



## AccesRail Product: VIA Rail

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### About:

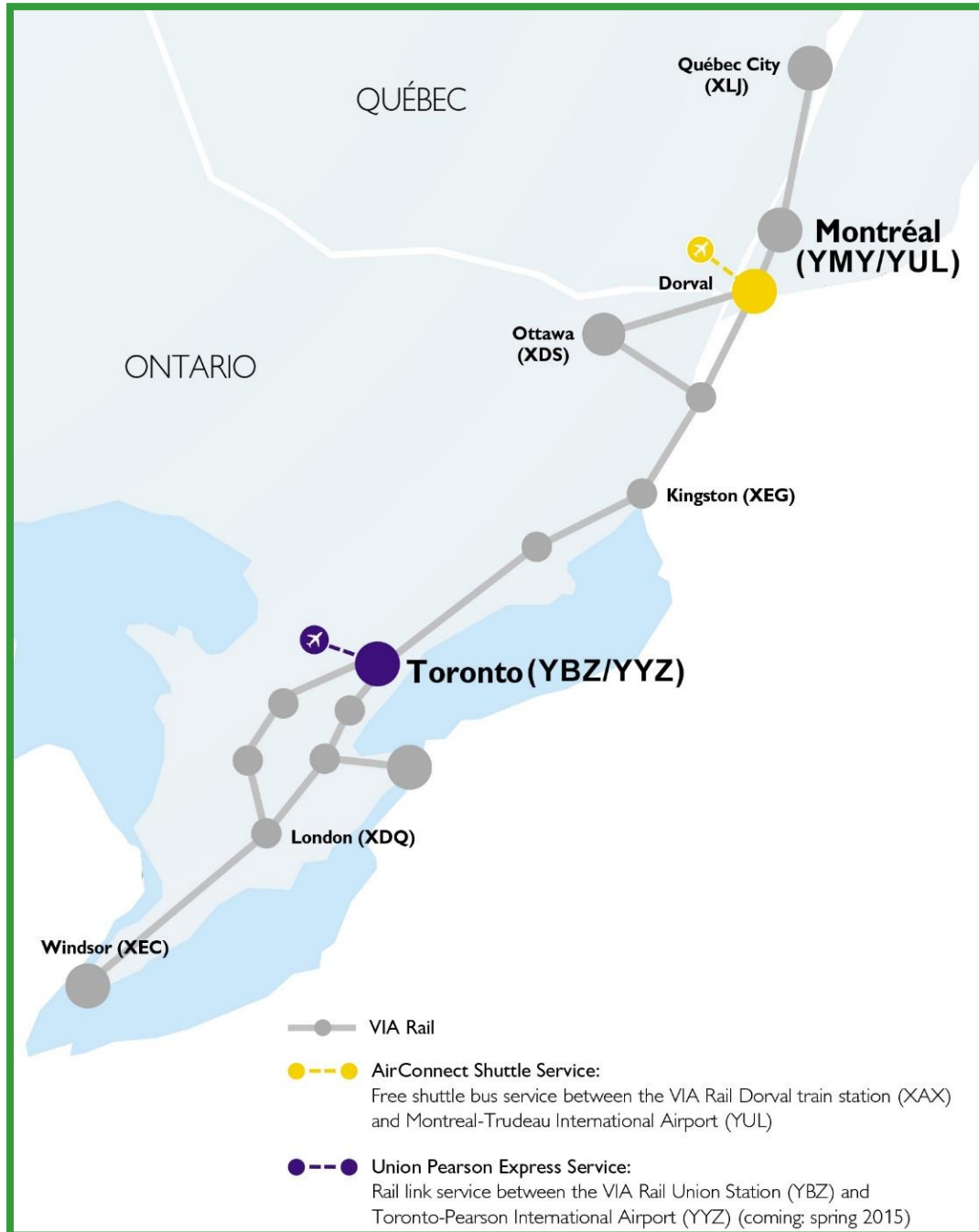
VIA Rail is a train operator in Canada. Traveling on VIA Rail around Ontario and Quebec offers a comfortable and scenic way to explore the heart of Canada. The routes connect vibrant cities like Toronto, Ottawa, Montreal, and Quebec City, providing a relaxing alternative to driving. Passengers can enjoy spacious seating, free Wi-Fi, and stunning views of the Canadian landscape, from urban skylines to lush countryside. AccesRail offers VIA Rail services from Toronto and Montreal.

