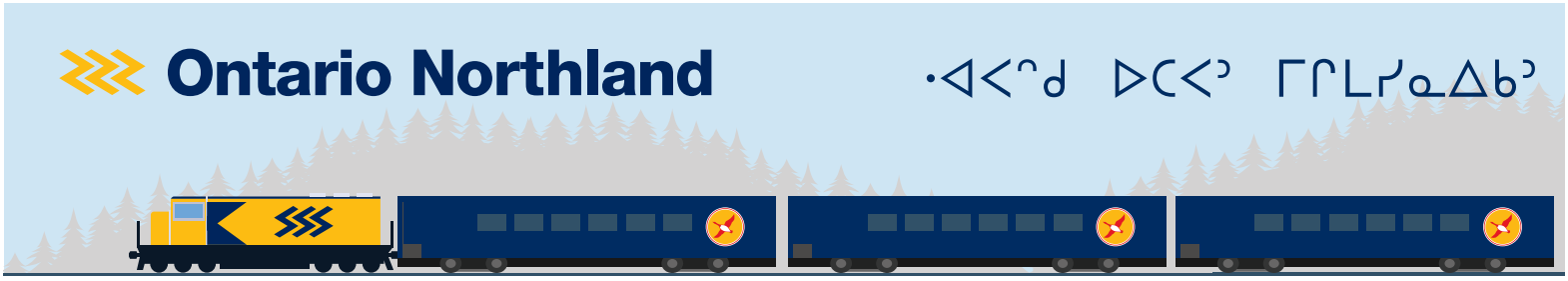
Ontario Northland



# New Reservation System for the Polar Bear Express

Ontario Northland is excited to be launching a new reservation and ticketing system for the Polar Bear Express. As of June 28th, 2016 there are 3 ways for you to purchase a ticket:

1. Buy Tickets Online. Customers will now be able to purchase electronic train tickets online, at a time that is convenient using Visa, MasterCard, Amex, Debit/Visa;
2. Buy tickets over the phone. Contact our toll-free number 1-800-461-8558;
3. Buy tickets at our stations and agencies using cash, debit and credit card (Moosonee, Moose Factory, Cochrane and Timmins).

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### Can I still purchase a ticket at a ticket counter or agency?

Yes, we will continue to sell tickets at our stations and agencies. The stations and agencies are equipped with the new reservation system and can issue and print tickets at their location.

### What changes does the new reservation and ticketing system bring?

Tickets will continue to be date and time specific, as they are today. What will change is the look of the ticket. Tickets can be printed on 8.5”x11” paper and include an electronic scanning code to verify validity. Payment is required at time of reservation.

### Will I still be able to get a refund on my train ticket?

Yes. Tickets may be refunded, provided Ontario Northland is notified of such change prior to the original scheduled travel date. To receive a refund, the customer must visit an Ontario Northland ticketing location and the refund, if eligible, will be refunded to the original form of payment. Online ticket refund must be requested a minimum of 24 hours prior to scheduled departure time through our online request form.

NEW: Changes to reserved tickets after the original date and time will not be permitted. If your travel plans change contact us by phone at 1-800-461-8558 to adjust your ticket prior to travel date.

### What if I decide to travel on a different day? Can I use the same ticket?

The ticket is only valid on the date printed on the ticket. If your travel plans change, you must notify Ontario Northland or phone 1-800-461-8558 prior to the scheduled day of travel to have the ticket changed. All exchanges will be based on seat availability. NEW: Tickets must be used on the date as indicated on the ticket.

### What if I miss my train (e.g. my plane was delayed)?

Ontario Northland ticket agents will have the ability to change the date in circumstances beyond the passenger’s control (weather, river break-up, ice road issues, etc). Customers must contact Ontario Northland the same day in these circumstances to be either reimbursed or permitted to change to the next day.

### What if the customer does not know the date of expected travel?

We request customer’s book travel only once they know their desired travel date. Once the ticket is issued, the customer must notify Ontario Northland if they want to make any changes (prior to departure date).

### What is different about the new tickets and travel date?

The new tickets are date specific, as will be clearly stated on our website and on the ticket terms and conditions.
For the initial roll-out, we will allow a grace period for our customers to become familiar with the new tickets being date specific.