

Disability Travel Card - Terms of Use

1. The Disability Travel Card is for people of all types of **permanent** disabilities who require the assistance of a support person when travelling with **VIA Rail Canada, Greyhound Canada, Coach Canada, and Motor Coach Canada**. When a cardholder presents the Disability Travel Card when purchasing a ticket for travel with one of the participating companies mentioned above, one support person can accompany them during travel for free. The person with the disability (the Disability Travel Card holder) pays regular ticket price.
2. A support person is an adult who accompanies a person with a disability to provide those services that are not provided by the participating transportation company employees, such as assisting the person with eating, administering medication, communication and use of the facilities. The age regulations for a support person differ with each of our partners. Please contact them directly for specific details (contact information on next page).
3. The physical Disability Travel Card must be presented along with personal identification at the selected ticket office when purchasing his or her own ticket. The card must also be carried and be presented when travelling.
4. The Disability Travel cannot be used in such way where two free tickets are granted. The cardholder must pay for one ticket, regardless of other promotions.
5. The Disability Travel Card holder and their support person must travel on the same train or bus together in the same class of service.
6. Under no circumstances are tickets to be resold.
7. The availability of advance tickets may vary. Please contact the specific travel company in advance to inquire about ticket availability.
8. Misuse or abuse of this card shall result in the immediate termination and confiscation of the card and its privileges.
9. The Disability Travel Card is not valid with any airlines.
10. These terms and conditions are subject to change without notice.

Specific Conditions Regarding Travel on VIA Rail:

- The Disability Travel Card cannot be used for children under age 8.
- The Disability Travel Card cannot be used for children under age 12 for trips where children are not entitled to travel alone according to their “unaccompanied children” service (travelling in sleeper or overnight for example).

Please contact VIA Rail Canada Customer Service for further details (contact information on next page).

Participating Partners - Customer Service Contact Information

Please use the information below to directly contact our participating travel partners for all sales, service, travel conditions and travel feedback related matters. Thank you.

Coach Canada

Mail: Coach Canada
2015 Fisher Drive, Unit 101
P.O. Box 4017
Peterborough, ON K9J 7B1
Phone: 1-866-488-4452
Email: customerservice@coachcanada.com

Greyhound Canada

Mail: Greyhound Canada Transportation
Attention-Accessibility Matters
1111 International Boulevard, Suite 700
Burlington, ON L7L 6W1
Phone: 1-800-752-4841

Motor Coach Canada

Mail: Motor Coach Canada
320 North Queen Street, Suite 210
Toronto, ON M9C 5K4
Phone: 416-229-9305
Email: info@motorcoachcanada.com

VIA Rail Canada

Mail: Customer Relations-Via Rail Canada
P.O. Box 8116, Station "A"
Montreal, QC H3C 3N3
Phone: 1-800-681-2561
Email: customer_relations@viarail.ca