

Welcome to PRESTO!

WANT TO MAKE GETTING ON UNION PEARSON EXPRESS EVEN EASIER? USE A PRESTO CARD. GRAB A CARD, LOAD IT, AND GET EASY ACCESS TO MANY OF TORONTO'S TRANSIT OPTIONS IN ONE SIMPLE STEP.



Easy to use

At every UP Express station you'll find a conveniently located PRESTO Fare Payment Device. Tap your card before you get on the train—and tap off when you get to your destination. That's it.

Once you tap, you have one hour to complete your trip.

How do I get a PRESTO card?

All four UP Express stations have a service counter where you can purchase PRESTO cards, and your card is immediately ready to use. If you're planning your trip ahead, order a card online and it will be mailed to you within 7 to 10 business days (within Canada only).

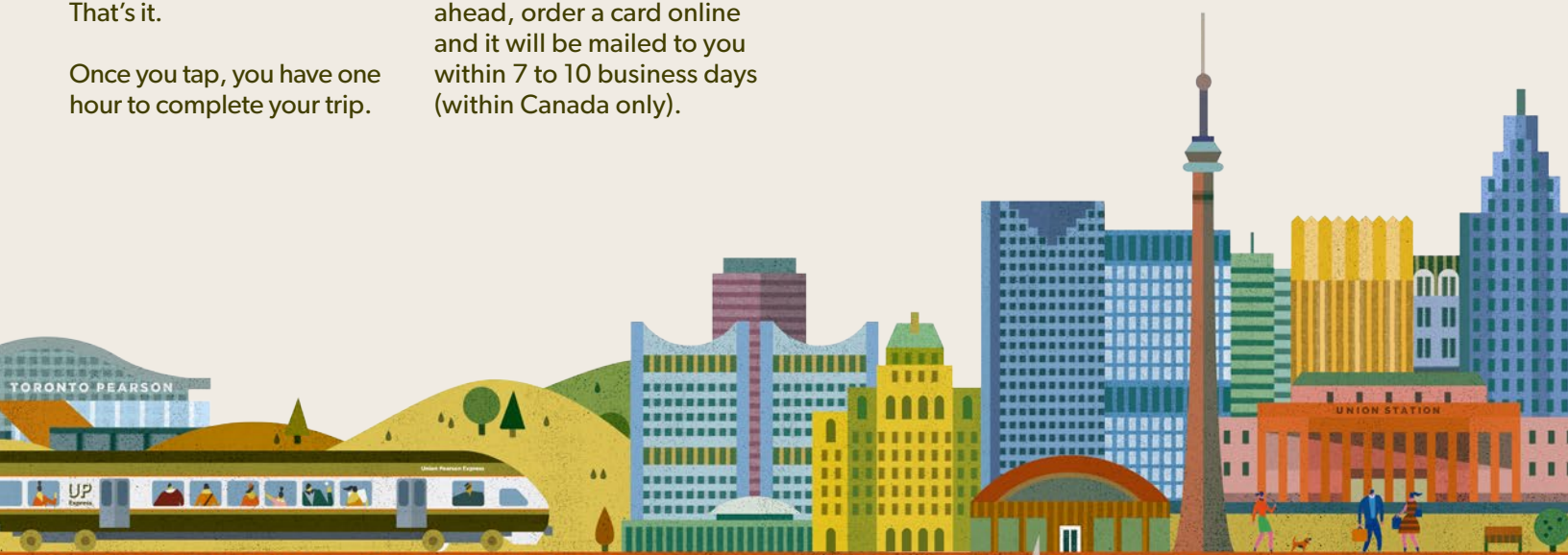
Loading a PRESTO card

Beyond getting you a great discount, having a PRESTO card loaded with funds means you'll never have to fumble for cash on the way to the train.

Load your card online at prestocard.ca, on the phone at 1.8.PRESTO.123 (1.877.378.6123) or 905.397.2034, or in person at service counters at UP Express and GO stations, as well as at PRESTO outlets at participating service providers. For even faster access, use our convenient Self-Serve Reload machines located at Bloor, Weston and Pearson stations.

For seniors, students and children travelling on UP

Seniors (65+), students (ages 13 to 19) and children (ages 6 to 12) are eligible for special fares on UP with PRESTO. Have your PRESTO card set to the rate that applies at an UP Express service counter. When you travel, please make sure you have government-issued photo ID ready to confirm your discount. Other PRESTO service providers may require different documentation (GO Student ID, for example), so make sure you have the ID you need before you travel.



You have questions...

I forgot to tap off, what do I do?

If you forget to tap off, you'll be charged the fare for the farthest distance from where you began your trip, regardless of direction travelled. Visit an UP Guest Services Representative at the station or contact UP Express Guest Services at 1.844.GET.ON.UP (1.844.438.6687) for assistance.

Travel plans change? Tap the wrong device?

If you've already tapped on and your plans change, or you meant to tap on a GO Fare Payment Device instead, ask an UP Guest Services Representative or GO station attendant for help. Or contact UP Express by calling 1.844.GET.ON.UP (1.844.438.6687) and a friendly staff member will assist you.

Do I need a minimum balance on my card to travel on UP Express?

Yes—you need to have enough fare to cover the farthest distance from the station you're departing from. As most UP Express passengers are travelling to Union or Pearson stations, that's the automatic default payment. If you're not travelling the full distance however, your card will be credited for the lower fare once you tap off.

These are the minimum balances you need to have on your card, by station (please visit upexpress.com for detailed fares):

Union	Union to Pearson fare
Bloor	Bloor to Pearson fare
Weston	Weston to Union fare
Pearson	Pearson to Union fare

Can more than one person use the same PRESTO card?

Yes, just not at the same time. PRESTO cards are transferable and can be shared—but every rider needs their own PRESTO card or UP Express ticket. Also, before you borrow a card make sure there are no fare settings that don't apply to you (Student, Senior, etc.).

What are the PRESTO devices?

Station Fare Payment Devices

are located at UP Express stations and are used to pay your fare each time you ride. Note that at Bloor and Weston stations, there are also GO PRESTO Fare Payment Devices, so be sure to use only the devices designated for UP Express when travelling with us.

Balance Checkers are located at Bloor and Weston UP stations. Not only will they provide card balance and transaction history, they can also be used to activate your card or update your balance after you make purchases online. Hold your card to the target to scroll through the information stored on it.

Self-Serve Reload machines are located at Bloor, Weston and Pearson stations. Use them to load money on your card, or view your card balance, summary information and transaction history. They can also be used to activate your card or update your balance if you make purchases online.

You can also check your balance through the PRESTO website or call centre, at service counters at UP Express and GO stations or at PRESTO outlets at other participating service providers.



A few things to remember:

- Make sure you have sufficient funds on your card to pay the fare for the farthest distance from the station that you're leaving from. If you need to top up your card, please do so before you tap on.
- Online PRESTO loads may take up to 24 hours to be processed. After that, your balance will be updated the first time you tap on. The maximum that can be stored in your account is \$1,000, and the minimum load you can add at any time is \$10.
- Each time you travel with us, an UP Express Guest Services Representative will request to see your PRESTO card. Please have it on hand with valid photo ID, in case it's requested.
- At Bloor and Weston stations, there are also GO PRESTO Fare Payment Devices. Be sure to use only the devices designated for UP Express when travelling with us.
- If you are connecting to another service provider, including GO Transit, make sure you tap off at UP Express first before you tap on with them.



1.877.378.6123 | prestocard.ca

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