

## VIA's liability policy

We regret that we are unable to accept liability for carry-on baggage brought into passenger cars.

We accept **limited liability for checked baggage only**. VIA's liability is limited to personal baggage – that is, to clothing, personal effects and other articles for passengers' comfort and well-being, and to articles other than personal baggage that can be transported in the baggage car. VIA's liability does not apply to articles intended for another person or for sale. For articles left in checkrooms, VIA's liability is limited to \$25 per article.

Your belongings must be transported in their original box or in a rigid container that protects them adequately.

### In particular, VIA will not be held liable for:

- 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

### Compensation

Maximum liability in the event of loss of or damage to personal checked baggage is \$750 per passenger (for a children's ticket, the limit is \$375).

For camping equipment, outboard motors, sports equipment, musical instruments and pets, VIA's liability is limited to \$250. If you do not place your bicycle in a box, which can be supplied to you free of charge, VIA will accept no liability for it.

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 must be completed and signed by both parties, otherwise VIA is not liable.

If you require additional insurance, contact your travel agency or your insurance company.



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