### 9B and Provider:

The train range is: 9B 9500 – 9899

All services are available as Train-Air and Air-Train.

**Map of 9B VIA Rail Services:**





### Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Montreal/Montreal Centrale	YUL*/YMY	Kingston	XEG	2hrs 15min
Montreal/Montreal Centrale	YUL*/YMY	Ottawa	XDS	1hr 35min
Montreal/Montreal Centrale	YUL*/YMY	Quebec City	XLJ	4hrs 20min
Montreal/Montreal Centrale	YUL*/YMY	Toronto Airport	YYZ	5hrs 45min
Montreal/Montreal Centrale	YUL*/YMY	Toronto	YBZ	4hrs 45min

\*Passengers can take the free Indigo Shuttle from YUL to VIA Rail Dorval Station

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Toronto/Toronto Union S.	YYZ**/YBZ	London	XDQ	3hrs 5min
Toronto/Toronto Union S.	YYZ**/YBZ	Kingston	XEG	3hrs 10min
Toronto/Toronto Union S.	YYZ**/YBZ	Montreal Airport	YUL	5hrs 40min
Toronto/Toronto Union S.	YYZ**/YBZ	Montreal Centrale	YMY	6hrs
Toronto/Toronto Union S.	YYZ**/YBZ	Ottawa	XDS	5hrs 30min
Toronto/Toronto Union S.	YYZ**/YBZ	Windsor	XEC	5hrs

\*\*Passengers can take the UP Express from YYZ to YBZ, ticket included

### Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.

### Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is not available.

Adult fare only.

No group bookings allowed.



No applicable discounts for airline staff.

Refunds are according to Airline Tariff Rules.

### **Services:**

Passengers can travel in Economy class or Business class on VIA Rail.

Passengers in Economy can enjoy travel with free Wi-Fi, an electrical socket at the seat, and access to the snack cart.

Passengers in Business class can enjoy travel with free Wi-Fi, an electrical socket at the seat, access to the Business lounge at the departing station, spacious seats with more legroom, and meal and bar services.

9B RBD	VIA Rail Classes
J	Business
Y	Economy

### **Pets:**

If passengers wish to bring their pet onboard, they will have to purchase a separate ticket. For ticket purchase and more information please call +1-888-VIA-RAIL (+1-888-842-7245).

VIA Rail Trains:



Figure 1: VIA Rail Train Exterior



Figure 2: VIA Rail Train Exterior

### Check-in Process:

**Check-in prior to departure is essential to ensure a smooth travel experience.**

Passengers must check-in to retrieve their actual travel documents (Figure 3). Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (Figure 4) using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.

When passengers check-in they will receive their travel document and a second page with important information regarding the ticket's conditions, as well, as instructions on how to transfer between the airports and the train station.

Passengers who depart from/arrive at Pearson Airport or Pierre Elliot Trudeau Airport will

receive a second page that contain instructions on how to transfer between the airport and the train station. As well, passengers who depart from/arrive at Pearson Airport will receive a second ticket for the UP Express.

Seat reservations are included.

