



# VIA RAIL BAGGAGE POLICY

Effective June 1st, 2013



## CARRY-ON BAGGAGE ENTITLEMENT (no charge) —

For security reasons and for the greater comfort of all travellers, VIA Rail requests that you limit the carry-on baggage you bring on board. Two options are offered:

### Option 1 (per person)



#### 2 articles

Maximum  
11.5 kg (25 lb.) each  
54.5 × 39.5 × 23 cm  
(21.5 × 15.5 × 9 in.) each



#### 1 personal article

Maximum  
11.5 kg (25 lb.)  
43 × 15 × 33 cm (17 × 6 × 13 in.)

For this option, articles of more than 11.5 kg (25 lb.) are not allowed on board.

OR

### Option 2 (per person)



#### 1 article

Maximum  
18 kg (40 lb.)  
158 linear cm (62 linear in.)  
(length + width + height)



#### 1 personal article

Maximum  
11.5 kg (25 lb.)  
43 × 15 × 33 cm (17 × 6 × 13 in.)

Option 2 is NOT recommended in sleeper cars (space is limited).

- Personal articles include articles such as laptops or small backpacks.
- Purses are not considered as baggage.
- Baby carriages measuring no more than 25.5 cm (10 in.) in diameter and 92 cm (36 in.) in length when folded are not considered as baggage.

Baggage sizers are available at most stations with personnel. Station and on-train personnel are authorized to refuse articles that cannot be handled and stored safely on board. VIA recommends that, subject to restrictions depending on destination, all other baggage be checked.

## CARRY-ON BAGGAGE SURCHARGES (taxes included)

An overweight carry-on baggage surcharge of \$20 (per one-way trip) applies to passengers travelling under Option 2 with a large article weighing between 18.5 and 23 kg (41 and 50 lb.). Large articles exceeding 23 kg (50 lb.) are not permitted on board.

## CHECKED BAGGAGE ENTITLEMENT (no charge) —

Some trains offer a checked baggage service. **If you plan on checking your baggage, please arrive at least 45 minutes before departure at end terminals or 30 minutes at intermediate stations.** Also, make sure to verify station operating hours for early morning departures.

If your train does not have a baggage car, no checked baggage service will be offered. You will therefore have to comply with the carry-on baggage policy. Please refer to the carry-on baggage section for more details.



#### 2 checked articles (per person)

Maximum  
23 kg (50 lb.) each  
158 linear cm (62 linear in.)  
(length + width + height) each

Checked baggage includes articles such as suitcases, backpacks, sports equipment (golf bags, skis, etc.), musical instruments, and baby carriages measuring more than 25.5 cm (10 in.) in diameter and 92 cm (36 in.) in length when folded.

### Maximum size and weight restrictions

We do not accept checked articles weighing more than 32 kg (70 lb.), or measuring more than 180 cm (71 in.). A surcharge will apply to each piece of baggage weighing between 23 and 32 kg (50 and 70 lb.), or measuring between 120 and 180 cm (47 and 71 in.). For oversize sports equipment (bicycles, canoes, etc.) or pets, please refer to specific sections.

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

Also, don't forget to label each piece of baggage with your **full name, complete home address, telephone number and e-mail address.**

- 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.
- 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 route.



## CHECKED BAGGAGE SURCHARGES (taxes not included)

### Excess baggage:

#### \$40 per article and per train used

Up to 3 additional articles per person  
Maximum

23 kg (50 lb.) each

158 linear cm (62 linear in.)

(length + width + height) each

### Oversized or overweight baggage:

#### \$40 per article and per train used

Charges apply to each baggage weighing between 23 and 32 kg (50 and 70 lb.) or measuring between 120 and 180 cm (47 and 71 in.). Skis of any length and golf bags are accepted without surcharge.



### Bicycles and child-carriers:

#### \$25 per one-way trip ( tandems: \$50)

Free box or bag included if required. 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 (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:

#### between \$30 and \$50 per train used

Guide dogs 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. **The cage must be supplied by the pet owner and be high enough for animals to stand and turn around in. It must be rigid with holes for ventilation and locked at all times.**

It must also be identified with the owner's full name, complete home address and telephone number. Dogs must be muzzled when not in their cage. VIA reserves the right to refuse checking pets if unsafe.

Note: Baggage cars are often heated but most are not equipped with air conditioning.

### From June 1st to August 31, baggage cars cannot transport animals due to lack of proper ventilation.

However, pets may be transported year-round on the *Ocean* (Montréal – Halifax), as all cars are air-conditioned.

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 visits with the Service Manager on board. In the Québec City – Windsor corridor, only a few trains are equipped with a baggage car. Please note that visiting your animal during the trip will not be permitted.

