

Welcome Aboard

Guest directory for passengers in Sleeper Plus class

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.

Your accommodation

SHOWER FACILITIES

Reservations are required to access the facilities.

Fresh towels and complimentary amenities are provided within your accommodation. A change area is provided as part of the shower compartment.

CABIN CARE

Prior to your arrival, we have sanitized your cabin and set your bed(s) with fresh linens for your trip.

Bed linens will not be replaced during your trip unless requested.

Under new health and safety standards, your attendant will enter your cabin only to put away or pull down your bed(s). Bed(s) will be put away while you are at breakfast and pulled down while you are at supper.

ELECTRICITY

Our cabins feature electrical outlets. The electrical current in Canada is 110 volts, 60 cycle AC. Appliances that operate on a different voltage will require an adapter.



Food and beverages

THE DINING CAR

Access to the dining car is restricted to passengers holding reservations only. In order to accommodate all guests under new health and safety standards, each meal service will be limited to one hour.

MEAL SERVICE

Your Sleeping Car Attendant will provide you with your meal reservations for your journey.

Prior to your meal service time, your attendant will knock on your cabin door. Please ensure to be wearing your mask when leaving your cabin and to keep a distance from other guests and employees. You will be asked to sanitize your hands prior to entering the diner.

Room service is available on request. Please ask your attendant for details. Any special dietary needs should be communicated directly to your attendant.

Other services and information

OUR ROUTE AND SCHEDULE

For a map and some interesting facts about the route you'll be travelling, please locate the Route Guide provided in your cabin.

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

GENERAL SAFETY

Your crew has been certified in emergency response procedures, first aid, CPR, and the use of defibrillators.

Upon boarding, your Sleeping Car Attendant will point out the emergency exits and safety equipment as well as explain our emergency procedures. Cabins are equipped with diagrams indicating the location of emergency exits and safety equipment in your train car. Please read them carefully and consult our onboard crew if you have any questions or concerns.

If travelling with young children, please keep them in sight at all times.

When leaving your accommodations, please ensure you are wearing appropriate footwear, such as athletic shoes.

It is also advisable to use the available handrails when walking on the train. Please pay special attention to the areas between cars, as the floors can become slippery and uneven.

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 a crew member before leaving the train. Additionally, 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.

SMOKING

We offer a smoke-free environment on all our trains—this includes cannabis and electronic cigarettes. Your Sleeping Car Attendant or Service Manager will keep you informed of stops where smoking is permitted.

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

GRATUITIES

Service is not included in the ticket price, as we believe tipping to be optional. Gratuities may be offered to your onboard crew at your discretion for services provided on an individual basis.



RECYCLING

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

To contact us

Email:
customer_relations@viarail.ca

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

Fax:
514 871-6104

Mail:
P.O. Box 8116, Station A,
Montréal, Québec
H3C 3N3

