



Ontario Northland

Tariff – General Rules Applicable to the Bus Parcel Express Delivery Services

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1. Document Governance

1.1 Document Control & Revision History

This record outlines all official modifications and approvals to ensure the transparency, regulatory compliance, and integrity of the Ontario Northland Tariff Document.

Version	Date	Description of Change	Author
1.0	May 22, 2026	Comprehensive policy overhaul	CX Team

1.2 Purpose, Scope & Applicability

(1) General

The purpose of this Tariff is to establish the official rules, rates, charges, conditions of carriage, and customer obligations that govern the transportation of bus parcel express shipments on services operated by the Ontario Northland Transportation Commission (ONTC).

It ensures:

- Consistent, transparent, and compliant bus parcel express rates and charging practices.
- Clear expectations for customers, employees, agents, and partners involved in parcel shipments.
- Standardized treatment of bus parcel express shipments across the network.
- Alignment with operational, safety, and customer-service requirements specific to ONTC's bus parcel express service. This Tariff serves as the authoritative reference for all procedures, rights, and limitations related to bus parcel express service.

(2) Scope

This Tariff governs the transportation of parcels under ONTC Bus Parcel Express (BPX) services operated on passenger-carrying vehicles.

(3) Applicability

This Tariff applies to all shipments tendered to, and all customers using or intending to use ONTC Bus Parcel Express (BPX) services. Specifically, it applies to:

- a. **Agents & ONTC Personnel:** All ONTC-authorized agents, contractors, and employees responsible for the acceptance, documentation, handling, transportation, storage, delivery, and enforcement of this Parcel Tariff. Agents and employees may not deviate from any published rules except where explicitly authorized by ONTC.
- b. **Bus Parcel Express Facilities & Locations:** All ONTC-owned or contracted facilities, stations, agencies, platforms, vehicles, used in connection with bus parcel express services, including parcel acceptance, handling, storage, transfer, and delivery points.
- c. **Parcels:** All parcels tendered, accepted, transported, delivered, stored, or handled under Bus Parcel Express (BPX) service.
- d. **Conditions of Carriage:** By tendering a parcel for transportation, the consignor agrees to the terms, rights, responsibilities, and limitations set out in this Tariff.

1.3 Definitions

Agent: An ONTC-authorized employee, contractor, or third-party representative responsible for the acceptance, documentation, handling, transportation, storage, delivery, or enforcement of provisions related to bus parcel express shipments under this Tariff.

Application Surcharge: An additional charge applied to certain collect shipments to cover administrative and handling costs, as set out in the applicable rate schedules.

Bus Parcel Express (BPX): ONTC’s parcel service for transporting packages on passenger-carrying vehicles under published rules, restrictions, and rates.

Business: A shipper or receiver that ships or receives parcels in the course of commercial, governmental, or institutional activity.

Collect Shipment: A shipment for which all applicable transportation charges are payable by the consignee at the destination.

Consignor (Shipper): The individual or entity that tenders a shipment for carriage.

Consignee (Receiver): The individual or entity to whom a shipment is addressed and delivered at destination.

Declared Value: The value stated by the consignor for a shipment.

Declared Value / Excess Value Charge: The value declared by the consignor to increase the standard liability limit for a shipment, subject to an additional published excess value charge.

Express Freight: An ONTC–operated parcel transportation service for shipping eligible parcels between ONTC–served locations and Moosonee. Express Freight shipments are subject to applicable service specific fees, space availability, and the terms of this tariff.

Heavy Package: Any single piece weighing 30 pounds (13 kg) or greater and requiring identification with a HEAVY sticker to alert handling personnel.

Interline Shipment: A shipment transported under an arrangement between ONTC and another carrier where transportation is performed in part by such other carrier, and the applicable charges are established under that carrier’s tariff or interline agreement.

Multi-Parcel Shipment: Two (2) or more packages tendered by one shipper (consignor) at the same time and addressed to one **receiver (consignee)** at one delivery location.

Oversize Shipment: A shipment subject to oversize rates due to dimensions meeting or exceeding tariff thresholds, including shipments where any two dimensions are 24 inches (64 cm) or greater, or any one dimension is 36 inches (91 cm) or greater.

Personal: A shipper or receiver shipping or receiving parcels for personal, non-commercial purposes.

Prepaid Shipment: A shipment for which all applicable transportation and related charges are paid at origin before it is accepted for carriage.

Released Value: The maximum liability value applicable to a shipment when no excess value is declared by the consignor.

