

Ontario Energy Board
COST CLAIM FOR HEARINGS



Affidavit and Summary of Fees and Disbursements

This form should be used by a party to a hearing before the Board to identify the fees and disbursements that form the party's cost claim. Paper and electronic copies of this form and itemized receipts must be filed with the Board and served on one or more other parties as directed by the Board in the applicable Board order. Please ensure all required (yellow-shaded) fields are filled in and the Affidavit portion is signed and sworn or affirmed.

Instructions

- Required data input is indicated by yellow-shaded fields. Formulas are embedded in the form to assist with calculations.
- All claims must be in Canadian dollars. If applicable, state exchange rate and country of initial currency.

Rate: _____

Country: _____

- A separate "Detail of Fees and Disbursements Being Claimed" (comprising a "Statement of Fees Being Claimed" and a "Statement of Disbursements Being Claimed") is required for each lawyer, analyst/consultant and articling student/paralegal. However, only one "Summary of Fees and Disbursements" covering the whole of the party's cost claim should be provided.
- The cost claim must be supported by a completed Affidavit signed by a representative of the party.
- A CV for each consultant/analyst must be attached unless provided to the Board as prescribed on the Cost Award Tariff.

Except as provided in section 7.03 of the Practice Direction on Cost Awards, itemized receipts must be provided.

File # EB-	2015-0049	Process:	Enbridge Gas Distribution DSM 2015-2020
Party:	Federation of Rental-housing Prov. Of Ont.	Affiant's Name:	Dwayne R. Quinn
HST Number:	82029 2415 RT0001	HST Rate Ontario:	13.00%
	Full Registrant <input checked="" type="checkbox"/>	Qualifying Non-Profit	<input type="checkbox"/>
	Unregistered <input type="checkbox"/>	Tax Exempt	<input type="checkbox"/>
	Other <input type="checkbox"/>		

Affidavit

I, **R. Dwayne Quinn**, of the City/Town of **Elmira**,
in the Province/State of **Ontario**, swear or affirm that:

1. I am a representative of the above-noted party (the "Party") and as such have knowledge of the matters attested to herein.
2. I have examined all of the documentation in support of this cost claim, including the attached "Summary of Fees and Disbursements Being Claimed", "Statement(s) of Fees Being Claimed" and "Statement(s) of Disbursements Being Claimed".
3. The attached "Summary of Fees and Disbursements Being Claimed", "Statement(s) of Fees Being Claimed" and "Statement(s) of Disbursements Being Claimed" include only costs incurred and time spent directly for the purposes of the Party's participation in the Ontario Energy Board process referred to above.
4. This cost claim does not include any costs for work done, or time spent, by a person that is an employee or officer of the Party as described in sections 6.05 and 6.09 of the Board's Practice Direction on Cost Awards.



Signature of Affiant

Sworn or affirmed before me at the City/Town of **WATERLOO**,
in the Province/State of **Ontario**, on **Feb 2/16**,
(date)



Heather Anne Grant, a Commissioner, etc.,
Province of Ontario, for Dueck, Sauer, Jutzi & Noll LLP,
Barristers and Solicitors. Expires November 2, 2016.

Ontario Energy Board
COST CLAIM FOR HEARINGS



Affidavit and Summary of Fees and Disbursements

Commissioner for taking Affidavits

File # EB- 2015-0049 **Process:** Enbridge Gas Distribution DSM 2015-2020

Party: Federation of Rental-housing Prov. Of Ont.

Summary of Fees and Disbursements Being Claimed

Legal/consultant/other fees	\$	24,750.00
Disbursements	\$	1,524.37
HST	\$	3,415.67
Total Cost Claim	\$	29,690.04

Payment Information

Make cheque payable to: Federation of Rental-housing Providers of Ontario

Send payment to this address: 20 Upjohn Road, Suite 105
Toronto, Ontario
M3B 2V9
Attention: Laurie Cooper

Ontario Energy Board

COST CLAIM FOR HEARINGS



Detail of Fees and Disbursements Being Claimed

File # EB- <u>2015-0049</u>	Process: <u>Enbridge Gas Distribution DSM 2015-2020</u>
Party: <u>Federation of Rental-housing Prov. Of Ont.</u>	Service Provider Name: <u>Dwayne R. Quinn</u>

