

Revised  
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# VIA RAIL'S BAGGAGE POLICY



A MORE HUMAN WAY TO TRAVEL VIA Rail Canada



## CARRY-ON BAGGAGE

Due to space limitations, VIA Rail requests that travellers limit themselves to **two pieces of carry-on baggage per person, one piece on Renaissance trains** (where one extra piece can be checked free). Each piece must not be larger than **66 cm x 46 cm x 23 cm (26 in. x 18 in. x 9 in.)** or heavier than **23 kg (50 lb.)**. Baggage sizers are available at all stations with personnel.



## CHECKED PERSONAL BAGGAGE

For your comfort, please check all pieces of baggage larger than 66 cm x 46 cm x 23 cm (26 in. x 18 in. x 9 in.) or heavier than 23 kg (50 lb.). **Maximum weight: 32 kg (70 lb.)**. **Maximum size: 180 cm (72 in.)** except skis and oversized outdoor equipment.

**Renaissance trains:** Canoes, kayaks, sailboards and any article wider than 86 cm/34 in. cannot be checked on Renaissance equipment.

In most stations, checked baggage must be left with VIA personnel at least 1 hour before the train leaves. At some stations or shelters, it is the customer's responsibility to deliver or pick up baggage at the baggage car.

On trains with baggage cars, each ticketed passenger (children included), may check 6 to 7 items, of which 3 to 4 are free of charge. For the number of items that may be checked on your train, please refer to the table.

Station and on-train personnel are authorized to refuse articles that cannot be handled and stored safely on board. VIA assumes no liability for loss or damage to carry-on baggage. VIA recommends that all other baggage be checked to destination subject to any applicable restrictions.

- Checked personal baggage includes, in particular, suitcases, backpacks, sporting equipment (golf bags, skis, etc.), strollers and musical instruments.
- Hooks, hangers, straps and sharp objects must be removed or secured so as not to catch on and damage other baggage. Do not attach loose objects to backpacks.
- **Please attach identification tags to each item, giving your address and phone number at home and at destination.**
- All articles must be transported in their original box or in a rigid container providing adequate protection. Boxes must be fastened with a rope that will serve as a handle and can also be used to attach a baggage tag.
- Travellers must check their baggage on the train they travel on. If this service is not available, checked baggage (except pets) will be accepted on other trains on the same line.



## NOT ACCEPTED ON-BOARD TRAINS

### CARRY-ON BAGGAGE

No weapons, including knives, machetes and guns, are permitted on trains in passenger cars. Bicycles – boxes (oversize) – camping articles – cribs – display cases – explosives (flammable liquids) – furniture – kitchen appliances –

machinery parts – PC monitors (with cathodic tubes) – pets (other than service animals) – televisions – tires – trunks

### CHECKED PERSONAL BAGGAGE

Articles weighing over 32 kg (70 lb.) or measuring over 180 cm (6 ft.) with the exception of skis and oversized outdoor equipment (bicycles, child carriers, canoes, kayaks, sailboards, dog sleighs) – Cameras and photographic equipment – Controlled or illegal substances – Construction goods (not considered as personal or oversized baggage; VIA reserves the right to refuse them at any time. Please contact freight transport companies serving your locality) – Electronic equipment (televisions, computers, video games, etc.) – Dangerous items (fireworks, flammable substances, radioactive materials, etc.) – Fishing

rods without cases – Fragile articles (antiques, artwork, etc.) – Household goods (appliances, china, clocks, furniture, sewing machines, silverware, etc.) – Medication – Motorized vehicles such as snowmobiles, all-terrain vehicles, motorized bicycles or seamobiles – Perfumes – Plants – Tow bars, trailer hitches, etc. – Valuable items (credit cards, coin or stamp collections, gems and minerals, irreplaceable papers and manuscripts, jewellery, money, stamps, stock certificates, watches, etc.) – Any other article that is poorly wrapped (such as in plastic bags, etc.), or too fragile for normal handling.

## CHECKED BAGGAGE CHARGES (Taxes not included)

### Excess baggage \$20 per train used

Any item in excess of free allowance.

### Heavy or oversized baggage \$20 per train used

Baggage weighing between 23 kg and 32 kg (50 lb. and 70 lb.), or measuring between 120 cm and 180 cm (4 ft. and 6 ft.). Skis of any length are accepted without surcharge. (Articles wider than 86 cm/34 in. cannot be checked on Renaissance equipment.)



### Bicycle and child-carrier \$20 per one-way trip (tandem: \$40)

A bicycle box is supplied free by VIA. Nothing may go in the container except the bicycle.

The owner is required to turn the handlebar and remove pedals. VIA does not provide tools to dismantle or to assemble bicycles. Bicycle bags may also be used, free of charge, for bicycles that cannot be boxed (i.e. pedals cannot be removed or handlebar cannot be turned.) If a bicycle is not securely crated, or if other articles are placed in the box, VIA assumes no liability in case of damage.



### Household pets

Service animals for customers with special needs are the only animals allowed in passenger cars. **On a 24-hour advance notice**, caged dogs, cats and small rodents are the only animals allowed in baggage cars. **Cages must be rigid and high enough for them to stand (soft or fragile cages are not accepted)** and owner must provide a padlock. Dogs must be muzzled when not in their cage. VIA reserves the right to refuse checking pets if unsafe. Note: Baggage cars are heated but most are not equipped with air conditioning. From May 1 to September 30, pets cannot be checked on Renaissance trains operated in the Québec City-Windsor corridor. Cages can be purchased at most stations. Pets must be checked on the same train as their owner and be claimed immediately upon arrival.