Shipper's Risk: A condition of carriage under which specified commodities are transported without any liability for loss, damage, or delay, as identified in this tariff.

Unclaimed Shipment: A parcel or shipment that has not been collected by the consignee within the published storage and notification timelines and is subject to storage, return, disposal, or sale in accordance with this tariff.

Waybill: The official shipping document issued at the time a Bus Parcel Express shipment is tendered, detailing shipment description, weight, declared value, charges, consignor, consignee, and applicable conditions of carriage.

2. Bus Parcel Express – Scope & Acceptance

2.1 Application of Parcel Tariff

The rules, regulations and charges herein contained apply to the transportation of bus parcel express packages on passenger-carrying vehicles regularly operated between any two points serviced by ONTC (Motor Coach Services), under conditions specified in the following rules and regulations.

2.2 Conditions Governing Acceptance of Shipments

- (1) ONTC (Motor Coach Services) will accept bus parcel express packages to the extent of the space which is anticipated to be available for the transportation of such commodities.
- (2) Transportation of passengers and their baggage will receive preference and will not be subordinated to the transportation of bus parcel express packages.
- (3) Bus Parcel Express packages will be accepted for transportation only to points where the Commission maintains offices or agencies.
- (4) ONTC (Motor Coach Services) will not be liable in case of loss or damage for an amount more than the actual value of the shipment, and in no case shall the liability exceed \$100.00 unless a higher value is declared and the excess charges paid.
- (5) The maximum value of any shipment accepted for transportation will be \$1,000.00.
- (6) Customers must provide receipts for insured items upon request.

3. Bus Parcel Express – Shipment Requirements & Restrictions

3.1 Prohibited Articles

- (1) ONTC (Motor Coach Services) will NOT accept or transport express shipments which, because of character, size or weight, are obnoxious to passengers, or which are likely to be, or to become objectionable to passengers or prospective passengers, or which are liable to cause injury to personnel, or to baggage, other shipments or equipment.
- (2) Except as otherwise specifically provided herein, packages or shipments containing the following articles, materials, or substances will not be accepted for transportation:
 1. Acids
 2. Alcoholic Beverages and Liquors
 3. Ammunition
 4. Animals, Live
 5. Articles having Special Value
 6. Batteries, Electric Storage, Wet (containing Electrolyte Acid or other materials having disagreeable odour or other alkaline corrosive battery fluid)
 7. Birds
 8. Cash
 9. Dangerous Materials
 10. Explosives
 11. E-Bikes
 12. Firearms
 13. Flammable Materials
 14. Fluorescent Signs (fabricated)
 15. Fowl
 16. Fish and Shellfish
 17. Fuel Tanks (used)
 18. Gases in Cylinders
 19. Jewelry
 20. Mail, in violation of the Postal Regulations
 21. Matches (exception - strike-on box, book and card matches)
 22. Meat or Meat Products
 23. Neon Signs or Bent Neon Tubing
 24. Perishable Food Items (i.e. Meat, vegetables, etc.)
 25. Radioactive Materials
 26. Reptiles, Live
 27. Scooters (electric or non-electric)

- 28. Tobacco / Cannabis
- 29. Wild Game
- 30. X-Ray Tubes

- (3) Packages or shipments which contain the following commodities, articles, materials or substances, will NOT be accepted for transportation when the Declared or Released Value is MORE than one hundred (\$100.00) dollars:
- a. Electronic Equipment: (including, but not limited to, personal computing devices, mobile and smart devices, wearable technology, audio and video equipment, gaming devices, component modules, data storage media, and related electronic devices).
 - b. New electronic equipment with receipts can be accepted for carriage when the declared value is greater than one hundred (\$100.00) dollars, but the insurance is limited to loss only, and the excess charges set out in [3.3 Excess Value](#) must be paid.
 - c. All shipments that do not conform to the "Packing and Marking Requirements" in section [3.4 Packing, Marking, Labelling and Conditions of Acceptance](#).
 - d. ONTC (Motor Coach Services) will not accept or transport any article, material, or substance, the possession of which or the transportation of which is unlawful.

3.2 Weight, Size and Valuation

- (1) The maximum allowable parcel size must not exceed 24 inches (64 cm) in height, 40 inches (102 cm) in width or breadth, 84 inches (213 cm) in length and 75 pounds (34 kg) in weight.
- (2) The oversized rate applies when any “two dimensions” are 24 inches (64 cm) or greater, or when one dimension is 36 inches (91 cm) or greater.
- (3) Single pieces 30 pounds (13 kg) or greater require a HEAVY sticker applied to the package.
- (4) The consignor is required to declare the gross weight and value of each package or shipment tendered for carriage under the terms of this tariff.
- (5) When parcels are received at terminals or agencies for transportation on motor coaches, a waybill will be completed to record the declared weight, size, and applicable charges in accordance with the table of rates.