SERVICE PROVIDER TYPE <small>(check one)</small> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> Legal Counsel <input type="checkbox"/> Articling Student/Paralegal <input checked="" type="checkbox"/> Consultant <input type="checkbox"/> Analyst <input type="checkbox"/> </div> <div style="width: 35%; text-align: center;"> Year Called to Bar <div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div> </div> </div>	Completed Years Practising/Years of Relevant Experience <div style="border: 1px solid black; width: 150px; height: 20px; text-align: center; margin: 0 auto;">28</div>	Hourly Rate: <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center; margin: 0 auto;">\$330</div>
For Consultant/Analyst: <input checked="" type="checkbox"/> CV attached <input type="checkbox"/> CV provided within previous 24 months	HST Rate Charged (enter %): <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center; margin: 0 auto;">13.0%</div>	

Statement of Fees Being Claimed					
	Hours	Hourly Rate	Subtotal	HST	Total
Pre-hearing Conference					
Preparation		\$ 330.00	\$ -	\$ -	\$ -
Attendance		\$ 330.00	\$ -	\$ -	\$ -
Technical Conference					
Preparation	5.0	\$ 330.00	\$ 1,650.00	\$ 214.50	\$ 1,864.50
Attendance	11.5	\$ 330.00	\$ 3,795.00	\$ 493.35	\$ 4,288.35
Interrogatories					
Preparation	9.5	\$ 330.00	\$ 3,135.00	\$ 407.55	\$ 3,542.55
Responses	3.5	\$ 330.00	\$ 1,155.00	\$ 150.15	\$ 1,305.15
Issues Conference					
Preparation		\$ 330.00	\$ -	\$ -	\$ -
Attendance		\$ 330.00	\$ -	\$ -	\$ -
ADR - Settlement Conference					
Preparation		\$ 330.00	\$ -	\$ -	\$ -
Attendance		\$ 330.00	\$ -	\$ -	\$ -
Proposal Preparation		\$ 330.00	\$ -	\$ -	\$ -
Argument					
Preparation	11.0	\$ 330.00	\$ 3,630.00	\$ 471.90	\$ 4,101.90
Oral Hearing					
Preparation	7.5	\$ 330.00	\$ 2,475.00	\$ 321.75	\$ 2,796.75
Attendance	27.0	\$ 330.00	\$ 8,910.00	\$ 1,158.30	\$ 10,068.30
Other Conferences					
Preparation		\$ 330.00	\$ -	\$ -	\$ -
Attendance		\$ 330.00	\$ -	\$ -	\$ -
Case Management		\$ 170.00	\$ -	\$ -	\$ -
TOTAL SERVICE PROVIDER FEES			\$ 24,750.00	\$ 3,217.50	\$ 27,967.50

Ontario Energy Board
COST CLAIM FOR HEARINGS
Detail of Fees and Disbursements Being Claimed



File # EB- 2015-0049

Process: Enbridge Gas Distribution DSM 2015-2020

Party: Federation of Rental-housing Pro

Service Provider Name: Dwayne R. Quinn

Statement of Disbursements Being Claimed			
	Net Cost	HST	Total
Scanning/Photocopy			\$ -
Printing			\$ -
Courier			\$ -
Telephone/Fax			\$ -
Transcripts			\$ -
Travel: Air			\$ -
Travel: Car			\$ -
Travel: Rail	\$ 35.00	\$ 4.55	\$ 39.55
Travel (Other):			\$ -
Parking			\$ -
Taxi	\$ 19.37	\$ 2.52	\$ 21.89
Accommodation	\$ 1,470.00	\$ 191.10	\$ 1,661.10
Meals			\$ -
Other:			\$ -
Other:			\$ -
Other:			\$ -
TOTAL DISBURSEMENTS:	\$ 1,524.37	\$ 198.17	\$ 1,722.54

DR QUINN & ASSOCIATES LTD.

