

Ontario Northland

CUSTOMER CHARTER



Contents

..... 1

INTRODUCTION..... 3

1. OUR PROMISES 4

2. BUSES and TRAINS..... 5

3. OUR EMPLOYEES..... 6

4. HELP US, HELP YOU..... 7

5. ACCESSIBILITY 8

6. TRAVEL ADVISORIES 11

7. REFUNDS AND CLAIMS..... 12

8. COMPLAINTS PROCESS 15

9. INQUIRIES..... 17

10. PRIVACY POLICY 17

INTRODUCTION

We put customers at the forefront of everything we do. Our customer service philosophy is based upon true northern hospitality to ensure customers are heard and that they feel welcome when travelling or using our services. The Ontario Northland Customer Charter outlines the commitments we've made to you, our customers, to provide the best possible service and experience.

1. OUR PROMISES

We promise:

> To make every effort so you travel without delays

We know you want your journey to begin on-time and arrive at your destination when you expect it to. It is our target to adhere to our schedules, so you don't experience any unnecessary delays. We aim to have our buses and trains arrive at their final destination within 15 minutes of their scheduled time, unless there is a delay or cancellation which is out of our control (i.e. road closures, traffic delays, weather, etc.).

> To provide expert service

You are important to us. Our staff will be professional, polite and treat every customer with honesty and respect, while keeping you informed through service communications or trip planning. Our customer service team has the tools at their disposal to provide the expert service you deserve. We will publish any changes to our timetables and any travel advisories on our website, and social media.

> To ensure your experience is safe and comfortable

Our priority is to make your experience with us as comfortable and safe as possible. We will provide clean and comfortable stations and keep our fleet clean and well equipped with modern conveniences, so you feel safe across our network and comfortable on your journey.

> To respond quickly when you need help

We are here to help, and we promise to answer your questions quickly, no matter how you reach out to us. We will be thorough and try to answer all questions asked and ensure we take the time required to get you the answer you need.

2. BUSES and TRAINS

- We want your experience to be as comfortable as possible ensuring we maintain and clean our equipment to a high standard.
- You can expect all our buses and trains to have effective heating, cooling, ventilation, and lighting.
- Our Trains and Buses will be clean for each journey.
- We do not allow smoking on any train, bus, or in any building. This includes electronic cigarettes.
- Our skilled employees will maintain our buses and trains to a high standard to ensure safe travel.

3. OUR EMPLOYEES

We understand how important it is to receive efficient and professional service at every step of your journey. Our employees are the backbone of Ontario Northland, and they will:

- Be professional, polite, and helpful.
- Prioritize your safety and comfort.
- Be there to help and deal with any issues promptly.
- Direct you to the appropriate member of staff to get issues resolved.
- Wear their assigned uniform.
- Not use mobile phone equipment (including hands-free equipment) while driving or when dealing with customers.
- Give their first name if you ask.
- Treat every customer equally with honesty and respect.

4. HELP US, HELP YOU

- For everyone's safety, walk, don't run.
- Please give priority seating to elderly or people with disabilities when they need it.
- Always keep your belongings with you, using overhead storage or under your seat. Do not let your luggage block the aisle.
- Do not throw litter on the floor of buses, trains, on our property, or in our stations.
- For our train service please stay behind the yellow line on the platform for your safety.
- While on the bus please only communicate with the driver at an appropriate time while the bus is stopped.
- Adhere to our customer code of conduct for a respectful and safe environment.

The following disrespectful or unsafe behaviour will not be tolerated on board Ontario Northland transportation services or in our stations:

- Endangering the safety of others or the safe operation of a bus or train
- Verbal or physical abuse.
- Threats, harassment or intimidating behaviour.
- Intoxication and/or disorderly conduct.
- Consumption or distribution of personal alcoholic beverages, marijuana/cannabis or illegal substances.
- Smoking or the use of electronic smoking devices/vaping.
- Carrying a weapon or a false declaration that you or any other person is carrying a weapon.

5. ACCESSIBILITY

Committed to Providing Accessible Services

At Ontario Northland, our goal is to provide access to all our services to all people through:

- Treating all people with dignity and respect;
- The development and improvement of accessible public transportation, information and communication services;
- Ensuring our facilities are barrier-free;
- Providing barrier-free employment and employment opportunities; and
- Establishing a culture in which customers receive excellent customer service.

Access to our Transportation Services

Ontario Northland strives at all times to provide its goods and services in a way that respects the dignity and independence of people who have disabilities. Ontario Northland is also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Accessibility Plan and Policies

Ontario Northland has several Accessibility Plans and Policies to improve access and opportunities for people with disabilities. We have developed a thorough feedback process that provides an avenue for those with, or families of someone with a disability, a way to identify, remove and prevent barriers so they can fully take part in life.