3.3 Excess Value

Liability is limited to \$100.00 unless a higher value is declared. For all parcels so declared, an additional charge of 5% of the declared value above \$100.00 to a maximum of \$1,000.00. For example, when the declared value is \$1,000.00:

- The first \$100.00 is free.
- The value charge would be $(\$900.00 \times 5) = \45.00

3.4 Packing, Marking, Labelling and Conditions of Acceptance

- (1) Packages must be properly wrapped, secured and tied to withstand handling, piling, strapping, and rubbing incidents to their transportation by motor coach.
- (2) ONTC (Motor Coach Services) will not be liable for loss or damage to packages shipped contrary to packing requirements, nor for loss or damage to fragile or poorly packed articles, or to containers that are easily marred or damaged. It also reserves the right to refuse packages, which, in the judgment of the Commission's representative, do not conform to the Commission's packing requirements.
- (3) All shipments must have plainly written thereon the name, address, and telephone numbers of both the consignor and the consignee, with full shipping instructions.
- (4) All packages containing fragile articles must be plainly marked fragile.
- (5) Time-sensitive articles must be labelled with a rush sticker.
- (6) For Multi-Parcel Shipments, each parcel must be individually labelled and clearly identified in accordance with the applicable Multi-Parcel Shipment requirements.
- (7) The shipper is responsible for ensuring that each parcel tendered for shipment complies with the requirements of Bus Parcel Express Service and this tariff. Information provided on the waybill must be sufficient to enable ONTC to determine:
 - a. That the shipment, in whole and in part, is acceptable for transportation under Bus Parcel Express Service guidelines.
 - b. That the shipment meets the packing and marking requirements specified herein.
 - c. That the applicable lawful rates and charges can be properly assessed.
- (8) ONTC reserves the right, when authorized by management to open and inspect shipments if necessary.
- (9) Acceptance of parcels may be refused if they are improperly or inadequately packed, damaged, or contain prohibited items.

4. Bus Parcel Express – Rates & Charges

4.1 Application of Rates

(1) Base Rates:

- a. Unless otherwise specified, all shipments are charged in accordance with the applicable Bus Parcel Express (BPX) base rate schedule in effect at the time the shipment is tendered.

(2) Multi-Parcel Shipments:

- a. Rates for Multi-Parcel Shipments are applied as follows:
 - i. Each parcel within a Multi-Parcel Shipment is weighed individually and charged separately, in accordance with the applicable rate based on the actual weight of each parcel in effect at the time of shipment.
 - ii. Parcel weights are not combined. Each parcel is charged individually. Shipping multiple parcels together does not change the applicable rate for any parcel.
 - iii. There is no limit to the number of parcels that may be included in a Multi-Parcel Shipment.

(3) Oversize Rates

- a. Oversize rates will apply to large bulky shipments that meet oversized criteria set out in Section 3.2 (weight, size, and valuation).
- b. Oversize rates are calculated as a percentage-based surcharge applied to the applicable Bus Parcel Express (BPX) rates in effect at the time of shipment

(4) Fuel Surcharge:

- a. A fuel surcharge applies to all parcels for cost recovery purposes. The fuel surcharge is calculated as a percentage of the applicable shipping charge based on shipment weight and is set out in the BPX rate schedule in effect at the time of shipment.

4.2 Charges and Payment

Bus Parcel Express shipments are transported on a **prepaid, collect, or approved account** basis, in accordance with this tariff.

(1) **Prepaid Shipments:**

- a. For prepaid shipments, all applicable transportation charges must be paid at the time the shipment is tendered for carriage.

