

## GENERAL SERVICE INFORMATION

### SERVICES OFFERED

**VIAPAQ Courrier**, through VIA Rail Canada and its extensive network of train operations and conveniently located stations in all major cities, is engaged in station-to-station transportation of small packages and envelopes. Same-day and overnight services are available. All packages and envelopes handled under a single VIAPAQ Courrier waybill will constitute one shipment.

### RESTRICTED AND PROHIBITED ARTICLES

#### A) Maximum weight and size

Packages or articles weighing more than 23 kg (50 lb.) or exceeding a total of 180 cm (72 in.) in length and girth combined will not be accepted at VIAPAQ Courrier. VIAPAQ Courrier reserves the right to reweigh shipments. The actual or adjusted weight determined by VIAPAQ Courrier may be applied for the assessment of rates, and the shipper agrees to pay same.

#### B) Maximum value

The maximum value or declared value per shipment is CDN\$1,500. Jewellery, other than costume jewellery, is limited to a maximum value of CDN\$500 per shipment. No service will be provided in the transportation of articles of unusual value (see item E).

#### C) Dangerous goods

Dangerous goods, hazardous materials, and consumer commodities that are subject to regulation by the Canada Transportation of Dangerous Goods Act will not be accepted by VIAPAQ Courrier.

#### D) Prohibited articles

Certain articles, including but not limited to the following, will not be accepted by VIAPAQ Courrier:

- Animal skins and furs,
- Tobacco products and alcoholic beverages,
- Cash, currency, bonds, stocks, or other negotiable securities,
- Any shipment that, in our judgment, could cause damage or delay to equipment, personnel, or other shipments.

#### E) Articles of unusual value include but are not limited to:

- Precious metals, including but not limited to platinum, gold, or silver bullion or dust, etc.
- Antiques, including but not limited to vases, glassware, tableware, etc.
- Artwork, including but not limited to drawings, paintings, prints, sculptures, ceramics, etc.
- Collectors' items, including but not limited to stamps, coins, sports cards, memorabilia, etc.

#### F) Prohibited by law

VIAPAQ Courrier will not transport any shipment that is prohibited by law or governmental regulations whether it be federal, provincial, or municipal.

### RIGHT OF INSPECTION

VIAPAQ Courrier reserves the right to open and inspect any package delivered to it for transportation, but is not obliged to do so.

### FRAGILE GOODS

VIAPAQ Courrier is not liable for damage to **any fragile articles, including but not limited to computer monitors, glassware, ceramics, household goods, etc.** All such shipments are transported at shipper's risk and, as such, will be transported on a no-value (non-insured) basis.

### PROPER PACKAGING AND LABELLING

Packages must be properly packed, wrapped, and labelled to sufficiently protect contents during handling and transportation. All packages and/or envelopes must clearly include name, address, and telephone number of the receiver. The VIAPAQ Courrier waybill must clearly indicate name and telephone number of both shipper and receiver.

### VALUE-ADDED SERVICES

- A) The first CDN\$100 of coverage against loss or damage is automatically included in the shipping charges. However, if the declared value of the shipment is in excess of CDN\$100, an additional charge of \$1 for each additional CDN\$100 coverage, or part thereof, will apply. Declared value exceeding the CDN\$100 minimum must be entered in the appropriate space of the waybill.
- B) VIAPAQ Courrier will, upon request by the shipper, store shipments in their facilities, free of charge, for up to two consecutive days, after which a supplemental charge of \$0.25/lb. per day or \$6 minimum, whichever is greater, will apply.

### CLAIMS

- A) All damage, loss, or theft must be reported to a VIA Rail Canada agent before leaving the station.
- B) A written claim must be submitted to VIA Rail Canada within 72 hours of shipping.
- C) Claims must be supported by an invoice or proof of purchase for the amount claimed, plus original waybill for shipping and insurance charges.

### APPLICABLE LAW

The contract for the carriage of goods, as contained in the VIAPAQ Courrier waybill, shall be deemed to include and be subject to the terms and conditions as prescribed by law of the jurisdiction where the goods originate for shipment.

# VIA PAQ<sup>®</sup>

## COURRIER

Some day and next day  
station to station service

# PRICING PROCEDURE

## STEP 1 – DEFINITION ZONE

Identify your **ORIGIN** and **DESTINATION** zones.

<b>ZONE</b>	<b>1</b>	Barachois, Bonaventure, Carleton, Chandler, Gaspé, Grande-Rivière, Matapédia, Mont-Joli, New Carlisle, New Richmond, Percé, Port-Daniel, Rimouski, Rivière-du-Loup, Trois-Pistoles <b>New Brunswick:</b> Bathurst, Campbellton, Miramichi, Moncton, Rogersville, Sackville <b>Nova Scotia:</b> Amherst, Truro, Halifax
	<b>2</b>	Chambord, Hébertville, Hervey, Joliette, Jonquière, La Tuque, Parent, Rivière-à-Pierre, Senneterre, Shawinigan
	<b>3</b>	Charny, Drummondville, Québec City, Sainte-Foy, Saint-Hyacinthe
	<b>4</b>	Cornwall, Coteau, Dorval, Montréal, Saint-Lambert
	<b>5</b>	Alexandria, Brockville, Kingston, Ottawa
	<b>6</b>	Aldershot, Belleville, Brampton, Brantford, Cobourg, Guelph, Guildwood, Kitchener, Niagara Falls, Oakville, Oshawa, St. Catharines, Toronto
	<b>7</b>	London, Sarnia, St. Marys, Stratford, Woodstock
	<b>8</b>	Chatham, Windsor

## STEP 2 – RATE ZONE

Find your **RATE ZONE**.

	<b>DESTINATION</b>							
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>1</b>	B	C	B	C	D	D	D	D
<b>2</b>	C	B	B	B	D	D	D	D
<b>3</b>	B	B	A	A	B	B	C	C
<b>4</b>	C	B	A	A	A	B	B	B
<b>5</b>	D	D	B	A	A	A	B	B
<b>6</b>	D	D	B	B	A	A	A	A
<b>7</b>	D	D	C	B	B	A	A	A
<b>8</b>	D	D	C	B	B	A	A	A

## STEP 3 – PRICE

1. Identify the type of service needed: **SAME DAY** or **NEXT DAY SERVICE**.
2. Match your **RATE ZONE** and the **WEIGHT** of your package to find the price.

<b>WEIGHT (LB)</b>	<b>SAME DAY SERVICE</b>				<b>NEXT DAY SERVICE</b>			
	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>1 – 5</b>	\$18	\$24	N/A	N/A	\$9	\$11	\$13	\$22
<b>6 – 15</b>	\$24	\$30	N/A	N/A	\$11	\$13	\$15	\$26
<b>16 – 25</b>	\$30	\$36	N/A	N/A	\$13	\$15	\$18	\$31
<b>26 – 35</b>	\$36	\$42	N/A	N/A	\$15	\$18	\$20	\$35
<b>36 – 50</b>	\$42	\$48	N/A	N/A	\$18	\$20	\$22	\$40
<b>51 +</b>	\$0.60*	\$0.60*			\$0.25*	\$0.25*	\$0.35*	\$0.35*

\* Each additional pound

FOR MORE INFORMATION,  
CONTACT US AT:

**1 866 2-VIAPAQ**  
(1 866 284-2727)