



GREYHOUND CANADA TRANSPORTATION ULC

ROUTE T ELIMINATION

NOTICE TO PASSENGERS

Please take note that pursuant to the BC Passenger Transportation Board decision dated February 20, 2018 (application #256-17), Greyhound Canada Transportation ULC will discontinue intercity bus service on Route T between;

Victoria and Nanaimo

Effective **APRIL 5, 2018**

Greyhound regrets any inconvenience this discontinuance may cause to the passengers.

INFORMATION FOR CUSTOMERS

What if I've purchased a ticket for travel on or after April 5, 2018?

Tofino Bus will honour any Greyhound tickets that have already been purchased for travel on April 5 and beyond. Your ticket will be valid on any Tofino Bus schedule between Victoria and Nanaimo. Please visit their website at Tofinobus.com to view schedule information for this route. However, if you choose to cancel your travel plans, we will issue a refund.

Can I still buy tickets for this route?

Yes, you can still buy tickets for travel between Victoria and Nanaimo, even after our service ends on April 4. Greyhound's interline partner Tofino Bus will honour any previously purchased Greyhound tickets for travel on April 5 and beyond. Your ticket will be valid on any Tofino Bus schedule between Victoria and Nanaimo. Please check their

website at Tofinobus.com to view schedule information. In addition, Tofino Bus will continue to operate service between Victoria and Nanaimo, and they will be adding more service on this route starting April 5. Tickets can still be purchased on Greyhound.ca or you can book directly with Tofino Bus on Tofinobus.com.

What if I want a refund?

Although Tofino Bus will honour any Greyhound ticket between Victoria and Nanaimo, we understand if you wish to cancel your travel plans. Tickets for travel after April 4 can be refunded at your request. You may request a refund either at the terminal or by calling 1-877-463-6446. Tickets purchased on Greyhound.ca will be refunded within 72 hours. Tickets purchased with cash will take up to 10 business days to process the refund.

What is the impact to package delivery?

Greyhound Package Express will not be affected. Those locations where we will discontinue passenger service will all continue to have package delivery service through a subcontractor in order to maintain the integrity of the entire freight network.

Vancouver: March 27, 2018