

VIA RAIL



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Travel in comfort with VIA Rail's delicious meals, great service - and enjoy more daily departures and FREE WIFI on trains in the Windsor - Québec City Corridor.

VIA Rail has announced a new partnership with CBC/Radio-Canada, the National Film Board of Canada (NFB) and The Historica-Dominion Institute. The new On-board Entertainment initiative will provide an interactive digital platform and passengers within the Québec City - Windsor corridor will get free access to Canadian programming. You will be able to enjoy CBC/Radio-Canada TV shows plus documentaries and animation from the NFB. In addition there will be "Heritage Minutes" vignettes and Memory Project veteran interviews produced by The Historica-Dominion Institute.

Environmentally friendly, VIA is also great value! Book at www.viarail.ca for unbeatable "Escape" fares that you can only book online - and check the website for express deals of the week. This summer bring the whole family – kids under two are FREE, kids under twelve travel half price, and there are special youth fares right up to twenty five.

Or give the gift of travel by purchasing VIA Rail gift cards at train stations and selected retailers. Choose from fixed-amount cards of \$25 or \$100 available in train stations and at select retailers.

Or, choose a Flex option gift card (available in VIA train stations only), which allows you to predefine the purchase amount. Gift cards can be redeemed for tickets, rail passes, or put towards spoiling yourself or someone special with an upgrade.

Take that long-deserved weekend away with VIA Rail's all-inclusive packages for short urban Getaways of 1 - 4 days in Ontario and Quebec, including train travel, accommodations and activities. Shop in Toronto, take a gallery tour of Ottawa, enjoy a Spa experience in Montréal – and more – all as part of your package.

VIA Rail reaches the most beautiful parts of Canada and also provides special Holiday Packages with travel, accommodations and activities for longer stays of 5 days or more.

VIA has 18 train routes across Canada:

- Toronto-Vancouver
- Jasper-Prince Rupert
- The Pas-Pukatawagan
- Winnipeg-Churchill



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	- Sudbury-White River
	- Ottawa-Montréal
	- Montréal-Québec City
	- Montréal-Jonquière
	- Montréal-Senneterre
	- Montréal-Gaspé
	- Montréal-Halifax
	- Toronto-Montréal
	- Toronto-Ottawa
	- Toronto-Windsor
	- Toronto-Sarnia
	- Toronto-Niagara Falls
	- Toronto-Kingston
	- Toronto-London
	You can even book a vacation with VIA Rail and its travel partners that
	includes everything from your transport aboard a VIA Rail train to your
	accommodations and right down to the guided tours that allow you to
	take full advantage of your destination. Go to
	www.viarail.ca/en/packages and check out www.viarail.ca or phone:
	1 888 VIA-RAIL
Who is VIA?	VIA Rail Canada is an independent Crown corporation established in
WIIO IS VIA:	1978. VIA operates trains in all regions of Canada over a network
	spanning the country from the Atlantic to the Pacific, and from the Great
	Lakes to Hudson Bay.
	As Canada's national rail passenger service, VIA Rail Canada's
	mandate is to provide safe, efficient and cost-effective passenger
	transportation in the country's two official languages. The Company
	operates intercity, regional and transcontinental trains linking 450
	communities across its 12,500-kilometre network. Recipient of the
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	RAC's Safety Award in 2012 for the 11th time in 12 years, and of the
	2012 Agent's Choice Award voted on by Canadian travel agents and
	presented by Baxter Travel Media, VIA safely transports nearly four
	million passengers annually. Since 2007, the Government of Canada
	has provided VIA Rail with nearly one billion dollars in capital investment
The Newsler ::	funding.
The Numbers	- VIA serves 4.1 million passengers annually
	- They employ over 3,000 staff
	- They deploy 480 trains per week, including 300 in southern Quebec
	and southern Ontario
	- Their trains run over 12,500 km of track serving some 450 Canadian
	communities
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Vision	VIA will be the Canadian leader of service excellence in passenger