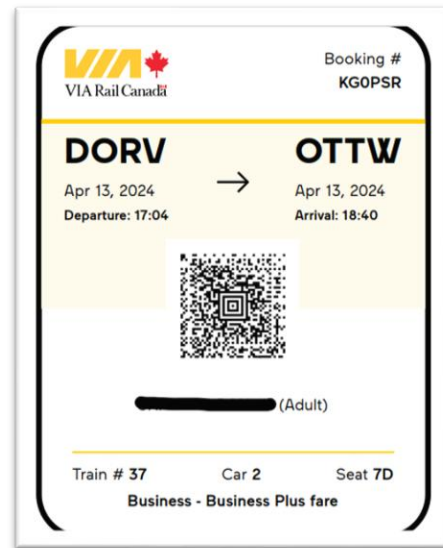


Figure 3: VIA Rail Train Ticket Example

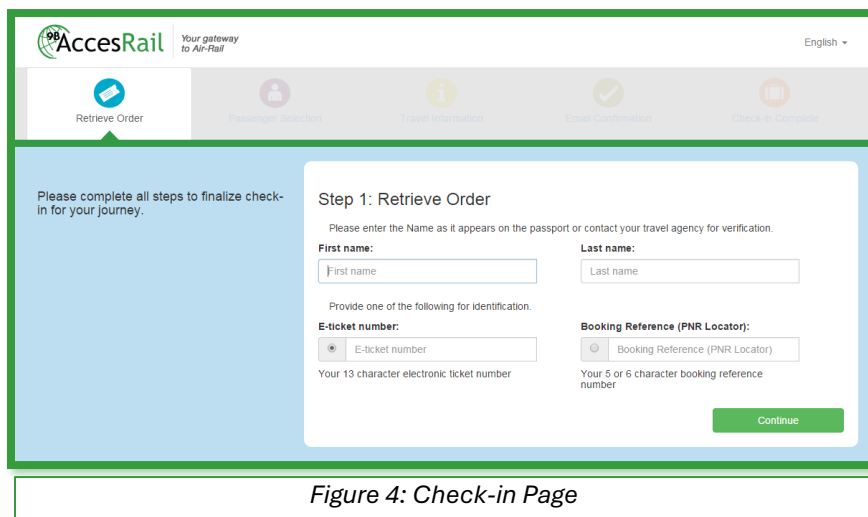
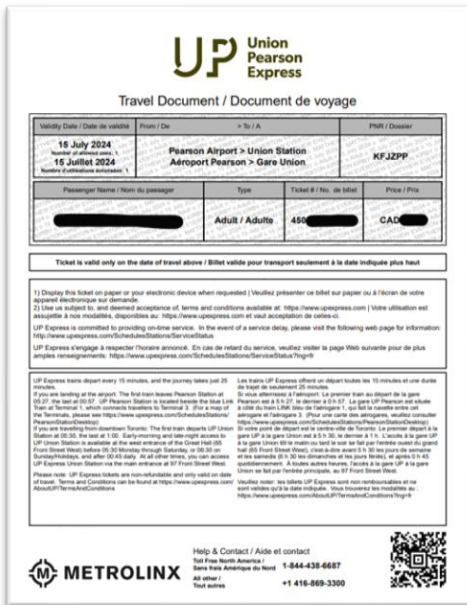


Figure 4: Check-in Page

## How to Go Between the Train Station and the Airport:



**UP Union Pearson Express**  
Travel Document / Document de voyage

Validity Date / Date de validité 15 July 2024 15 Juillet 2024	From / De Pearson Airport > Union Station Aéroport Pearson > Gare Union	To / À KFJZPP	PNR / Dossier
Passenger Name / Nom du passager [Redacted]		Type Adult / Adulte	Ticket # / No. de billet 450 [Redacted]
			Price / Prix CAD [Redacted]

Ticket is valid only on the date of travel above / Billet valide pour transport seulement à la date indiquée plus haut

1) Display this ticket on paper or your electronic device when requested / Veuillez présenter ce billet sur papier ou à l'écran de votre appareil électronique sur demande.  
2) Use as subject ID, and demand acceptance of terms and conditions available at: <https://www.upexpress.com> / Votre utilisation est assujettie à nos modalités, disponibles au: <https://www.upexpress.com> et votre acceptation de celles-ci.  
UP Express is committed to providing on-time service. In the event of a service delay, please visit the following web page for information: <http://www.upexpress.com/ServiceStatus>.

UP Express s'engage à respecter l'horaire annoncé. En cas de retard du service, veuillez visiter la page Web suivante pour de plus amples renseignements: <http://www.upexpress.com/ServiceStatus>.

