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Guidelines for safety in order to travel better together

VIA Rail Canada is proud to provide its passengers and employees with a respectful and safe environment.

It is imperative that passengers behave in a respectful manner to ensure both safe and smooth train travel. VIA Rail has a zero-tolerance policy regarding any behavior that could disrupt operations both on board and in our stations.

These guidelines apply to all unruly and disruptive behavior that may affect the safety of VIA Rail passengers and staff. Here are a few examples:

- Harassment
- Discrimination
- Intimidation/bullying
- Physical or verbal violence
- Inappropriate sexual behavior
- Erratic or disruptive behavior
- Intoxication
- Consumption of personal alcoholic beverages
- Non-compliance with smoking prohibitions
- refusal to obey safety directives and instructions
- obstructing or otherwise hindering train safety

If you exhibit any such behaviour before departure, an employee of VIA Rail may refuse your boarding onto the train. In accordance with our zero-tolerance policy, in the event of prohibited behaviour during your rail journey, employees of VIA Rail are authorized to remove you from the train at the next station, without prior notice. Anyone who breaks the law or violates the rights of others will be apprehended by the police upon leaving the train. This may also result in an indefinite ban from travel with VIA Rail.

Please address our on-board staff immediately should you have any concerns about safety on board the train.

We thank you for your patience, respect, and kindness.