- > [Customer Service Policy](#) (PDF)
- > [Customer Accessibility Guidelines - To Access Ontario Northland's Services](#) (PDF)
- > [Multi-Year Accessibility Plan 2014](#) (PDF)
- > [Accessibility Plan Annual Status Report 2019](#) (PDF)

Feedback Process

We have developed a thorough feedback process to ensure that all customers, including people with disabilities, can identify barriers and make Ontario Northland aware of complaints or concerns.

At Ontario Northland, we strive to improve the accessibility to our products and services for our customers with disabilities. We would welcome your comments, barrier questions, and suggestions about ways to improve the provisioning of our goods or services to people with disabilities.

- > [Customer Feedback Process](#) - (PDF)

Travel for Passengers with Disabilities

For detailed information regarding travel for passengers with disabilities, including the attendant program and access for wheeled mobility devices, please visit our Customer Accessibility Guideline.

Guide Dogs and Support Animals

Ontario Northland is committed to welcoming people with disabilities who are accompanied by a guide dog or service animal on premises which we own or operate that are open to the public and other third parties, and on all our passenger transportation services. We will also ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a guide dog or service animal. Please visit our website to view our Guide Dog and Service Animal Policy.

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) provides a forum for consultation and collaboration on initiatives relative to improving the accessibility for persons with disabilities whether they be passengers, employees, visitors, or other members of the general public. Made up of six (6) members of the public from around the North, the AAC advises and assists the Passenger Services division of Ontario Northland in promoting, preventing, improving, and facilitating a barrier-free environment for passengers and citizens of all abilities (universal accessibility), including persons with disabilities.

If you have a particular circumstance you would like assistance with please contact Customer Care by telephone (1.800.461.8558) or email passengercare@ontarionorthland.ca and we will review your request.

Accessible formats and communications supports are available to persons with disabilities. If you require a document or information in an accessible format, please call our Customer Care line at 1.800.461.8558; or email pr@ontarionorthland.ca and we will contact you to determine the format and support.

6. TRAVEL ADVISORIES

Storm Warning

Ontario Northland understands the importance and responsibility of getting our passengers and parcels to their desired locations on time without compromising safety. We take pride in making every effort to ensure that our service will run every day as scheduled.

Ontario Northland is constantly monitoring road and weather conditions. When a storm warning is issued, current and/or imminent weather conditions may cause hazardous travel conditions resulting in the possibility of any of the following scenarios:

- Ontario Northland service will be delayed.
- The service will be interrupted enroute.
- Ontario Northland service will be cancelled.

When there are adverse conditions, Ontario Northland will issue a Travel Advisory. If your schedule allows, we suggest that you postpone your trip until a later time when the warning is lifted. During a Travel Advisory, Ontario Northland will rebook your ticket to a later date at no charge. Passengers scheduled to travel on a route that is cancelled due to a Travel Advisory will be entitled to a refund. If your route is not under a Travel Advisory, standard transaction fees will apply for eligible tickets.

If you decide to travel during the Travel Advisory, you accept responsibility for any additional expenses that may occur as a result of a delay, interruption or cancellation of service, as well as any other possible inconvenience. This may include an overnight stay at a hotel.

Please ensure that you plan ahead by taking the following actions:

- Notify anyone who will be picking you up, that delays may occur.
- Ensure that you have additional cash or a debit/credit card to cover any additional needs which may arise.

Please note that [unaccompanied children](#) cannot travel when a Travel Advisory is in effect with Ontario Northland.

How will passengers know if a Travel Advisory has been posted?

In the event of inclement weather, Ontario Northland advises passengers to regularly check ontarionorthland.ca. If a Travel Advisory has been posted for any route, a red bar with the Travel Advisory will appear on the main page of the website.

Ontario Northland route information can also be obtained through the following channels:

- Phone 1.800.461.8558
- Email us by visiting the [Contact Us](#) section
- Contact a local Ontario Northland Station or agency through the [Station Locator](#) tab
- Follow us through social media via [Facebook](#) and [Twitter](#)

7. REFUNDS AND CLAIMS

Ontario Northland offers two (2) types of fares for purchase: Firm and Flexible. The cancellation policy for tickets is based on the type of fare purchased. If you know you're not going to make any changes to your date and time of travel, then the Firm fare may be appropriate for you. With a Firm fare, you will NOT be eligible for ticket changes, cancellations, or refunds.

If you need flexibility with your travel dates or are uncertain if you will be able to travel on your intended trip, then the Flex fare would be your best choice. The Flex fare allows for ticket refunds up until the scheduled departure time. Ticket changes are permitted provided the new fare is of equal or greater value (customer to pay the difference between the fares). If the new fare is of lesser value, the original ticket can be refunded and a new ticket purchased at the new fare (transaction fees apply)

If a passenger misses a schedule, they are required to purchase a new ticket in order to travel.