UP Express trains depart every 15 minutes, and the journey takes just 25 minutes.  
If you are boarding at the airport, the first train departs Pearson Station at 05:00 the last at 01:07. UP Express Station is located inside the main LRT station at Terminal 1, which connects directly to Terminal 3. If it is a stop at the Terminal, please see <https://www.upexpress.com/ServiceStatus> for more information.  
If you are travelling from downtown Toronto, the first train departs UP Union Station at 05:00, the last at 01:07. Boarding and alighting occurs at the UP Express Station, which is located at the west entrance of the Great Hall (G) level of Union Station. Boarding and alighting occurs at the UP Express Station, which is located at the west entrance of the Great Hall (G) level of Union Station. Boarding and alighting occurs at the UP Express Station, which is located at the west entrance of the Great Hall (G) level of Union Station.

Les trains UP Express offrent un départ toutes les 15 minutes et une durée de trajet de seulement 25 minutes.  
Si vous embarquez à l'aéroport, le premier train au départ de la gare Pearson est à 05:00, le dernier à 01:07. La gare UP Pearson se situe à l'extrémité ouest de la gare Union, qui est reliée à la gare Union par un pont piétonnier. Si vous embarquez à la gare Union, veuillez consulter <https://www.upexpress.com/ServiceStatus> pour de plus amples renseignements.  
Si vous voyagez depuis le centre-ville de Toronto, le premier train à la gare UP à la gare Union est à 05:00, le dernier à 01:07. L'embarquement et le débarquement se font à la gare UP à la gare Union, qui est reliée à la gare Union par un pont piétonnier. Si vous voyagez depuis le centre-ville de Toronto, le premier train à la gare UP à la gare Union est à 05:00, le dernier à 01:07. L'embarquement et le débarquement se font à la gare UP à la gare Union, qui est reliée à la gare Union par un pont piétonnier.

Please note: UP Express tickets are non-refundable and only valid on date of travel. Terms and Conditions can be found at <https://www.upexpress.com/ServiceStatus>.

Veuillez noter: les billets UP Express sont non-remboursables et ne sont valables que la date indiquée. Vous trouverez les modalités de <https://www.upexpress.com/ServiceStatus>.

Help & Contact / Aide et contact  
Toll Free North America / Sans frais Amérique du Nord: 1-844-438-6687  
All other / Tout autres: +1 416-869-3300






Figure 5: UP Express Ticket Example

every 15 minutes or so.

UP Express trains are fully wheelchair accessible, with trains featuring accessible washrooms and spaces for mobility aids. All stations are designed to be accessible, with signage and information available.

Passengers who arrive at/depart from the airport will receive a second page with instructions on how to transfer between the airport and the train station.

Passengers who arrive at/depart from **Toronto Pearson Airport** will receive instructions on how to take the UP Express between the airport and Toronto Union Station. The ticket for the UP Express will be included in the travel documents once the passenger has checked-in. The UP Express departs from Terminal 1. Passengers at Terminal 1 can make their way through Pearson Airport to the UP Express station by following the signs in the airport.

Passengers who arrive at/depart from Terminal 3 can take the free Terminal Link train to Terminal 1. Travel time between Pearson Airport and Union Station is approximately 25 minutes with trains departing

