5.2 Passes can only be cancelled in the term in which it was purchased.
5.3 Cancellations made before the first 5 business days of the month will receive that month’s refund rate. Any cancellations made after the first 5 business days of the month will be awarded the next month’s refund rate in accordance to the pro-rated refund schedule. No exceptions will be made.
5.4 There are no refunds for passes cancelled after the 5th business day of November, March, or July (date is subject to active pass term).
5.5 Drivers hold the right to confiscate fraudulent passes for improper use. Confiscated passes will be terminated.
5.6 **Tickets are non-refundable.** Reimbursements, exchanges and/or credits will not be issued by any shuttle bus ticket sales location under any circumstance; other than the Shuttle Bus Office.
5.7 Reimbursements/discounts will not be granted for the periods when shuttle service is minimized. This includes but are not limited to the summer term, holidays and/or university closures.
5.8 Reimbursements will not be granted if the shuttle does not operate due to inclement weather, traffic, construction, and so forth.

### Advantages of the Shuttle Bus 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 travel needs of persons who are involved in intercampus relations but are not registered U of T Mississauga students.

The Shuttle Bus Pass is intended for *high volume shuttle bus users* who travel an average of 3+ round trips a week *(Approximately 12+ round trips per month)* and are not registered U of T Mississauga Students.

### 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
- Community members

### Fees

A Shuttle Pass will be sold in 3 separate 4 month terms only. Each term pass costs $650* if purchased in the first month. Pro-rated monthly fees will apply if purchased after the first month. (Rates subject to change)

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 $7 at any of the following locations:

- **Mississauga Campus**
  - Info Booth @ The Student Centre / IB Ticket Machine / Shuttle Bus Office
- **St. George Campus**
  - Hart House Hub @ Hart House

*Prices include HST  
HST Registration #R108162330

### Contact Information:

Shuttle Bus Info Line: 905-828-3933  
Location: CCT Lower Level Atrium, CC0160B  
Info Line Hours: 8:00am—5:00pm  
Email: shuttle.utm@utoronto.ca

* Information subject to change as necessary.
Hart House (7 Hart House Circle). The shuttle bus does NOT make unscheduled or amended stops.

03 Terms of Use

Passes

3.1 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.

3.2 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.

3.3 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, Shuttle Bus Office.

3.4 Lost or stolen passes can be replaced for a fee. Shuttle passes can be replaced at the Shuttle Bus Office.

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

Pass Validation

3.6 Newly purchased or replaced Shuttle Passes may be 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.

3.7 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. If a valid pass is not presented a shuttle bus ticket must be purchased for $7 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.

3.8 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 for refund validation.

04 Accessible Transportation

4.1 Most, although not all, shuttles are equipped with two wheelchair positions. To help ensure availability for your most preferred times, 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. Also, the AccessAbility Registration Form can be downloaded from the Shuttle Bus website (www.utm.utoronto.ca/shuttle).

4.2 Wheelchair service is available at all stops; U of T Mississauga’s Instructional Centre, (Sheridan North layby) 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.