Ontario Northland will not refund any ticket issued by other carriers.

How to Refund a Ticket

Firm Ticket:

Refunds: Not permitted.

Flexible Ticket:

Purchased Online: Online ticket refund form must be received a minimum of 24 hours prior to your scheduled departure time. If received after the scheduled date of travel, the refund will not be processed.

All requested information on the form must be completed.

Ontario Northland requires a valid phone number. We will call you to process the refund to your credit care within two (2) business days.

Purchased in Person: Tickets purchased at a station or agency cannot be refunded via this form. Please visit your nearest Ontario Northland Station or Agency to refund eligible tickets (prior to your scheduled date and time of travel).

Note: 10 Trip/Multi-Trip tickets are non-refundable and may not be exchanged for a new date or time, no exceptions.

Disputes

In the event of any dispute over tickets or fares, passengers should pay the fare, take the receipt and forward refund request to:

Ontario Northland
555 Oak St. East
North Bay, ON
P1B 8L3
Attention: Passenger Care

Claims

Ontario Northland Transportation Commission will not be held liable for delays due to accidents, breakdowns, adverse road conditions, snowstorms, or other conditions beyond its control, and we aim to adhere to our schedules, so you don't experience any unnecessary delays. All claims for damages of whatever character must be filed in writing within twenty-four (24) hours at the nearest office or agency of Ontario Northland.

Baggage Claims and Liability

- No claim in respect to loss or damage of baggage etc. will be considered unless notice in writing is received by the Company within thirty (30) days after the date of acceptance by the Company for transportation.
- The liability of Ontario Northland for loss, destruction, or damage to property shall cease if and when such property is delivered to any other carrier. All claims in respect to baggage should be addressed to:

Ontario Northland
555 Oak St. East
North Bay, ON
P1B 8L3
Attention: Passenger Care

- Baggage liability in the event of loss or damage is \$100.00 per adult ticket and \$50.00 per child traveling on a half-fare ticket. Baggage liability may be increased to a maximum of \$1,000.00 with the

purchase of additional insurance of \$5.00 for each additional \$100.00 of declared worth. Ontario Northland does not insure electronics, cash, or jewelry at any time.

- Baggage or property remaining unclaimed for 31 days after storage charges have commenced will be forwarded to the lockup at The Station - North Bay, and if same remains unclaimed for a period of 90 days, it will be disposed of.
- Ontario Northland and/or its employees will not be held responsible for items taken inside the coach by passengers.

8. COMPLAINTS PROCESS

If you are not happy with any aspect of our service, we would like to hear from you. You may reach out to us in person, by telephone, in writing, or by e-mail. Where we can, one of our Agents will deal with issues on the spot. If we can't find a resolution for you immediately, we will get back to you as soon as possible with a solution.

When filing a complaint, it would be appreciated if you could provide the following information:

- your full name
- time and date of travel
- starting point and destination of trip
- phone number or e-mail address in case we need more information
- transaction number or ticket number if applicable

Ways to get in touch with us	
Website	ontarionorthland.ca
Email	passengercare@ontarionorthland.ca
Telephone	1.800.461.8558
Facebook	Ontario Northland

Twitter	@OntNorthland
Address	Ontario Northland 555 Oak St. East North Bay, ON P1B 8L3 Attn: Passenger Care

Please note if you send us a complaint through social media, we will reply with a link to our comment form located on our website where you can then give us a detailed account of the situation.

We will let you know the outcome of our investigation within two working days. Sometimes a complaint or its resolution may be too complicated or, for other reasons, cannot be resolved within two working days. In such cases, a representative will contact the customer to explain what the status of the complaint is and what steps are being taken to resolve it including a timeline for resolution.

In all cases, we will explain fully our resolution and provide an apology if we have made a mistake. Your feedback is an important part of how we can improve our services.

If you are not satisfied with our response, your complaint will be handled through an escalation process, where a senior member(s) of the Passenger Services division will be involved.

9. INQUIRIES

You can visit our website or reach us by phone 24 hours a day and 7 days a week.

Ways to get in touch with us	
Website	ontarionorthland.ca
Email	passengercare@ontarionorthland.ca
Telephone	1.800.461.8558
Facebook	Ontario Northland
Twitter	@OntNorthland
Address	Ontario Northland 555 Oak St. East North Bay, ON P1B 8L3 Attn: Passenger Care

Other useful links:

[Station and Agency Location Finder](#)

[Schedules](#)

[Ticket Purchase and Terms & Conditions of Travel](#)

10. PRIVACY POLICY

The Ontario Northland Transportation Commission (ONTC) is committed to maintaining the accuracy, security, and privacy of the personal information we collect and use, in accordance with the *Freedom of Information and Protection of Privacy Act*. In order to meet this commitment, we have developed and adhere to this Privacy Policy. This Privacy Policy applies to the business and activities of ONTC and its divisions.