130 Muscovy Drive,
Elmira, ON N3B 3P7
(519) 500-1022
drquinn@rogers.com

Invoice

Date	Invoice #
2/2/2016	132

Invoice To
Federation of Rental-housing Providers ON Mike Chopowick 20 Upjohn Road, Suite 105 Toronto, ON M3B 2V9

Terms
Net 60

Service Dates	Description	Qty	Rate	Amount
	FRPO REPRESENTATION IN EB-2015-0049 ENBRIDGE GAS DISTRIBUTION DSM 2015-2020			
5/29/2015	REVIEW EGD EVIDENCE, ID ISSUES	3	330.00	990.00
5/31/2015	REVIEW EGD EVIDENCE, ID ISSUES	2	330.00	660.00
6/2/2015	DRAFT, SUBMIT EGD IR'S	1.5	330.00	495.00
6/3/2015	DRAFT, FINALIZE, SUBMIT FRPO EGD IR'S	1	330.00	330.00
6/25/2015	REVIEW EGD IRR'S & EVIDENCE	3	330.00	990.00
7/2/2015	SUBMIT AREAS OF FURTHER INQUIRY	0.5	330.00	165.00
7/5/2015	PREPARE ENBRIDGE QUESTIONS	1	330.00	330.00
7/6/2015	EGD TECH CONF.	8	330.00	2,640.00
7/15/2015	REVIEW EGD IRR'S/UNDERTAKINGS, DISCUSS W/INTERVENOR	1	330.00	330.00
7/21/2015	REVIEW UNDERTAKINGS	1	330.00	330.00
7/22/2015	REVIEW UNDERTAKINGS, CALL WITH GEC	2	330.00	660.00
7/31/2015	REVIEW GEC EVIDENCE	1	330.00	330.00
8/5/2016	SUBMIT FRPO EGD CROSS ESTIMATE	0.5	330.00	165.00
8/7/2015	DRAFT, SUBMIT GEC IR's	1	330.00	330.00
8/14/2015	REVIEW EVIDENCE AND IR'S	1	330.00	330.00
8/14/2015	REVIEW EVIDENCE AND IR'S	1	330.00	330.00
8/15/2015	PREPARE EXAMINATION FOR TECH CONF	1	330.00	330.00
8/17/2015	ATTEND TECH CONF., PREP. CROSS	2.5	330.00	825.00
8/18/2015	ATTEND TECH CONF., PREP. CROSS, REVIEW TRANSCRIPT	2	330.00	660.00
8/23/2015	REVIEW RECORD, PREPARE CROSS, INITIATE ARGUMENT	1.5	330.00	495.00
8/24/2015	PREPARE CROSS	1.5	330.00	495.00
8/25/2015	REVIEW TRANSCRIPTS, ATTEND EGD HEARING	7	330.00	2,310.00
8/26/2015	ATTEND EGD HEARING (REMOTE), FINALIZE CROSS	4.5	330.00	1,485.00
8/27/2015	ATTEND EGD HEARING	7	330.00	2,310.00
8/31/2015	REVIEW TRANSCRIPT, ATTEND HEARING (REMOTE), PREPARE CROSS	4	330.00	1,320.00
		Total		

GST/HST No. 820292415

DR QUINN & ASSOCIATES LTD.

130 Muscovy Drive,
Elmira, ON N3B 3P7

(519) 500-1022

drquinn@rogers.com

Invoice

Date	Invoice #
2/2/2016	132

Invoice To
Federation of Rental-housing Providers ON Mike Chopowick 20 Upjohn Road, Suite 105 Toronto, ON M3B 2V9