	transportation
	transportation.
Mission	VIA Rail will work together to efficiently provide travel experiences that anticipate the needs and exceed the expectations of their customers. Follow the evolution of current projects at www.viarail.ca/transformingVIA
Corporate Values	Customer Focus
	VIA appreciate and listen to their customers, and innovate to provide the best passenger transportation experience at the best value for money.
	Respect VIA are human - people who respond with integrity to the needs of their customers, to each other and to the people and communities they serve.
	Passion VIA are dedicated to and passionate about their business, as well as the role they play in Canada's development, and we will go the extra mile to ensure that VIA Rail continues to be successful.
Families	VIA has some great deals for those travelling as a family:
	Infants (under 24 months) Children under 24 months travel free provided that they do not occupy a seat. They must, however, be seated on an adult's lap throughout the trip Kids 2 – 11 In Economy class, children between 2 and 11 years of age always travel at half the adult fare, provided the child's ticket meets the conditions of the adult fare plan. Kids travelling in Business class or Sleeper, Touring and Sleeper Touring classes will be quoted a discounted fare.
	Students 12 – 17 To help the family budget, VIA offers full-time students between the ages of 12 and 17 a discount on the adult regular fare in Economy class. All that's required is a photo ID with proof of age. This Student fare is also available on Sleeper, Touring and Sleeper Touring class travel.
	Youths 18 – 25 If you're between the ages of 18 and 25, you're entitled to year-round discounts in Economy class and Sleeper, Touring and Sleeper Touring class, and a discount on the purchase of a Canrailpass or Corridorpass too. To be eligible for the youth fare, you must present photo ID with proof of age any time it is requested.
	Next time you travel as a family, give your children the chance to



discover a fascinating new mode of transportation. Leave the car at home and take the train! Your children can watch the countryside rolling by through huge windows, and you can just sit comfortably as you talk with them. Very young kids can even stretch their legs in the aisle (and will be much calmer throughout the trip). And in case of an "emergency", the washrooms are a few steps away.

You and your family can take advantage of priority boarding at many of the stations, and you can all sit together thanks to their special seat assignment.

Your children will delight in the **VIA Rail Kids Activity Book** which contains a variety of cut and paste, and colouring activities. It's guaranteed to set their imagination free and it's available on the following trains: the Canadian, the Ocean, the Chaleur, the Skeena and most trains in southern Québec and southern Ontario.

Special activities in the Skyline car

Exclusively in Silver & Blue class aboard the Canadian, games, activities and video showings for children are organized in the Skyline car every morning from 7:30 to 10:00. A start to the day that kids - and their parents - greatly appreciate. Aboard the Ocean, videos for children are shown during the day and evening.

And any time of the day (or night, if the moon is visible), the scenery that can be viewed from this car's panoramic dome fascinates young and old alike. The Canadian, the Ocean and the Chaleur all have a Skyline car.

Guides to entertain children

In summer, guides provide tourist information for passengers and entertain children aboard the Abitibi and the Saguenay in northern Québec.

Menus for children

When it's time to eat, excellent menus for children are available aboard the Canadian, the Ocean, the Hudson Bay and most trains in southern Québec and southern Ontario.

Groups

If you are organizing a trip for 10 or more individuals, you'll find train travel doubly rewarding:

Discounts for all

When travelling in Economy class, group members are eligible for a discount on the regular adult fare on most routes.