#### Height of cage

#### Transport costs (per train)

Cages less than 24 in. high

- \$30 per train used in Corridor and Eastern services
- \$30 per overnight on the *Canadian*

Cages more than 24 in. high (maximum 33 in.)

- \$50 per train used in the Corridor and Eastern services
- \$50 per overnight on the *Canadian*



### Canoes, kayaks, sailboards, dog sleighs:

#### \$100 per train used

Maximum length: 5.5 m (18 ft)

Cannot be checked on *Renaissance* trains.



### Grocery boxes:

#### \$3 per box (restricted to certain trains)

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

Food and liquids must be transported in **hermetically sealed boxes** secured with adhesive tape. Perishable goods in bags or stored in styrofoam containers are not accepted. These articles must be claimed immediately upon arrival (no checkroom service). Large plastic bins are not included in this service and will be handled as checked baggage.

**Accepted articles at remote stations:** VIA recognizes that people living in certain remote communities with limited transportation options will sometimes need to bring non-standard articles on board.

\*Please visit [viarail.ca](http://viarail.ca) for the list of non-standard articles that may be accepted on these routes.



## PROHIBITED ARTICLES

### Carry-on baggage

- Bicycles
- Boxes (oversize)
- Camping equipment
- Cradles
- Display cases
- Explosives (flammable liquids)
- Furniture
- Kitchen appliances
- Machinery parts
- Oversize musical instruments (cellos, drums, etc.)
- PC monitors (with cathodic tubes)
- Pets (excluding guide dogs)
- Televisions
- Tires
- Trunks
- Weapons, including knives, machetes and guns

### Checked baggage

- Any article that is poorly wrapped (such as in plastic bags, etc.), or too fragile for normal handling
- Articles weighing over 32 kg (70 lb.) or measuring over 180 cm (71 in.) with the exception of skis and oversized outdoor equipment (bicycles, canoes, etc.)
- Cameras and photographic equipment
- 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
- Controlled or illegal substances
- Dangerous articles (ammunition, fireworks, flammable substances, radioactive materials, etc.)
- Electronic equipment (televisions, computers, video games, etc.)
- Fishing rods without cases
- Fragile articles (antiques, works of art, etc.)
- Household goods (electrical appliances, china, clocks, furniture, sewing machines, silverware, etc.)
- Liquids (including toiletry articles, such as perfumes, which must always be kept in your carry-on baggage)

- Medication
- Motorized vehicles (snowmobiles, all-terrain vehicles, personal watercraft, etc.)
- Office equipment (photocopiers, etc.)
- Oxygen bottles
- Perishable goods stored in styrofoam containers or any other containers that cannot be hermetically sealed
- Plants
- Tow bars, trailer hitches, etc.
- Valuable articles (credit cards, coin or stamp collections, gems and minerals, irreplaceable papers and manuscripts, jewellery, money, stock certificates, watches, etc.)



## CHECKROOM SERVICE AT STATIONS (taxes included)

- \$6 per carry-on article
- No charge for checked baggage when dropping off within the normal checking time (up to 3 hours before departure)\*\*

Travellers holding valid tickets may leave their personal belongings in a station checkroom for up to 24 hours.

\*\*A \$6 surcharge applies to passengers dropping off their checked baggage earlier than 3 hours before departure. A \$6 surcharge also applies when checked baggage is left in the checkroom after arrival at final destination.



## ITEMS FOR SALE† (taxes not included)

Cardboard boxes	1 to 4 cubic feet	\$1 to \$4
Eco-bag		\$5
Ski bag		\$5

†Items available in certain stations only. Please verify in advance if the station of departure has the required items in stock. If none is available, you must provide your own.



## LIABILITY

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Please count and verify your checked baggage 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 Rail cannot be held liable for lost or damaged carry-on baggage. VIA accepts limited liability for checked baggage only.** VIA's liability is limited to checked baggage that is not intended for another person or for sale.

**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 article. Please note the following restrictions pertaining to checked baggage.

### **VIA accepts no liability for:**

- articles intended for another person or for sale
- exterior damage to the protective case or container
- articles 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
- damage caused to baggage carried at the owner's risk

### **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

**Articles transported at the owner's risk** (for which a release must be signed):

- articles for sale
- articles intended for another person
- baby articles
- baggage racks
- books and electronic equipment (MP3 players, multimedia devices, etc.)
- clothing boxes
- perishable goods
- sailboards and masts
- tennis racquets
- tools and toolboxes
- trunks

Please check the protection offered by your personal insurer.



## BAGGAGE INSPECTION

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

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