

GO Transit Terms and Conditions – e-Tickets

Updated 20 June 2019

GO Transit

GO Transit is a division of Metrolinx (“we” or “us”). These terms govern your purchase and use of GO Transit web-based ticket(s) or pass(es) (“e-tickets”) from Metrolinx at our GO Transit e-ticket mobile purchase website located at <http://tickets.gotransit.com> (the “website”). By purchasing an e-ticket you confirm that you have reviewed and accepted the terms applicable to use of the website located at <http://tickets.gotransit.com>.

Customer Service

If you have any questions regarding the Services or these terms please contact GO Transit Guest Services at 1.888.GET ON GO (438.6646) or by visiting www.gotransit.com/en/contact-us.

Purchasing E-Tickets

Each e-ticket is sold subject to Metrolinx policies and By-Laws located at www.gotransit.com/en/policies. Each e-ticket is valid for use of the specified GO Transit services in accordance with these terms and is non-transferable. GO Transit fares, schedules, trip information and other information and terms applicable to travelling with GO Transit is available at www.gotransit.com. Additional sale restrictions may apply as indicated on the website, including any restriction on the number of tickets that you may purchase. GO Transit e-tickets may not be used to travel on UP Express or to Pearson airport. UP Express tickets may be purchased at www.upexpress.com.

Method of Payment

By purchasing one or more e-tickets you authorize us to charge your applicable payment card or account for the purchase price of the e-ticket(s), including any applicable taxes or other charges. E-ticket payments are processed by Mozio, Inc. under contract by Metrolinx. We require that to purchase e-tickets on the website must be the cardholder of the applicable card or the account used to complete the purchase. If your card is rejected by the card issuer, or your payment is otherwise not processed, your e-ticket will not be emailed to you and Metrolinx will have no obligation to fulfill your order. Orders are processed only after billing address, and other billing information, has been verified.

E-Ticket Confirmation

After completing your purchase, we will send a confirmation e-mail to the e-mail address you provide at the time of purchase. It is important that you do not delete this email, as it will contain links to your e-ticket(s). If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm with GO Transit Guest Services whether or not your order has been placed (see contact details above under “Customer Service”).

Using GO Transit e-tickets

Printed copies of e-tickets will not be accepted as a valid fare. To use your e-ticket or pass, you will need to be able to access the confirmation e-mail using your mobile device and an internet connection (data or a Wi-Fi). You must activate your e-ticket before you board by clicking on the ticket(s) or pass links in your confirmation email from your mobile device. Allow five minutes for your ticket to activate. Once activated, single-ride tickets are valid for four hours, and passes are valid during service hours on the day of activation. Each e-ticket has unique ticket number and you must display this identifier on your mobile device to a GO Transit fare inspector on request.

Ticket Availability and Expiry

E-tickets expire one (1) year from date of purchase unless otherwise indicated. Once purchased, e-tickets are available for use immediately. If you lose or delete your confirmation email or otherwise lose access to your e-ticket, you may contact GO Transit Guest Services in order to retrieve your e-tickets following a verification process (see contact details above under "Customer Service").

Refunds and Credits

E-tickets are not refundable and have no redeemable cash value. The GO Train Service Guarantee Policy (www.gotransit.com/en/policies#serviceguarantee) applies to e-tickets. To request a credit associated with an e-ticket, contact GO Transit Guest Services.

Privacy and Electronic Communications

In the course of fulfilling your purchase and in your use of e-tickets, we may collect, use or disclose your personal information, including sending your confirmation email and other electronic communications about your e-tickets. We will handle personal information provided to us in accordance with our privacy policy, available at www.gotransit.com/en/policies.

Changes. We may change all or any part of these terms at any time. We may provide notice of the change by posting the amended terms on our website. As permitted by applicable law, any amendment will become effective at the time we post the amended terms on the website and will apply to your future and existing use of GO Transit. It is your responsibility to check for updated terms before using your e-ticket. If you do not agree with any change to these terms, you may cancel your e-tickets before use and receive a refund.

Legal. By purchasing e-tickets, you accept and confirm that you have accessed, reviewed and accepted these terms, and all other terms, policies and Bylaws referenced in these terms, and that you are able to retain, print and access a copy of these terms for future reference. These terms and your purchase and use of e-tickets are governed by the laws of the Province of Ontario, and you irrevocably submit to the exclusive jurisdiction of the courts of the Province Ontario for all related actions. Subject to other applicable Metrolinx policies and Bylaws, i) your right to a refund or credit as described above are your only remedies available in connection with your purchase and use of e-tickets and ii) Metrolinx and its operators and contractors are not responsible or liable for any other costs or losses you incur for any reason and are not liable to you for any indirect, consequential, punitive or special damages arising from

your purchase or use of e-tickets. You agree that you will not join your claim with any other person's claim and you expressly agree to waive any right you may have to begin or participate in any class action or proceeding against us and/or such other parties, and you also agree to opt out of any class action or proceeding against us and/or such other parties. Metrolinx may assign these terms and all rights and obligations related to your e-tickets at any time without notice. You may not assign the obligations or benefits of these terms. The invalidity of any of these terms will not affect any other terms, which will remain in full force and effect. It is the express wish of the parties that this Agreement and all related documents, including notices and other communications, be written in the English language only. *Il est la volonté expresse des parties que cette convention et tous les documents s'y rattachant, y compris les avis et les autres communications, soient rédigés en anglais seulement.*