Free tickets for the group leader

Group leaders receive one free ticket for each block of 20 tickets



	purchased for travel in Economy class. To find out if your group is
	eligible, call 1 888 VIA-RAIL (1 888 842-7245).
VIA Getaways	Short urban stays in Ontario and Québec of 4 days and less: take that long-deserved weekend away. Simply enter your travel dates and destination at http://www.trainpackages.ca/en/packages/seasons?thumb=getaways to browse all-inclusive packages offering train travel, accommodations and activities. Whether you want to shop in Toronto, take a gallery tour of Ottawa or spice things up in Québec City, VIA has the Getaway for you. For example: The 2013 Montreal to Niagara Falls package includes a 1 night stay and a Journey Behind the Falls for \$269. Quebec and Whales Experience package from Montreal includes a 3 night stay, Quebec City tour and a whale watching tour costing \$485
VIA Train Packages	Theme excursions across Canada for 5 days or more. Are you looking for a golfing holiday or a spa vacation? A fishing trip in the great outdoors or a musical extravaganza? Maybe even see Canada from coast to coast? There's likely a VIA Rail train package that's perfectly suited to your wishes. For example:
	Book a "Mystical Nova Scotia – Halifax to Peggy's Cove" holiday package with VIA Rail to be enchanted by the rocky coves, rustic fishing villages and picturesque wonders of the region. Your holiday begins with a scenic rail journey through Quebec, New Brunswick and Nova Scotia. Your package includes a selection of tours and activities with a tour of historic Halifax, a thrilling whale watching excursion, an in-depth tour of the fishing village of Lunenburg and a visit to Peggy's Cove.
	The package includes: - 5 night's accommodation (1 night on board VIA Rail, 4 nights in Halifax) - 2-day rail journey from Montréal to Halifax on board VIA Rail's the Ocean train - City tour of Halifax - Whalewatching and wildlife excursion from Halifax - Lunenburg and Mahone Bay Tour - Peggy's Cove tour
Business Class	Get all the perks you expect from Business class: - Privileged access to in-station Panorama lounges (where available).



The Panorama Lounge in Toronto has just been completely renovated - Priority boarding and complimentary newspapers Spacious seating on board with room to move, stretch, rest or work. Facing seats, at-your-seat power outlets for your portable computer and premium lighting create a fine ambience before and after your vacation - A delicious meal included in the price of your ticket Free wireless Internet service available in most stations and on board trains. One of the Business Class highlights for me are the melt-in-your-mouth chocolates they serve with the meal! These chocolate truffles are so popular that they now offer them online. Whether you're a frequent traveller, or an occasional one, becoming a member of the VIA Préférence program is your quickest way to earning free train travel. Earn 1 point for every dollar you spend and take advantage of exclusive offers and eBoutique offers With free travel starting at only 550 VIA Préférence points, earning reward travel is quick as points add up fast — especially when VIA Préférence offers its new members 500 welcome bonus points. Your membership rewards you with exciting travel opportunities to any of their great Canadian destinations, or you can even travel for free in France with the SNCF for as low as 2,500 points. In addition to rewarding you with free travel in no time at all, you can take advantage of exclusive promotional offers for VIA Préférence members, whether it is on trips taken with VIA or on purchases made online at the VIA Préférence eBoutique. Learn more about the program at www.viapreference.com
VIA Rail's flagship train, The Canadian, was recently recognized by The Society of International Railway Travelers in their list of the "World's Top 25 Trains". The list recognized top train journeys from North and South America, Africa, Asia/Indian Subcontinent, Europe and Australia. VIA's Canadian was the only regularly-scheduled train in North America to be included in the list. The train's cross-country odyssey was cited for a number of attributes including excellent service, efficient, polite staff, diverse scenery and a memorable cross-country experience. For 25 years, The Society of International Railway Travelers has been recognized as the leading authority on international railway travel. The nomination is the result of experiences shared by writers, editors, society



members, staff and rail enthusiasts.

VIA's Canadian is a legendary and remarkable three-day, three-night journey from Toronto to Vancouver. No matter the time of year, the images are unforgettable: mountain sheep grazing in the Rockies, elk loitering outside Jasper, the skyline of Toronto looming on the horizon. Add a touch of elegance to your journey with VIA's first-class Silver & Blue service, which begins with a bon voyage reception and continues with award-winning service that includes fine dining, accommodations and attention par excellence. Passengers can enjoy the scenery from the large picture windows of their seats or from the 360° scenic dome.

VIA Rail Garden Route

Rich colours and perfumes await you...

Visiting a garden is like taking a trip across space and time. As earthly expressions of a particular era, climate or culture, gardens contain secrets longing to be discovered. When you travel the VIA Rail Garden Route, you are opening yourself to the secrets of Canada's most astonishing flower gardens. Go for the pleasure of cultivating your senses, your passions... or even your garden.

Located from Victoria to Halifax, the Garden Route is a series of 19 magnificent gardens and 28 Communities in Bloom, all winners of the prestigious 5-Bloom award. VIA Rail has put together information on a special website at www.viarail.ca/garden to help you plan your journey starting with comfortable and economical travel aboard VIA trains. You may soon be surrounded by millions of varieties of fragrant flowers and plants, as well as floral landscapes of exceptional beauty.