(2) **Business Account Shipments:**

- a. Approved business account holders may tender shipments for transportation on account. Charges for such shipments will be invoiced to the account holder in accordance with ONTC's billing terms and conditions.
- (3) **Collect Shipments - ONTC Services:**
- a. For shipments transported entirely on ONTC Bus Parcel Express services between ONTC agencies, charges may be shipped collect and paid by the consignee at destination.
 - b. ONTC establishes and collects applicable transportation charges for these shipments.
- (4) **Freight Express Shipments – Moosonee:**
- a. All Freight Express shipments destined to Moosonee must be shipped prepaid or tendered on an approved business account. Additional Freight Express fees apply as set out elsewhere in this tariff and the applicable rate schedules.
 - b. Collect (C.O.D.) shipments are not permitted for Freight Express shipments destined to Moosonee.
 - c. Freight Express shipments originating from Moosonee may be shipped on a prepaid, collect, or approved account basis, subject to the provisions of this tariff.
- (5) **Collect Shipments – Applicable Surcharges:**
- a. For collect shipments transported solely on ONTC services, application surcharges apply based on the status of the consignor and consignee, as follows:
 - i. **Business-to-Business:**
No collect application surcharge applies.
 - ii. **Personal-to-Personal:**
A collect application surcharge applies.
 - iii. **Personal-to-Business:**
A collect application surcharge applies.
 - iv. **Business-to-Personal:**
A collect application surcharge applies.
 - b. Applicable surcharge amounts are set out in the current Bus Parcel Express rate schedules.
- (6) **Interline Shipments:** ONTC may interline with other carriers for the transportation of Bus Parcel Express shipments.
- a. **Inbound Interline Shipments:**
 - i. Shipments received from an interline carrier may arrive on a collect basis, where permitted under the applicable interline agreement. Charges for these shipments are established by the originating carrier under its own tariff. ONTC does not set or invoice these charges.
 - b. **Outbound Interline Shipments:**
 - i. Shipments tendered by ONTC to an interline carrier must be prepaid, unless otherwise permitted under a specific interline agreement.

(7) Unpaid or Unresolved Charges:

- a. ONTC may refuse acceptance of, or withhold release of, any shipment where applicable transportation charges have not been paid at the time of pickup or delivery.
- b. Shipments for which payment remains outstanding may be held, returned, or otherwise handled in accordance with [Section 5.2 – Refused or Unclaimed Shipments](#) of this tariff.

(8) Basis of Charges:

- a. Transportation charges for Bus Parcel Express shipments include the applicable base rate and any surcharges, including fuel surcharge, and are determined based on weight, size, and distance between origin and destination, as set out in this tariff and the applicable rate schedules.

(9) Personal Baggage:

- a. All personal baggage and personal property transported via Bus Parcel Express services must be shipped prepaid.

4.3 Special Commodity Rates

(1) Flowers:

- a. Shipped at applicable Bus Parcel Express (BPX) rates.
- b. Oversize charges applied where applicable based on dimensions, in accordance with [Section 3.2 Weight, Size and Valuation](#).
- c. Carried at Shipper’s Risk
- d. Liability: loss only - no damage

(2) Live Bait:

- a. Shipped at applicable Bus Parcel Express (BPX) rates.
- b. Carried at Shipper’s Risk
- c. Liability: loss only - no damage

(3) Interline Parcel Express Rates: Rates for interline parcel express shipments will be applied in accordance with applicable interline agreements and the provisions of this tariff.

(4) Automobile Parts:

- a. Shipped at standard Bus Parcel Express (BPX) rates
- b. Oversize charges where applicable based on dimensions, in accordance with [Section 3.2 Weight, Size and Valuation](#)
- c. Carried at Shipper’s Risk
- d. Liability: loss only - no damage.

(5) Bicycles:

- a. Must be dismantled and packed in "substantial" carrying case. No bicycle bags will be accepted.

- b. Oversize rate will be applied when passenger not accompanying shipment.
- c. Liability: loss only - no damage.
- d. Carried at Shipper's Risk

(6) Water Samples:

- a. Shipped at applicable Bus Parcel Express (BPX) rates.
- b. Must be properly sealed and packaged to prevent leakage.
- c. Liability: loss only – no damage or spoilage
- d. Carried at Shipper's Risk

(7) Blood:

- a. Shipments of blood and components thereof, when packed in Wet Ice, will be accepted for transportation.
- b. Liability: loss only – no damage or spoilage
- c. Carried at Shipper's Risk

5. Bus Parcel Express – Delivery & Pickup

5.1 Delivery at Destination

The tariff rates cover the transportation of the shipment to the terminals or agency points. The agent shall contact the consignee on the day the shipment is received.

In select locations, local delivery beyond the terminal or agency point may be available as an optional last-mile service. Where available, such delivery is arranged through third-party service providers and subject to applicable additional charges determined at the point of sale.