Terms
Net 60

Service Dates	Description	Qty	Rate	Amount
9/1/2015	ATTEND HEARING (REMOTE & IN PERSON), SUBMIT COMPENDIUM	3	330.00	990.00
9/2/2015	ATTEND HEARING	1.5	330.00	495.00
9/12/2015	REVIEW TRANSCRIPTS, UNDERTAKINGS, RECORD	0.5	330.00	165.00
9/26/2015	REVIEW TRANSCRIPTS, UNDERTAKINGS, RECORD	1	330.00	330.00
9/28/2015	REVIEW TRANSCRIPTS, UNDERTAKINGS, RECORD	0.5	330.00	165.00
9/29/2015	REVIEW RECORD, DRAFT ISSUES, ARGUMENT	1	330.00	330.00
9/30/2015	REVIEW RECORD, DRAFT ISSUES, ARGUMENT REVIEW INTERVENOR DRAFT	2	330.00	660.00
10/1/2015	DRAFT ISSUES, ARGUMENT, REVIEW INTERVENOR ARG	4	330.00	1,320.00
10/2/2015	FINALIZE DRAFT, COMMUNICATE WITH INTERVENORS, SUBMIT	2	330.00	660.00
	DISBURSEMENTS			
8/17/2015	HOTEL	1	190.00	190.00
8/24/2015	HOTEL AND HOTEL PARKING	1	225.00	225.00
8/25/2015	HOTEL AND HOTEL PARKING	1	225.00	225.00
8/26/2015	HOTEL AND HOTEL PARKING	1	225.00	225.00
8/27/2015	HOTEL AND HOTEL PARKING	1	225.00	225.00
8/31/2015	TRAIN	1	35.00	35.00
8/31/2015	HOTEL	1	190.00	190.00
9/1/2015	HOTEL	1	190.00	190.00
9/2/2015	TAXI	1	19.37	19.37
	HST on Sales		13.00%	3,415.67
			Total	\$29,690.04

GST/HST No.

820292415


From:
Sent:
To:
Subject:

Thanks for staying! <efolio@marriott.com>
Sunday, August 23, 2015 4:52 AM
DRQUINN@ROGERS.COM
Your Aug 17, 2015 - Aug 21, 2015 stay at the Toronto Marriott Downtown Eaton Centre Hotel

Thank you for choosing the Toronto Marriott Downtown Eaton Centre Hotel for your recent stay.

As requested, below is a billing summary or adjustment for your stay. **If you have questions about your bill**, please contact the hotel directly at (416) 597-9200.

[Make another reservation on Marriott.com >>](#)



You have elected to receive eFolio email messages after every stay.

[Modify your email preferences >>](#)

Summary of Your Stay

Hotel: Toronto Marriott Downtown Eaton Centre Hotel
525 Bay Street
Toronto, Ontario M5G 2L2
Canada
(416) 597-9200

Guest: QUINN/DWAYNE/MR
130 MUSCOVEY DR
ELMIRA, ON N3B3P7
CAN

Dates of stay: Aug 17, 2015 - Aug 21, 2015
Guest number: 10055
Marriott Rewards number: XXXXX3270

Room number: 504
Group number:

Date	Description	Reference	Charges	Credits
08/17/15	TELECOMM	BASEHSIA	0.00	
08/17/15	PREMHSIA	PREMHSIA	0.00	
08/17/15	TELECOMM	BASEPHON	0.00	
08/17/15	TELECOMM	FREEHSIA	0.00	
08/17/15	ROOM	504, 1	190.00	
08/17/15	RM TX	504, 1	30.11	
08/18/15	TELECOMM	BASEHSIA	0.00	
08/18/15	PREMHSIA	PREMHSIA	0.00	
08/18/15	TELECOMM	BASEPHON	0.00	
08/18/15	TELECOMM	FREEHSIA	0.00	
08/18/15	ROOM	504, 1	190.00	
08/18/15	RM TX	504, 1	30.11	
08/19/15	TELECOMM	BASEHSIA	0.00	
08/19/15	PREMHSIA	PREMHSIA	0.00	
08/19/15	TELECOMM	BASEPHON	0.00	
08/19/15	TELECOMM	FREEHSIA	0.00	
08/19/15	ROOM	504, 1	190.00	
08/19/15	RM TX	504, 1	30.11	
08/20/15	TELECOMM	BASEHSIA	0.00	
08/20/15	PREMHSIA	PREMHSIA	0.00	

08/20/15	TELECOMM	BASEPHON	0.00	
08/20/15	TELECOMM	FREEHSIA	0.00	
08/20/15	ROOM	504, 1	190.00	
08/20/15	RM TX	504, 1	30.11	
08/21/15	Payment - Visa			880.44
	XXXXXXXXXXXX6755			
Total balance				0.00 CAD

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Important Information

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Why Have I Received this Email?