History

Throughout the colonial period, Canada's vast and far-reaching territory was largely uninhabited. Living conditions were difficult. Harsh winters made travelling almost impossible and many villages were left isolated for months at a time. Automobiles were not yet invented, bicycles still decades away. To allow this country to thrive (as opposed to merely survive), to ensure that travel, commerce and development would flourish, a railway had to be built, one that would alter the course of Canadian and North American history.

In 1867, the year of Canadian Confederation, a commitment was made by the newly-born country to build a transcontinental railway linking both coasts across 6,000 kilometres. The rest, as they say, is history. This railway would go on to play a fundamental role in shaping Canada's social and economic development.

In the century that followed the launch of Canada's first public railway, thousands of kilometres of track were laid across the new country, acting



as a binding force and playing a steadily expanding social and economic role. But the invention of the automobile, and shortly thereafter the airplane, reshaped an already rapidly changing society.

The 1950's. In the postwar era, automobiles became more affordable and therefore more attractive to consumers, who enjoyed the freedom it gave them. This led to the construction of new highways and improvements to road networks throughout North America. Meanwhile airlines responded to growing demand by introducing more flights and new destinations across the country - all the while cutting fares. Little by little, governments abandoned passenger rail and instead invested huge sums in transportation by road and air.

The 1960's. In 1967, Canada's two railway companies, Canadian Pacific and Canadian National, wanted to drop passenger services and only carry freight. Since the federal government considered passenger trains an essential service, it agreed that same year to cover 80% of the losses the two companies incurred with their passenger services. This funding, however, did not lead CP and CN to invest more in passenger trains. Service continued to deteriorate and ridership shrank. In fact, in 1967 - the centennial of a nation the railway built - Canada's passenger railway seemed to be on the verge of becoming a thing of the past.

The 1970's. In 1977, the federal government led by Prime Minister Pierre Elliott Trudeau took an unprecedented step in Canada. Inspired by the 1971 creation of Amtrak in the United States, it created VIA Rail Canada on the grounds that a Crown corporation with an exclusive mission to organize and provide all intercity passenger train services in Canada could really reduce costs and improve service.

The 21st century. At the dawn of the third millennium, VIA Rail is clearly an essential entity: in addition to being a viable business, it continuously innovates. And above all, it has convinced millions of people that trains are "the more human way to travel".

Wi-Fi

VIA Rail provides complimentary Wi-Fi service on board most of its trains, in its Business station lounges and in select stations in the Québec City – Windsor corridor.

VIA currently provides Wi-Fi mobile service only in the Québec City – Windsor corridor. "Good" to "very good" signal strength is offered within more than 98% of the coverage area determined by mobile partners. Users may experience weaker signal strength in the Trenton-Cobourg, Chatham-Kent and Hyde Park (London) regions of Ontario.



How to connect 1. Activate the Wi-Fi function on your laptop or mobile device. 2. Launch your web browser. 3. On board the train, first try to connect to "VIA Connect WiFi" if available, otherwise you can use "VIA_TRAIN". In stations, select "VIA Station" wireless network. **On-Board** VIA Rail has partnered with CBC/Radio-Canada, the National Film Board of Canada (NFB) and The Historica-Dominion Institute to **Entertainment** announce the On-board Entertainment initiative, an interactive digital platform providing passengers on VIA Rail trains free access to Canadian programming. Starting in Spring 2013, the new interactive digital platform will provide passengers on VIA Rail trains within the Québec City - Windsor corridor free access to Canadian programming, including CBC/Radio-Canada TV shows programs, documentaries and animation from the NFB, and "Heritage Minutes" vignettes and Memory Project veteran interviews produced by The Historica-Dominion Institute. By offering VIA Rail customers the chance to watch movies, television shows and news programs presented in the country's two official languages, the On-board Entertainment system will promote high quality Canadian productions. VIA Rail's On-Board Entertainment portal is the only system of its kind on a train in North America. It will present movies and other programming from the NFB and CBC/Radio-Canada collections, in addition to regular daily newscasts from CBC/Radio-Canada. Over time, this interactive digital platform will host other Canadian content from participating organizations. The On-board Entertainment initiative required a total investment of over half a million dollars by VIA Rail. This program is part of VIA Rail's modernization plan launched in 2007, and was made possible by the nearly \$1 billion in capital funding announced by the Government of Canada since 2007 to rebuild aging equipment, refurbish stations, upgrade infrastructure, improve accessibility and support critical information technology projects. About VIA Rail Canada Protecting the environment is everyone's business - VIA Rail Canada **Responsible Travel** takes this responsibility seriously and acts on it every day. While many already view passenger trains as an environmentally friendly transportation choice, VIA nonetheless works continually to improve the environmental performance of its operations. For this reason, an Environmental Policy guides VIA's commitment and daily business decisions. Major issues such as regulatory compliance or reducing fuel consumption and waste are managed using VIA's Environmental Management System (EMS), which establishes a