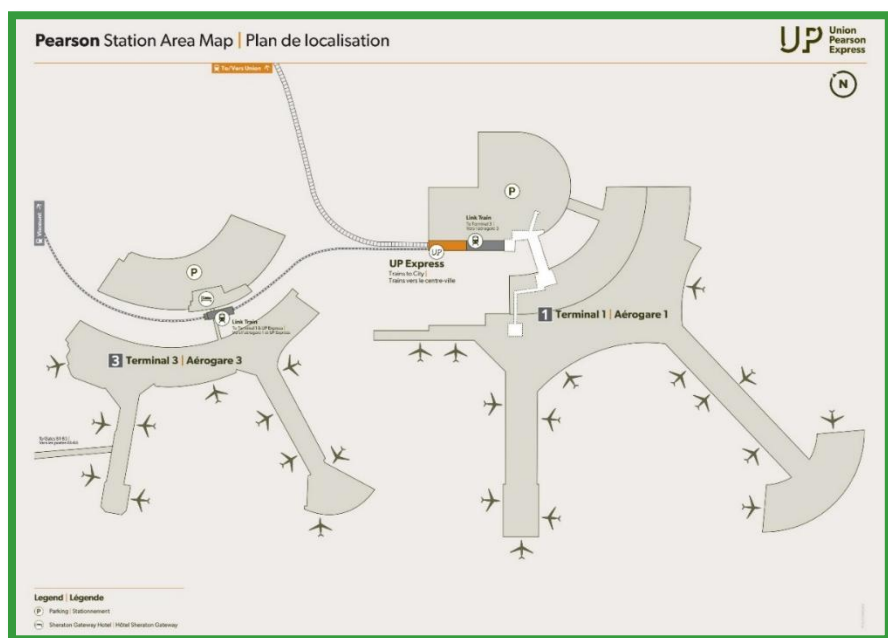


Figure 5: Toronto Pearson Airport Map

Passengers who arrive at/depart from **Montreal Pierre Elliot Trudeau Airport** will receive instructions on how to take the free shuttle, Indigo Express, between the airport and Montreal Dorval Station. For passengers who arrive on domestic flights, the Indigo shuttle can be taken from Arrivals at the VINCI Park/VIA Rail sign, Post 2 that is located at the taxi and shuttle area. For passengers who arrive on international



Figure 7: UP Express Train

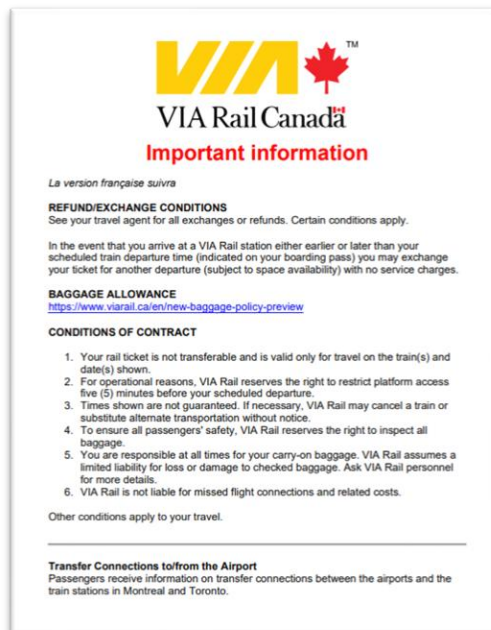


Figure 8: Second Page Information, Page 1

flights, the Indigo shuttle can be taken from Arrivals at the VINCI Park/VIA Rail sign, Post 3 that is located at the taxi and shuttle area. Travel time between Montreal-Trudeau Airport and Montreal Dorval Station is approximately 10 to 20 minutes with the shuttle departing at regular intervals.



Figure 9: Second Page Information, Page 2



### **Luggage:**

VIA Rail luggage rules apply. It is the passenger's responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own baggage during the train journey.

### **On-board Meals:**

Passengers in Economy class have access to the snack cart where they can purchase snacks and drinks on certain trains.

Passengers in Business class have access to meal and bar services.

### **Mobility Assistance:**

Mobility assistance for passengers who require it must be booked at least 48 hours prior to departure. Mobility assistance can be booked by calling +1-888-VIA-RAIL (+1-888-842-7245). For passengers with assistance dogs, please indicate this when requesting mobility assistance.

### **Delays:**

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, passengers may exchange their ticket for another departure (subject to space availability) up to 24 hours from the original departure time with no service charges. Passenger must go to Via Rail ticket counter to make this arrangement.

### **SSR Message:**

Please note that the SSR message will contain check-in information.

Use SSR "WCBD" or "WCBW" or "WCHC" or "WCLB" to request a wheelchair place in the long-distance train.



#### FAQ:

1. Is VIA Rail a BUS or TRN?  
VIA Rail is a train (TRN) service.
2. Do I have to check-in?  
Yes, passengers must check-in in order to receive their actual travel document which they will use to board the train.
3. Are seat reservations included?  
Yes, seat reservations are included.