

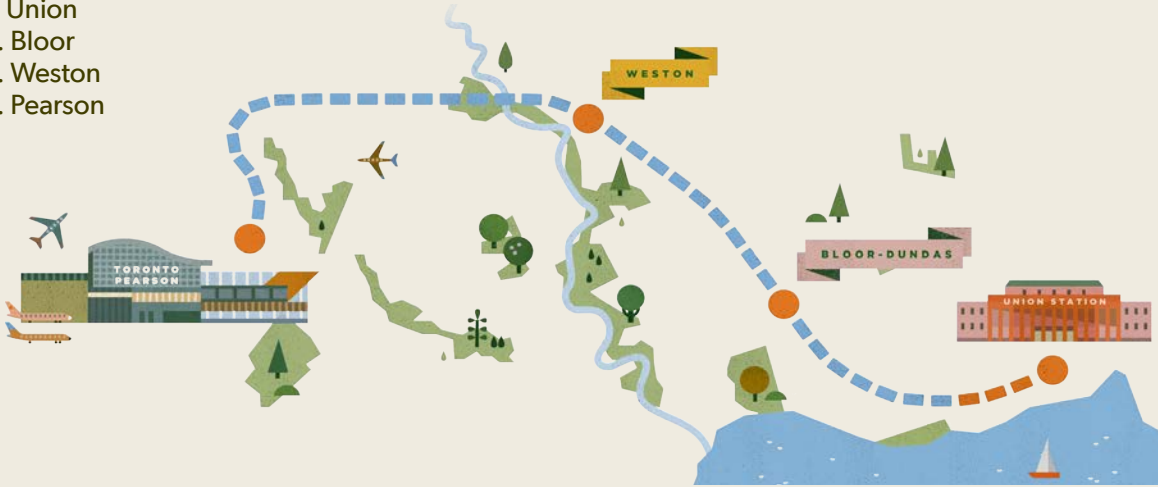
# UP EXPRESS FAQ

The Union Pearson Express (UP Express) is a dedicated air rail link service that connects Toronto Pearson International Airport to Union Station in the heart of downtown in just 25 minutes. UP Express trains depart every 15 minutes, 19 ½ hours a day between 05:30 and 01:00. All UP Express Stations and trains are fully accessible.

## UP EXPRESS ROUTE

Guests can board the Union Pearson Express trains from one of four stations:

1. Union
2. Bloor
3. Weston
4. Pearson

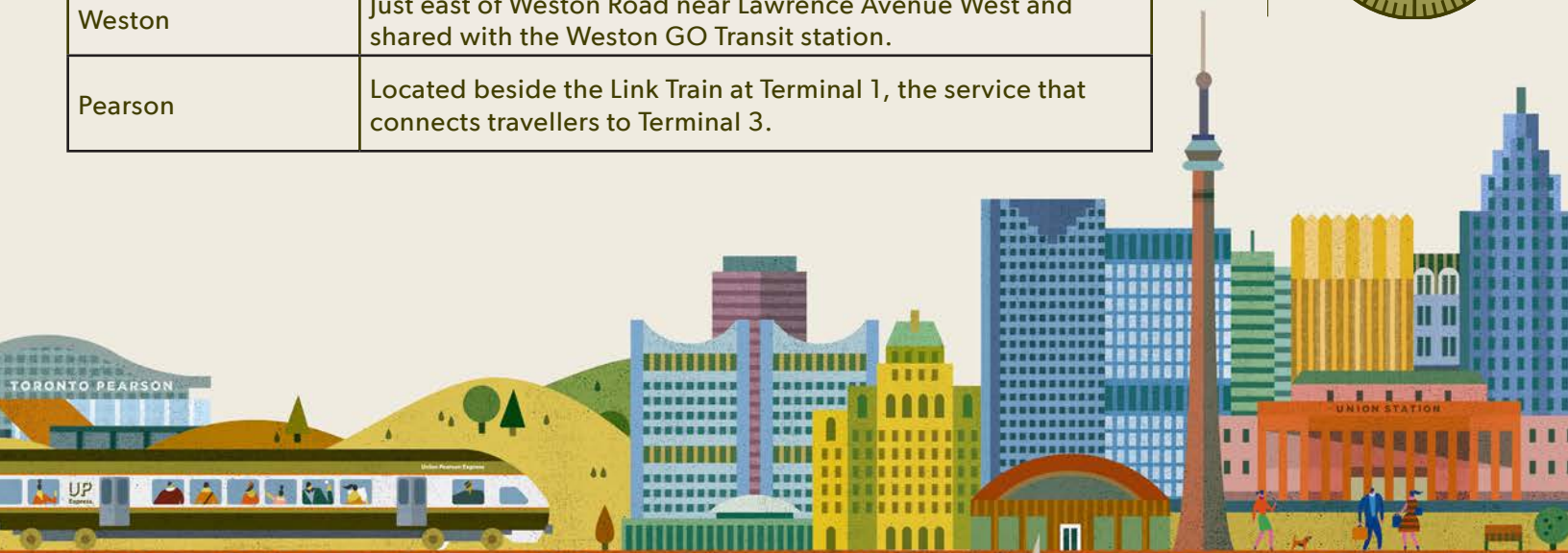
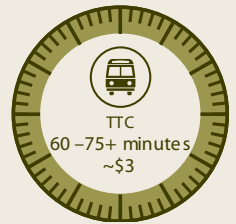
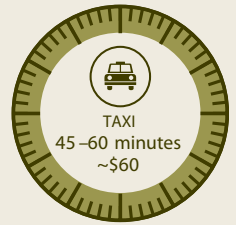