working framework for tracking, evaluating, and communicating environmental performance.

All employees are invited to become involved in VIA's efforts to protect the environment. The company's Environmental Planning Committee (EPC) is made up of representatives from every function in the organization, while volunteer-led Green Teams are spread out across the network, providing opportunities for employees to generate ideas, locally and nationally.

Beyond policies and procedures, VIA's commitment to the environment expresses itself through concrete action. For some years now, VIA Rail has worked to substantially reduce its greenhouse gas (GHG) emissions even while expanding its operations. This commitment lives on today, as the company continues to look for more effective and creative means of further reducing fuel consumption.

Gains were first achieved in the 1990s by modifying existing equipment, followed in 2001 by the purchase of 21 locomotives with increased fuel efficiency. In recent years, initiatives like the installation of new wayside electrical power systems have allowed for fuel-saving programs, like an engine shutdown program that eliminates idling time.

VIA's latest pilot project has enormous potential to reduce the company's environmental footprint. A prototype for modernizing an existing fleet of 20-year-old locomotives (General Motors F-40) was completed in 2006. It is anticipated that extending this project to the entire fleet would result in fuel savings of 5 million litres yearly and an annual reduction in GHG emissions by 15 million kilograms.

The program would extend these locomotives' useful life by 20 years and reuse 120 tonnes of steel from the basic structure. Moreover, the rebuild could be done at half the cost of buying new locomotives. These and similar programs are currently under review for possible implementation.

Accessible Travel

VIA Rail Canada prides and promotes itself as "The More Human Way to Travel." Nowhere is this commitment more critical than in the provision of service to passengers with reduced mobility or other special needs. VIA has been recognised for the leadership role it has played over the past 25 years in advancing the cause of accessible public transportation for all Canadians. Over that period, VIA has established a constructive working relationship with a number of organisations representing disabled travellers. This has permitted VIA to make substantial and continuing improvements to its trains, stations and front-line services – ensuring best possible accessible transportation for travellers with mobility or other restrictions.

VIA understands that some passengers' travel needs may differ from those of travellers in general. The range of special services (and



adapted services) may vary from one region to another, depending particularly on station facilities and train cars. If VIA know about special needs in advance their staff will have time to do everything necessary to make the trip as comfortable and pleasant as possible. In order to do this, VIA asks that passengers with special needs purchase their tickets by telephone or at one of the ticket offices 48 hours or more in advance of departure, taking care to specify the special services required. These may include arrangements for wheelchair access, guide dogs, priority boarding, special meals, or an escort.

Information and reservations: call toll-free: 1 888 VIA RAIL (1 888 842-7245)

People with speech or hearing problems may communicate through telecommunication devices for the hearing-impaired (TTY) by calling toll-free: 1 800 268 9503.

The full range of special services is outlined on their website at www.viarail.ca/planner/en_plan_beso.html

Enabling people to travel with dignity: a well-trained staff is the reason VIA is at the forefront in providing superior customer service for the elderly, disabled and special needs passengers. Each year, almost one third of VIA's employees receive introductory or refresher training on how to assist passengers with disabilities. Training has taught staff to treat individuals with respect, to empathize as much as possible, and to ask the right questions. The best is often, "Tell me how we can best help you."