You received this email because you subscribed to eFolio, a feature enabling you to receive an electronic version of your hotel bill by email after every stay. [Modify your email preferences >>](#)

Availability

Electronic versions of your hotel bill, available by email from our over 2,300 participating properties in the Marriott family of hotels in the USA and Canada, are emailed to you within 72 hours of check-out. These email messages reflect changes made to your bill up to 11pm on your day of departure. Any adjustments after that time may not be shown.

If you have received this email in error, [please notify us](#).

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Authenticity of Bills

Marriott retains official records of all charges and credits to your account and will honor only those records.

Privacy

Your privacy is important to Marriott. For full details of our privacy policy, please visit our [Privacy Statement](#).

Credit of Marriott Rewards Points

After a stay, it may take up to 7 days for Marriott Rewards points to be credited to your account.

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From: Thanks for staying! <efolio@marriott.com>
Sent: Sunday, August 30, 2015 4:51 AM
To: DRQUINN@ROGERS.COM
Subject: Your Aug 24, 2015 - Aug 28, 2015 stay at the Toronto Marriott Downtown Eaton Centre Hotel

Thank you for choosing the Toronto
Marriott Downtown Eaton Centre Hotel
for your recent stay.

As requested, below is a billing summary or adjustment for your stay. **If you have questions about your bill,** please contact the hotel directly at (416) 597-9200.

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Summary of Your Stay

Hotel: Toronto Marriott Downtown Eaton Centre Hotel 525 Bay Street Toronto, Ontario M5G 2L2 Canada (416) 597-9200	Guest: QUINN/DWAYNE/MR 130 MUSCOVEY DR ELMIRA, ON N3B3P7 CAN
---	--

Dates of stay: Aug 24, 2015 - Aug 28, 2015
Room number: 1101
Guest number: 12273
Group number:
Marriott Rewards number:
XXXXX3270

Date	Description	Reference	Charges	Credits
08/23/15	TELECOMM	BASEHSIA	0.00	
08/23/15	PREMHSIA	PREMHSIA	0.00	
08/23/15	TELECOMM	BASEPHON	0.00	
08/23/15	TELECOMM	FREEHSIA	0.00	
08/24/15	SELPARK	#1227354	0.00	
08/24/15	TELECOMM	BASEHSIA	0.00	
08/24/15	PREMHSIA	PREMHSIA	0.00	
08/24/15	TELECOMM	BASEPHON	0.00	
08/24/15	TELECOMM	FREEHSIA	0.00	
08/24/15	SELPARK	08/24/15	35.00	
08/24/15	ROOM	1101, 1	190.00	
08/24/15	RM TX	1101, 1	30.11	
08/25/15	SELPARK	#1227305	0.00	
08/25/15	TELECOMM	BASEHSIA	0.00	
08/25/15	PREMHSIA	PREMHSIA	0.00	
08/25/15	TELECOMM	BASEPHON	0.00	
08/25/15	TELECOMM	FREEHSIA	0.00	
08/25/15	SELPARK	08/25/15	35.00	
08/25/15	ROOM	1101, 1	190.00	
08/25/15	RM TX	1101, 1	30.11	

08/26/15	SELPARK	08/26/15	35.00	
08/26/15	SELPARK	#1227305	0.00	
08/26/15	TELECOMM	BASEHSIA	0.00	
08/26/15	PREMHSIA	PREMHSIA	0.00	
08/26/15	TELECOMM	BASEPHON	0.00	
08/26/15	TELECOMM	FREEHSIA	0.00	
08/26/15	ROOM	1101, 1	190.00	
08/26/15	RM TX	1101, 1	30.11	
08/27/15	SELPARK	#1227305	0.00	
08/27/15	TELECOMM	BASEHSIA	0.00	
08/27/15	PREMHSIA	PREMHSIA	0.00	
08/27/15	TELECOMM	BASEPHON	0.00	
08/27/15	TELECOMM	FREEHSIA	0.00	
08/27/15	SELPARK	08/27/15	35.00	
08/27/15	ROOM	1101, 1	190.00	
08/27/15	RM TX	1101, 1	30.11	
08/28/15	SELPARK	#1227388	0.00	
08/28/15	Payment - Visa XXXXXXXXXXXX6755			1,020.44
Total balance				0.00 CAD

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Credit of Marriott Rewards Points

After a stay, it may take up to 7 days for Marriott Rewards points to be credited to your account.

