

Welcome Aboard

Guest directory for passengers in Economy class

We are committed to ensuring that your experience with us is both as comfortable and as enjoyable as possible.

Should you require assistance, please speak with your Service Attendant or Service Manager, who is responsible for all onboard services.

Sincerely,
The Staff and Management

Health and safety

The health and safety of our passengers and employees is our top priority.

It is mandatory for all passengers to wear a mask or face covering at all times. Young children under the age of two are exempt from this preventive measure. The mask may be temporarily removed for eating or drinking.

Please note that, for the health and safety of all, if a passenger is observed not wearing a mask, they will be reminded by the onboard personnel. Any passenger failing to comply with the requirements of wearing a mask or to follow instructions from the onboard personnel after having been clearly warned of the consequences by the Service Manager, may be required to leave the train at the next stop.

Finally, we remind you to follow good hygiene practices such as washing your hands frequently, practicing physical distancing when possible and coughing or sneezing into your elbow.

At any time during your trip, should you answer YES to either of the following questions you must immediately speak with an onboard attendant or the Service Manager.

- Do you have a fever and a cough?
- Do you have a fever and breathing difficulties?

Please contact a crew member if you have any concerns regarding the application of these preventive health measures.

Travelling better together

VIA Rail is proud to provide its passengers and employees with a respectful and safe environment. In an effort to maintain such an environment, please note that disrespectful and unsafe behaviour on board VIA Rail trains will not be tolerated. Your cooperation is appreciated.

- Endangering the safety of others or the safe operation of a train
- Verbal or physical abuse
- Threat, harassment or intimidating behaviour
- Intoxication and/or disorderly conduct
- Consumption or distribution of personal alcoholic beverages or illegal substances such as narcotics
- Disregard of smoking regulations
- Carrying a weapon or a false declaration that you or any other person is carrying a weapon

In the event of any such disrespectful or unsafe behaviour, transportation may be refused. The police may also be asked to intervene and offenders may be prosecuted. Your cooperation is greatly appreciated.

Smoking

This train is entirely non-smoking, including washrooms and vestibules between cars. VIA personnel are bound by the Non-smokers' Health Act to enforce smoking regulations and take all measures deemed necessary to protect the health and comfort of all passengers. Your cooperation to ensure that VIA provides all travellers with a smoke-free environment is appreciated. We will keep you informed of stops where you can smoke.

Food and beverages

We have recently modified our food and beverage services following the recommendations of public health authorities across the country.

To help everyone respect physical distancing measures when travelling, we have temporarily suspended access to the lounge car. As a result, we are now pleased to provide you at-seat service. An announcement will be made prior to each cart pass.

Passengers must wear a mask at all times except when eating or drinking.

Note: As per a recommendation from Health Canada, we are unable to store or heat up any personal food items. Please consult your attendant for any medical requirements.

Station and unscheduled stops

We strive to keep to our schedule and, as a result, some station stops may be shorter than planned to make up for lost time. Consult an attendant before leaving the train. Furthermore, as VIA Rail shares the tracks with freight trains, we must occasionally give the right of way and let them pass, resulting in some unscheduled stops. Announcements will be made to inform you of stop durations and reasons for unscheduled stops.

Recycling

VIA Rail is committed to protecting Canada's natural environment. Recycling receptacles for plastic water bottles and aluminum cans are located on board.

Use of personal devices

As a courtesy to other passengers, please set your cellphone to vibrate, and make use of headphones while listening to music or watching movies on personal devices. Playing musical instruments on board is prohibited at this time.

Phone calls

Phoning on board

Please note that service may be intermittent during your rail journey. If your technology is equipped with roaming capabilities, it may work as the train passes through larger population centres.

Phoning from stations

Please consult your attendant to find out which stops you can make calls at.

Internet access

Wi-Fi is not available on this train. Please consult your attendant to find out in which stations complimentary wireless access is available.

To contact us

Email:
customer_relations@viarail.ca

Telephone:
1 800 681-2561
(from Canada and USA)

Fax:
514 871-6104

Mail:
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