VIA has for some time recognized the benefit of allowing travellers with specific disabilities to bring an escort of their choice, at no cost to them or their escort. This policy is designed for travellers who cannot tend to their own personal needs such as requiring assistance with eating, personal hygiene or medical care. This Free Escort Policy is unique in the industry.

Similarly, a person may also be accompanied on trains by a service animal that is certified trained to increase the autonomy of the person with the disability. The service animal would have free access to an additional seat and not be restricted to the limited space under a seat. This is a policy that encourages people with special needs to travel.

VIA Gift Cards

Give the gift of travel!

Share the stunning scenery, exceptional service and relaxing ambience of train travel with someone you love. VIA Rail offers gift cards for every budget, available at the following locations:

- VIA Rail train stations
- Select retailers across Canada:

Choose from fixed-amount cards of \$25 or \$100 available in train



	stations and at select retailers. Or, choose a Flex option gift card (available in VIA train stations only), which allows you to predefine the purchase amount. Gift cards can be redeemed for tickets, rail passes, or put towards
2013 Increased Departures	spoiling yourself or someone special with an upgrade. For 2013 there are even more departures daily on the Ottawa – Toronto – Montreal – Quebec routes including a late evening departure on the Montreal and Toronto route.
Facebook	All aboard VIA Rail's Facebook page! VIA's Facebook page was launched in 2011 and is already nearing 100,000 fans. It's the place to be, to stay in the loop about exclusive offers, seat sales, contests, and news. http://www.facebook.com/viarailcanada

DEALS	VIA have special deals available on their website, so check www.viarail.ca regularly to see what's new – there's always a "Hot" section on their home pageplus lots of other interesting features such as 360 degree pictures and videos.
Escape Fares	For a limited time, VIA Rail's web-only Escape fares are at \$29 across the Québec City-Windsor corridor. Take advantage of this special Escape fare now! Book from April 19 to 26, 2013 (inclusive) Travel by May 15, 2013 (inclusive) Toronto – Montréal \$29* Toronto – Ottawa \$29* Toronto – London \$29* Toronto – Windsor \$29* Toronto – Kingston \$29* Ottawa – Montréal \$29* Ottawa – Québec City \$29* Montréal – Québec City \$29* * One-way Escape fare in Economy class. Taxes not included. Seats are limited. Fares, discounts, conditions and schedules can change without notice, and the above fares are offered for certain departures only
Express Deals	Watch for VIA's Express deals and save up to 75% on select departures on their longer routes. Some current examples as at April 2013: Toronto to Vancouver economy \$197 (was \$591) Toronto to Vancouver sleeper \$546 (was \$1,023) Montreal to Halifax sleeper \$166 (was \$403)
Montreal-Toronto	Toronto-Montréal is just \$29 Travel in Comfort class (economy) between Toronto-Montréal for the exceptional one-way fare of \$29 (before taxes) when booking Escape Fares on the website.



CanRailPass 2013	The Canrailpass is the perfect choice for people who want to go a long way on a limited budget. Travel from the Atlantic to the Pacific and even north to Hudson Bay! Or purchase a Canrailpass for travel exclusively within the Québec City - Windsor corridor. The choice is up to you. You'll get 7 one-way trips anywhere in Canada, in Economy class, during a 21-day period. Low season is October 15 to May 31 and high season is June 1 to October 15. VIA now offers you greater flexibility with a choice of two Canrailpasses - System. Choose yours according to your travel needs: 1. The Supersaver Canrailpass - System offers the best savings. Booking must be made three or more days in advance. Availability of seats is limited. Cost: \$630 low season, \$1008 high season 2. The new Discounted Canrailpass - System offers great savings with
	more flexibility. Users will benefit from a greater availability of seats than the Supersaver Canrailpass, and bookings can be made just one day prior to departure. Cost: \$725 low season, \$1159 high season
Seniors	As a traveller 60 years of age or over, you can save year round on the adult regular fare in Economy class. Simply choose the 60+ fare when booking online with VIA's booking engine, by calling 1 888 VIA-RAIL (1 888 842-7245) or TTY 1 800 268-9503 (hearing impaired), at one of VIA's ticket counters or through a travel agent.