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From:
Sent:
To:
Subject:

Thanks for staying! <efolio@marriott.com>
Friday, September 4, 2015 5:13 AM
DRQUINN@ROGERS.COM
Your Aug 31, 2015 - Sep 2, 2015 stay at the Toronto Marriott Downtown Eaton
Centre Hotel

Thank you for choosing the Toronto Marriott Downtown Eaton Centre Hotel for your recent stay.

As requested, below is a billing summary or adjustment for your stay. **If you have questions about your bill**, please contact the hotel directly at (416) 597-9200.

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Summary of Your Stay

Hotel: Toronto Marriott Downtown Eaton Centre Hotel
525 Bay Street
Toronto, Ontario M5G 2L2
Canada
(416) 597-9200

Guest: QUINN/DWAYNE/MR
130 MUSCOVEY DR
ELMIRA, ON N3B3P7
CAN

Dates of stay: Aug 31, 2015 - Sep 02, 2015
Guest number: 2334
Marriott Rewards number: XXXXX3270

Room number: 904
Group number:

Date	Description	Reference	Charges	Credits
08/30/15	TELECOMM	BASEHSIA	0.00	
08/30/15	PREMHSIA	PREMHSIA	0.00	
08/30/15	TELECOMM	BASEPHON	0.00	
08/30/15	TELECOMM	FREEHSIA	0.00	
08/31/15	TELECOMM	BASEHSIA	0.00	
08/31/15	PREMHSIA	PREMHSIA	0.00	
08/31/15	TELECOMM	BASEPHON	0.00	
08/31/15	TELECOMM	FREEHSIA	0.00	
08/31/15	ROOM	904, 1	190.00	
08/31/15	RM TX	904, 1	30.11	
09/01/15	TELECOMM	BASEHSIA	0.00	
09/01/15	PREMHSIA	PREMHSIA	0.00	
09/01/15	TELECOMM	BASEPHON	0.00	
09/01/15	TELECOMM	FREEHSIA	0.00	
09/01/15	ROOM	904, 1	190.00	
09/01/15	RM TX	904, 1	30.11	
09/02/15	Payment - Visa XXXXXXXXXXXX6755			440.22
Total balance				0.00 CAD

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SHOP MARRIOTT.COM

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DRQ
EB-2015-0049

DIAMOND TAXI
251 QUEEN ST EAST
TORONTO ON
CAB-3243

Id:PS471402

Invoice #:1627

PURCHASE

Label: MasterCard

00000000041010

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Card #:XXXXXXXXXX2543

APPROVAL: 001

000000

\$19.50

\$3.00

=====

\$21.50

as holder of a certified FFR, cardholder
may issuer such total in
the issuer's agreement
holder

012110

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2015/09/02 Time: 09:05A

2015/09/02

***** OTHER COPY***

From: VIA Rail Canada <service@viarail.ca>
Sent: Sunday, August 30, 2015 2:10 PM
To: drquinn@rogers.com
Subject: VIA Rail Itinerary & Receipt | Aug 31, 2015 - Booking Ref: GRW977

ITINERARY / RECEIPT - NOT VALID FOR TRAVEL

Thank you for choosing
VIA Rail Canada.



BOOKING CONFIRMATION: **GRW977**

DWAYNE QUINN

IMPORTANT - AN E-BOARDING PASS HAS BEEN ISSUED FOR EACH SEGMENT OF THIS TRIP AND HAS BEEN SENT IN A SEPARATE E-MAIL. Please bring all e-boarding passes on your trip and review this confirmation carefully as it includes some important information about travelling with us.

Customers with special service requests

VIA suggests that all customers with special service requests arrive at VIA stations early for safe and timely access to the correct platform. Please validate VIA station hours as some stations open 30 minutes prior to scheduled train time.