5.2 Refused or Unclaimed Shipments

- (1) Shipments which are refused by the consignee or remain unclaimed for any reason will be held at the destination pending receipt of instructions from the Consignor as to the disposition of such shipments, subject to the holding periods set out below.
 - a. ONTC-operated corporate stations will hold unclaimed or refused shipments for a period of up to thirty (30) days.
 - b. Third-party agency locations may hold unclaimed or refused shipments for a period of up to seven (7) days, due to space limitations.
 - c. Where a third-party agency is able to hold a shipment beyond seven (7) days, such extended holding will be subject to the maximum holding period of thirty (30) days, in accordance with this tariff. Holding periods at agency locations may vary by location and are not guaranteed.
 - d. If a shipment has not been picked up within seventy-two (72) hours after arriving at its destination, the receiving location will make reasonable efforts to contact the shipper to ask how the shipment should be handled (for example, returned or redirected).
- (2) If a shipment is returned to the Consignor at the Consignor’s request, the following charges will be assessed:
 - a. **Prepaid Shipments:** Applicable return shipping charges.
 - b. **Collect Shipments:** Applicable shipping charges for round-trip transportation, including transportation from the original origin to destination and return to the consignor.
- (3) An unclaimed or refused shipment may, at the request of the consignor, be forwarded to another destination, provided payment is made of all existing unpaid charges, together with any applicable shipping charges from the original destination to the new destination.

- (4) Shipments which remain unclaimed after seven (7) days at a third-party agency location, where space limitations apply, or after thirty (30) days at an ONTC-operated corporate station, may be forwarded to ONTC, 100 Station Road, North Bay, Ontario, for continued holding. The total holding period for any shipment shall not exceed ninety (90) days from the date notice of arrival was first provided.
- (5) If the Consignor requests return of the shipment within this ninety (90) day period, the shipment will be returned upon payment of all accrued charges, including applicable transportation charges from the original destination to 100 Station Road, North Bay, and from such facility to the return destination.
- (6) Shipments which remain unclaimed for a period exceeding ninety (90) days after due notice of arrival has been given may be sold or otherwise disposed of at the Carrier's discretion, without further notice and without compensation to the Consignor or Consignee, in accordance with the laws of the Province of Ontario.
- (7) Perishable or deteriorating commodities, including but not limited to flowers or live bait, are not accepted for transportation under the Bus Parcel Express Service. Any such items tendered contrary to this tariff may be refused, delayed, or disposed of at the shipper's risk.
- (8) Ontario Northland may take such steps as are reasonably necessary to protect the Carrier, other shipments, facilities, or parties in interest, including disposal of the shipment where required, and shall not be liable for any loss, damage, deterioration, or delay resulting from such action.

6. Claims, Liability & Rights

6.1 Claims

- (1) ONTC will not be held liable for bus parcel express delays due to accidents, breakdowns, adverse road conditions, weather or conditions beyond its control, and does not guarantee to arrive at or depart from any point at a specific time. The time of arrival at and departure from any point shown in its published time schedules is the schedule it endeavours to maintain, but the same is not guaranteed.
- (2) Customers can contact Passenger Care by email at passengercare@ontarionorthland.ca.
- (3) All claims must be made in writing within 30 days and must be accompanied by an invoice showing the actual value of the article lost or damaged, together with full details regarding the loss or damage to:

Ontario Northland Transportation Commission
 555 Oak Street East
 North Bay ON
 P1B 8L3
 Attention: Passenger Care

6.2 Responsibility

(1) **Shipper's Risk:**

Flowers, live bait and breakable articles, valuable papers including manuscripts, irreplaceable publication documents, tenders/bids etc. will be transported at shipper's risk only and the Commission will assume absolutely no responsibility for loss or damage or delayed delivery of same. Where identifiable waybills must be clearly marked 'Shipper's Risk' by the accepting agent or operator.

(2) **Liability:**

The Commission will not be liable for loss, damage or delay of shipment caused by:

- a. Difference in weight or quantity caused by shrinkage, leakage or evaporation;
- b. Break-downs, road conditions, acts of God, public enemies, authority of the law; quarantine, riots, strikes, hazards, incident to state of war, etc.;
- c. Act or default of shipper, owner or consignee;
- d. Nature of article shipped or defects therein;
- e. Improper or insufficient packing, securing or addressing;
- f. Due to bus capacity, including the prioritization of passenger baggage and operational requirements, which may result in parcels being deferred to a subsequent trip;
- g. Any other reasons or causes beyond its control.

7. Reference Tables

7.1 Local Bus Parcel Express Rates

Please refer to www.ontarionorthland.ca for current express rates.