On long haul trains operated outside the Québec City-Windsor corridor customers are responsible for feeding and exercising their pets. Please coordinate visit with the Service Manager on board. In the Québec City-Windsor corridor only a few trains are equipped with a baggage car (see table); also, visiting your animal during the trip will not be permitted.

Small cage	Height: 41 cm (16 in.)	\$15 per train used
Medium cage	Height: 53 cm (21 in.)	\$25 per train used
Large cage	Height: 69 cm (27 in.)	\$40 per train used
Extra-large cage	Height: 84 cm (33 in.)	\$50 per train used



### Canoe, kayak, sailboard, dog sleigh \$50 per train used\*

Maximum length: 5.5 m (18 ft.). Cannot be checked on Renaissance equipment.

\* If fare paid by traveller for his seat is lower (except for child fares), baggage transport rate will be adjusted so as not to exceed this fare. Minimum rate of \$20.

### Grocery boxes \$2.50 per box (Restricted to certain trains)

On northern routes where there are landlocked communities, you can check boxes of grocery at a minimal cost. This service is only available between Montréal and Jonquière, Montréal and Senneterre, Sudbury and White River, Sudbury and Winnipeg, Winnipeg and Churchill.

Boxes of groceries must be fastened with a rope and are checked at owner's risk. Bags are not accepted. See the section on Liability for packing requirements of perishable items.

## CHECKROOM SERVICE (Taxes included)



### Regular size items \$3

### Heavy or oversized items \$6

Customers holding valid tickets may leave their personal belongings in baggage rooms for up to 24 hours. This service is free for checked baggage left at a station ahead of travel or between connections. Checkroom charge will apply to checked baggage only if left in checkroom after arrival at your final destination.



### Items for sale\* (Taxes not included)

Small cage	Height: 41 cm (16 in.)	\$50
Medium cage	Height: 53 cm (21 in.)	\$75
Large cage	Height: 69 cm (27 in.)	\$120
Extra-large cage	Height: 84 cm (33 in.)	\$150
Cardboard boxes	1 to 4 cubic feet	\$1 to \$4
Bicycle box (for non-travellers)	Supplied free if used for checked bicycle	\$20
Bicycle bag (for non-travellers)	Supplied free if used for checked bicycle	\$5
Ski bag		\$1
Eco bag		\$5

\* Items available in certain stations only. Please verify in advance if the station of departure has the required items in stock. If for example there is no animal cage available, you must provide your own.

## LIABILITY

Please count and verify your checked luggage immediately when you pick it up at destination. Any damage or loss must be reported to a VIA agent on the day of arrival and a claim form be completed and signed by both parties, otherwise VIA is not liable.

VIA's liability is limited to checked baggage that is not intended for another person or for sale. It does not apply to carry-on luggage.

**Maximum liability** in case of loss or damage of checked personal baggage is \$750 per adult-fare ticket and \$375 per child-fare ticket. Maximum liability for articles left in checkroom is \$25 per item. Please note the following restrictions pertaining to checked baggage:

### VIA accepts no liability for:

- Exterior damage to the protective case;
- Items damaged inside any piece of baggage, if there is no visible damage to the exterior;
- Minor scratches, nicks, marks or dirt considered normal wear and tear, which may occur despite all necessary care being taken in handling;
- Pilfering, if the suitcase was not locked or if the box was not closed and sealed with adhesive tape.

### Liability limited to \$250 for:

- Household pets;
- Sporting goods (including camping equipment and outboard motors weighing no more than 32 kg or 70 lb.);
- Musical instruments.

**The following articles may be transported at the owner's risk**, who must sign a release. Please check the protection offered by your personal insurer.

- Articles intended for another person;
- Articles for sale;
- Baby articles;
- Baggage strollers;
- Books, compact discs, audio or videocassettes, etc.;
- Clothing boxes;
- Perishable goods. Food and liquids must be in hermetic containers sealed with tape and must be claimed upon arrival (metal or hard plastic coolers only, styrofoam coolers are not accepted);
- Sailboards and masts;
- Tennis racquets;
- Tools and toolboxes;
- Trunks.



## BAGGAGE INSPECTION

To ensure our passengers' safety, we reserve the right to inspect all baggage.

## BAGGAGE ALLOWANCE PER ROUTE

ROUTES	CARRY-ON BAGGAGE	CHECKED BAGGAGE	
	NUMBER OF PIECES	(Free) ALLOWANCE	LIMIT
Halifax – Montréal	1	4	7
		Connections Moncton – Charlottetown, Moncton – Saint John (bus, limited service)	
Gaspé – Montréal	2	3	6
Montréal – Jonquière	2	3	6
Montréal – Senneterre	2	3	6
Montréal – Québec	• With Renaissance equipment	1	4
	• With LRC equipment	2	No checked baggage
Montréal – Ottawa	2	No checked baggage except in case of connection with the <i>Ocean</i> or the <i>Chaleur</i> (limited checked baggage service).	
Montréal – Toronto	• Trains nos. 57, 60 (LRC)	2	3
	• Trains nos. 52, 53, 66 and 67 (Renaissance)*	1	4
	• Other trains	2	No checked baggage
Ottawa – Toronto	2	No checked baggage	
Toronto – Sarnia	2	No checked baggage	
Toronto – Niagara Falls	2	No checked baggage	
Toronto – Windsor	• Trains nos. 70, 75 and 675	2	3
	• Other trains	2	No checked baggage
Toronto – Vancouver	2	3	6
Sudbury – White River	2	3	6
Winnipeg – Churchill	2	3	6
Jasper – Prince Rupert	• mid-May to mid-October only	2	3
	• mid-October to mid-May	2	No checked baggage
Victoria – Courtenay	2	No checked baggage	

Trains 52, 53, 66 and 67 : checked baggage service available as of January 20, 2009.

Note: Rates and regulations are subject to change without notice.