ITINERARY # 1

TRAIN 84 | [info](#)

From: **KITCHENER** Mon. Aug 31, 2015

Departure: **09:18 AM**

To: **TORONTO UNION STATION** Mon. Aug 31, 2015

Arrival: **10:53 AM**

Class: **Economy**



You can be notified of the VIA train status, service disruption or delay regarding a specific train by email or SMS (text message). [Sign up now for the Train-Alert Service.](#)

Remarks: Operated by: VIA Rail Canada.

RECEIPT

FARE INFORMATION

Dwayne Quinn (Adult) \$39.55

FARE: \$35.00

G.S.T/H.S.T.: \$4.55

P.S.T.: \$0.00

TOTAL: \$39.55

TAX INFORMATION

Taxable fare: \$35.00

G.S.T/H.S.T. number: 105521785RT001

PAYMENT 4349*****6755 - AUTHORIZATION # 086116

TRANSACTION DATE: 08/30/2015

ITINERARY

FARE PLAN

REFUND/EXCHANGE CONDITIONS

KITCHENER /
TORONTO
UNION
STATION

ECONOMY

Before Departure : Exchangeable and refundable less a **\$20.00** plus applicable tax(es) service charge. A fare difference may apply in case of exchange.

After Departure : **Non-exchangeable and non-refundable.**

BAGGAGE ALLOWANCE*

Carry-on baggage

One (1) personal article of up to 11.5 kg (25 lb.) / 43 x 15 x 33 cm (17 x 6 x 13 in.)

AND

One (1) large article of up to 23 kg (50 lb.) / 158 linear cm (62 linear in.)

OR

Two (2) small articles of up to 11.5 kg (25 lb.) / 54.5 x 39.5 x 23 cm (21.5 x 15.5 x 9 in.) each.

OVERWEIGHT CARRY-ON BAGGAGE:

Carry-on baggage over 23 kg (50 lb.) is not permitted on board.

ADDITIONAL CARRY-ON ITEM(S) ALLOWED:

One (1) additional article of up to 23 kg (50 lb.) for a fee of \$30 tax incl. (per one-way trip).

Checked baggage

No checked baggage.

*VIA Rail reserves the right to weigh, strictly enforce baggage allowances and collect excess baggage charges.

CONDITIONS OF CONTRACT

1. Your rail ticket is not transferable and is valid only for travel on the train(s) and date(s) shown.
2. For any modification or cancellation, please change or cancel your reservation online as soon as possible prior to the scheduled departure of your train (**subject to the conditions of your fare plan.**)
3. For operational reasons, VIA Rail reserves the right to restrict platform access five (5) minutes before your scheduled departure.
4. Times shown are not guaranteed. If necessary, VIA Rail may cancel a train or substitute alternate transportation without notice.
5. To ensure all passengers' safety, VIA Rail reserves the right to inspect all baggage.
6. You are responsible at all times for your carry-on baggage. VIA Rail assumes a limited liability for loss or damage to checked baggage. Ask VIA Rail personnel for more details.

Other Useful Information (links)

- [Seat Assignment in Economy Class](#)
- [VIA's baggage policy](#)
- [VIA Terms and Conditions](#)

Customer Support

- For assistance or queries regarding your train booking, please contact VIA Rail for help at service@viarail.ca

How to modify a booking online?

- You can modify your booking online if you have not yet exchanged this booking

confirmation for a paper ticket.

- Go to reservia.viarail.ca/changebooking/requestchange.aspx?l=en
- Follow the instructions
- [Ticket Exchange Conditions](#)

Risk Free Booking

- Fully refundable prior to paper ticket issuance if cancelled **online** within **24 hours** of **initial booking** and **before scheduled train departure**, whichever comes first.

How to cancel a booking online?

- You can cancel your booking online if you have not yet exchanged this booking confirmation for a paper ticket.
- Go to reservia.viarail.ca/cancellation/request.aspx?l=en
- Follow the instructions

How to get a refund if paper tickets have already been issued?

- Call 1 888 VIA-RAIL (842-7245) to cancel your booking
- Then go to a VIA station with your unused ticket (including the "Receipt" portion) and the credit card used to purchase your ticket, to obtain your refund.