**Advantages of the Shuttle Pass**

Ease of use – Just swipe and go.
Purchase and travel convenience for those who use the shuttle on a frequent, and/or daily basis.
Can register at different points during the term for optimum value.
Acknowledges the needs of persons who are involved in intercampus relations but are not a registered U of T Mississauga student.

This pass is intended for **high volume shuttle bus users** who travel an average of **3+ round trips a week** (**Approximately 10+ round trips per month**) and are not eligible to ride at no additional charge (not a registered U of T Mississauga Student).

**Who is Eligible for the Shuttle Bus Pass?**

Members of the University of Toronto who are required to travel between the St. George and Mississauga Campuses but are not registered U of T Mississauga students. Eligible members may include:

- St. George Undergraduate Students
- St. George Graduate Students
- Post Doc Students
- Faculty and Staff Members
- Campus Residents
- Other riders

**Fees**

A Shuttle Pass will be sold in 3 separate 4 month terms only. Each term pass costs $500 if purchased in the first month. Pro-rated monthly fees will apply if purchased after the first month. The terms are as follows:

- **Term 1**: September 1 – December 31
- **Term 2**: January 1 – April 30
- **Term 3**: May 1 – August 31

**Purchasing a Shuttle Bus Ticket**

Tickets can be purchased for $6 at any of the following locations:

- Mississauga Campus
  - Info Booth @ The Student Centre
- St. George Campus
  - Hart House Hub (Porter’s Desk) @ Hart House

All prices include HST  
HST Registration #R108162330

Contact Information:

Transportation Office: 905-828-3933  
Shuttle Bus Office: 905-569-4907  
Email: shuttle.utm@utoronto.ca  
www.utm.utoronto.ca/shuttle  
Office Hours: 8:30am-4:00pm

* Information subject to change as necessary.
03 Terms of Use

03.1 Passes may not be transferred from one person to another. The registered pass owner must be the sole user of the pass. Transferring or sharing of a pass is prohibited. If such activity occurs, both participating parties’ shuttle privileges will be revoked. Drivers have the right to hold cards for improper use.

03.2 Passes may not be reproduced or altered. The use of reproduced or altered passes is a violation of these regulations and will result in corrective action and fines.

03.3 Passes may not be sold, exchanged, given away, or purchased from any person or agency other than the U of T Mississauga Parking & Transportation Services.

03.4 Lost or stolen passes can be replaced for a fee. Shuttle passes can be replaced at the Shuttle Bus Office, Davis Building room 2097.

03.5 Only one pass will be issued for each fee paid.

Pass Validation

03.6 Newly purchased or replaced Shuttle Passes are subject to a processing delay. If shuttle service is required during the delay period, a pass must still be presented when boarding and a purchased ticket used until the pass has been activated. On-the-bus receipts may be requested from the driver for the ticket used.

03.7 Any person wanting to use the shuttle bus must present their pass to the bus driver to be swiped for validation. This regulation is in effect at all times throughout the year.

03.8 If a valid pass is not presented a shuttle bus ticket must be purchased for $6 and presented to the bus driver. Tickets must be purchased in advance. The drivers do not sell tickets or collect cash. Tickets are non-refundable. An on-the-bus receipt will not be issued if a bus pass is not presented to the bus driver for validation.

03.9 Persons whose passes cannot be validated when swiped by the driver must present a purchased shuttle ticket. An on-the-bus receipt may be obtained from the bus driver for the ticket used only if a pass has been presented and denied. The pass and receipt must be brought to the Shuttle Bus Office Davis Building, 2097 for refund validation.

03.10 If problems occur with your Shuttle pass giving you access to the Shuttle Bus, please go to the Shuttle Bus Office located in the Davis Building, 2nd floor, Room 2097 with your Shuttle pass for assistance.

03.11 Damage or problems will be assessed and appropriate action taken to repair / replace the pass. Replacement fees may apply.

04 Persons with Disability

4.1 Most, although not all, shuttles are equipped with two wheelchair positions. To help ensure availability, please book in advance by completing an AccessAbility registration form that can be picked up from the Parking & Transportation Office in Alumni House, Room 108. The AccessAbility Registration Form can be downloaded from the Shuttle Bus website (www.utm.utoronto.ca/shuttle).

4.2 Wheelchair service is available at U of T Mississauga's Instructional Centre and St. George's Hart House shuttle stops.

05 Cancellations and Refunds

5.1 All Shuttle Pass refunds are subject to a $50.00 cancellation fee.

3.12 Any change of an individual’s status, name, address, office location, or telephone number must be reported immediately to the Shuttle Bus Office.

3.13 Shuttle passes expire according to the term purchased. They cannot be validated (used) past the expiry date. Any shuttle pass used improperly will be confiscated.

Boarding Policy

If a TCard or Bus Pass is presented when boarding but the card is seen as "invalid" when the PDA device is swiped, the passenger must present a purchased bus ticket to the driver in order to board the bus.

An "on-the-bus receipt" can then be requested from the driver. (It is recommended that students carry (1) shuttle ticket on their person just in case of such problems, however this is up to the student's discretion as tickets are non-refundable). If for any reason a TCard or Bus Pass is not presented to the driver for verification at time of boarding, a purchased one-way ticket must be presented to the driver. An "on-the-bus" receipt will not be issued for the ticket and a reimbursement will not be issued for its use. Anyone who is unable to present their TCard or Bus Pass at the time of boarding, for any reason, is not eligible for a ticket reimbursement. "On-the-bus receipts" are the only form of receipt considered for reimbursement at the Shuttle Bus Office, DV2097.

Additional instructions and office location are printed on the receipt given to the student for reference. Students must take their on-the-bus receipt and their card to the Shuttle Bus Office for validation and diagnosis at least 3 business days after the receipt was issued. Eligibility for reimbursement will be determined. *On-the-bus receipts expire 4 months after the issue date of the receipt. A refund will not be issued past 4 months of the on-the-bus-receipt issue date.