



TRAVEL TIPS

for passengers in
Sleeper class and
Sleeper Plus class



Thank you for choosing VIA Rail. We look forward to welcoming you on board and helping you to create lasting memories.

These tips are intended to give you the basic information you need to prepare for your rail experience. Additional detailed information is also available online at viarail.ca, or by calling us at 1 888 VIA-RAIL (1 888 842-7245) or at 1 800 268-9503 (hearing impaired).

PRIOR TO YOUR TRIP

What to bring – Canadian weather varies significantly by season and region. You may want to visit the Canadian weather website at weatheroffice.gc.ca for climate and weather descriptions of the major regions of Canada. Dress code on the train is casual, even for dinner in our dining car. You may want to bring a sweater as temperatures on the train may vary.

Aside from clothing, here are a few other items you may want to consider taking along for your journey:

- camera & batteries
- binoculars
- sunglasses
- reading material
- games
- comfortable footwear
- medication and personal care products
- personal audio/video system with headphones
- passport and/or visas if required
(for U.S. and international travellers)

Packing – Your accommodation offers very limited storage space. Carrying large suitcases to your cabin or berth may limit movement and risk injury. We recommend only bringing the clothing you'll need for the train trip and your personal essentials (including all medication) to your cabin or berth.

Baggage policies – Our baggage services vary depending on the train. It is important to know how many items you can bring, as well as the size and weight restrictions of each item. To verify the specific policies that apply to your train, please contact our telephone sales office or visit our website.

Special needs – If you require special meals, or have allergies or accessibility concerns, please contact us at least 48 hours prior to your departure.

Plan your departure day – It's a good idea to familiarize yourself with the station and available parking options. Visit our website for details.

DEPARTURE DAY

Verifying your departure time – It's always a good idea to verify if your train will be departing on schedule. Call us at 1 888 842-7245.

Checking in – We ask that you check in at your departure station one hour prior to your departure time. Once you've checked in, VIA personnel will direct you accordingly, and inform you of any applicable baggage procedures.

Boarding – We recommend that you remain close to your train's departure area and listen for boarding announcements.





ON THE TRAIN

Safety – Our top priority at VIA is your safety. Our on-board staff will take you through our procedures shortly after boarding.

Your accommodation – VIA offers a range of cabins and berths, depending on your chosen route and departure date. Some accommodations may require passengers to climb a small ladder to access the upper berth or bed. Visit our website or call us for more details.

Electricity – With the exception of lower and upper berths, our cabins feature electrical outlets. The electrical current in Canada is 110 volts, 60 cycle AC. Appliances that operate on a different voltage will require an adapter.



Food and refreshments – Types of meals available on board our trains depend on the train, the time of year and the class of service you have selected. Consult our website at viarail.ca for a glance at our menus.

Gratuities – We believe tipping to be strictly discretionary and the amount should reflect the quality and manner of individual service delivered. Please consult with the Service Manager if you require guidance on this matter.

Wireless Internet – Free Wireless Internet is available in most major stations across Canada.

Methods of payment on board – We gladly accept cash, traveller's cheques, and all major credit cards for any purchases on board. Our technology does not currently allow debit card transactions on board the trains.

Smoking policy – We are pleased to offer a smoke-free environment on all our trains. Your Service Manager or Attendant will keep you informed regarding scheduled smoking stops.

Route guide – A guide that highlights points of interest can be found in your accommodation.

Stops – We strive to always keep to our schedule. As a result, some station stops can be shorter than planned to make up for lost time. You can verify timing with our on-board staff.

Connections – If you are planning a connection with another VIA Rail train or any other mode of transportation, please verify timing with our on-board staff.

Souvenirs for sale – A selection of mementos and souvenirs is available on board and at select stations. Some of our most popular items include hats, shirts, train whistles, playing cards, postcards, and more. You will soon be able to shop online at viarail.ca. We will ship anywhere in the world.

For additional information, visit us online at viarail.ca or call us at **1 888 842-7245** or at 1 800 268-9503 (hearing impaired).

Thank you for travelling with VIA Rail.
Have a wonderful trip.

