(2) **Service Line Limits:**

- a. **Motor Coach:** The newer bus fleet is equipped with three-point lap/shoulder belts. Passengers are encouraged to use seatbelts where available; however, their use is not mandatory.

11.11 Car Seats

(1) Car seats are used at the passenger's own risk.

(2) Service Line Limits:

a. **Motor Coach:**

- i. Customers are welcome to use child safety seats on ONTC motor coaches that are equipped with the 3-point seatbelt, providing a children's fare ticket is purchased for the seat space.
- ii. The customer is responsible for securing the child safety seat to the three-point lap/shoulder belt, where provided. ONTC will not be responsible for securing the child car seat to the bus seat.

b. **Polar Bear Express and Northlander:**

- i. The seats on the Polar Bear Express and Northlander do not come with a seat belt to fasten child's seats to.

12. Claims & Liability

12.1 Claims

- (1) ONTC will not be held liable for delays due to accidents, breakdowns, adverse road conditions, snowstorms and other significant weather events 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 the same is not guaranteed.
- (2) Customers can contact Passenger Care by email at passengercare@ontarionorthland.ca.
- (3) Customers can fill out an online claim form at [CLAIM FORM](#).
- (4) All claims for lost or damaged articles must be made in writing within 30 days and should be accompanied by an invoice showing the actual value of the article lost or damaged, together with full details regarding the loss or damage to:
 Ontario Northland Transportation Commission
 555 Oak Street East
 North Bay ON
 P1B 8L3
 Attention: Passenger Care

13. Reference Tables

13.1 Fares

Can be viewed at the following link:

Please refer to www.ontarionorthland.ca for current fares