By submitting your personal information to ONTC, you confirm your agreement to the terms and conditions of this Privacy Policy.

1. Accountability for Personal Information

Personal information is any recorded information about an identifiable individual, and may include:

- name, address, telephone number, or email address;
- birth date;
- any identifying number, symbol, or other particular identifier; and
- correspondence that is implicitly or explicitly of a private or confidential nature.

Pursuant to Ontario's *Freedom of Information and Protection of Privacy Act* ("FIPPA"), ONTC is responsible for personal information in its custody or under its control.

2. Consent for the Collection, Use, and Disclosure of Personal Information

By submitting your personal information to ONTC, you give ONTC consent to collect, use and disclose your personal information:

- in accordance with this Privacy Policy;
- for such other purposes as may be identified to you at the time of collection; and
- for such purposes as are permitted pursuant to applicable law.

Subject to applicable law, you have the right to withdraw your consent at any time by providing written notice to us. However, please note that your withdrawal of consent may affect our ability to respond to your requests or provide services to you.

3. Collection of Personal Information

Your personal information is collected as required to enable ONTC to provide services and/or products to you, now and in the future. ONTC

may collect personal information from you in person, over the telephone, by mail, by fax, or through the internet.

We may operate video cameras in our facilities for the safety, security, and protection of ONTC staff, visitors, and customers as well as for the prevention and detection of criminal activity.

4. Purposes for the Collection of Personal Information

ONTC shall have the right to use your personal information for the following purposes:

A. To provide our products and services to you, including:

- to communicate with you about our products and services;
- to verify your identity and/or eligibility for certain ONTC services;
- to process financial and other transactions, such as processing a fare payment or issuing a refund;
- to conduct promotional campaigns, including contests, draws, raffles, promotions, and offers for third party products and services;
- to provide you with information on new products, services, or upcoming events, including third-party events sponsored by ONTC; and
- to conduct and administer rewards or loyalty programs.

B. To manage, develop and improve our operations, products, and services, including:

- to respond to comments, questions or complaints;
- to detect and prevent theft and other illegal activities;
- to enforce and administer ONTC rules, by-laws and policies; and
- to audit internal procedures.

C. To assess, process, and administer applications for employment; injury, damage, and other claims; and tenders, proposals, and contracts.

D. For research, statistical, planning, and actuarial purposes, including:

- to analyze business results, trends, and patterns; and
- to conduct market research.

E. To comply with our legal and regulatory requirements and to ensure compliance with this Privacy Policy.

F. For any other purpose required or authorized by law.

We may also use your personal information to create aggregated data. Aggregated data is data that is placed in a format that prevents or limits the chance of revealing an individual's identity. It may be used to show general statistics or track customer behavior as a whole (for example, the number of customers living in a certain area). Such aggregated information is used by ONTC to plan, develop, implement, market, and promote our services and products. It will not be used to identify you.

If we require personal information for any purpose(s) other than those set above, we will ask for and obtain your consent before using your personal information for such purpose.

5. Disclosure of Personal Information

ONTC may from time to time provide your personal information to third parties that we work with to provide our products and services or who have a need to know the information for one of the purposes described above. This may include circumstances where:

- aggregated data is provided to third parties for the purposes of planning, developing, implementing, marketing, or promoting ONTC services, or for research, statistical, planning, and actuarial purposes;
- disclosure is required or permitted by law or pursuant to a court order; or
- disclosure to a third party is reasonably required to facilitate the provision of our products or services.

Third parties include various organizations with whom we work to provide products and services to you, including contractors and other

service providers, affiliates, municipalities, and other government agencies. We will not transfer personal information to third parties unless they have agreed to comply with all applicable privacy standards, including this Privacy Policy and FIPPA.

6. Limiting Collection, Use, Disclosure, and Retention of Personal Information

The collection of personal information will be limited to that which is necessary to fulfill the purposes identified by ONTC, in this Privacy Policy or otherwise.

Once collected, personal information will only be used and disclosed:

- for the purposes for which it was collected, and to which you have consented (pursuant to this Privacy Policy or otherwise), or
- as required or permitted by applicable law.

Personal information will be retained as long as it is required for the identified purposes and, thereafter, for a further period as determined by FIPPA and other applicable law. We will act in accordance with FIPPA to destroy, delete or erase your personal information from its records when it is no longer required. There may, however, be circumstances where we may not be able to completely remove your personal information, including as a result of data backup procedures or document retention policies. In these circumstances, such information will continue to be held securely pursuant to this Privacy Policy.

For the full policy including FAQ, please [click here](#).