For complete information on any of the information on this sheet, please visit our website at [www.upexpress.com](http://www.upexpress.com) or contact us at 1.844.GET.ON.UP (1.844.438.6687).

## STATION LOCATIONS

Each UP Express station is conveniently located so that it can be reached by car and through major transit connections.

UP Express Stations	Locations
Union	In the Skywalk at Union Station in downtown Toronto between York Street and Simcoe Street.
Bloor	On Bloor Street West just east of the intersection of Bloor Street West and Dundas Street West (East of Dundas West TTC subway station ~ 5 minute walk) and shared with the Bloor GO Transit Station.
Weston	Just east of Weston Road near Lawrence Avenue West and shared with the Weston GO Transit station.
Pearson	Located beside the Link Train at Terminal 1, the service that connects travellers to Terminal 3.



## HOURS OF OPERATION

Each trip from Union to Pearson station takes 25 minutes and includes brief stops at Bloor and Weston GO Stations. Trains run every 15 minutes.

Service Hours: 05:30 – 01:00, 7 days a week, 365 days a year

Please see our website at [www.upexpress.com](http://www.upexpress.com) for live service alerts.

	Union	Pearson
Service Counter (7 Days a week)	05:00 – 01:00	05:00 – 01:00
Retailer Hours (7 Days a week)	Balzac's Coffee Roasters  Drake General Store  CIBC UPSTAIRS Lounge featuring Mill St. Brewery  Please see UPexpress.com for hours of operation.	
First Train Departure	05:30	05:27
Last Train Departure	01:00	00:57

	Bloor*	Weston*
Service Counter (Monday to Friday, except holidays)	05:30 – 10:30 15:15 – 19:15	05:30 – 10:30 15:30 – 19:30

\*Station will be open but unattended outside listed hours for Bloor and Weston stations.

## AMENITIES AND SPECIAL FEATURES:

Special Features	Locations
Airline Check-in Kiosks	Union Station
Complimentary Wi-Fi	All stations and on UP Express Train
Retail Offerings	Union Station: Balzac's Coffee Roasters Drake General Store
Flight Information Screens	All stations and on UP Express Trains
Luggage Racks	On Train
Charging Stations	Union Station, platform shelters at Bloor and Weston Stations, on board the train at every seat
CIBC ATM (CAD, USD, GBP, EURO, MXN)	Union Station & Pearson Station
CIBC UPSTAIRS Lounge featuring Mill St. Brewery	Union Station - upper level



## PARKING

Parking is available at Weston Station only and is free of charge. Please note that parking is not permitted between 2am – 5am daily. (No overnight parking is permitted.) Please be aware that due to high demand from GO transit commuters, this lot is often full.



## UNION STATION LOCATION

UP Express Union Station is located in the Skywalk. You can reach the Skywalk by leaving the Great Hall and walking towards the CN Tower. Signs are located in Union Station that direct guests specifically to the UP Express station.



**FARES**

Standard Fare: \$27.50 (One Way Adult from Union to Pearson)  
 Presto Fare: \$19.00 (One Way Adult from Union to Pearson)



	Union ↔ Pearson		1-Stop Fare e.g. Pearson ↔ Weston		2-Stop Fare e.g. Pearson ↔ Bloor	
	Standard Fare	PRESTO Fare	Standard Fare	PRESTO Fare	Standard Fare	PRESTO Fare
Adult Ages 20– 64	\$27.50	\$19.00	\$16.50	\$11.40	\$22.00	\$15.20
Senior Ages 65+	\$23.40	\$16.15	\$14.05	\$9.70	\$18.70	\$12.90
Student Ages 13 – 19	\$23.40	\$16.15	\$14.05	\$9.70	\$18.70	\$12.90
Child Ages 6 – 12	\$13.75	\$9.50	\$8.25	\$5.70	\$11.00	\$7.60
Family UP TO 2 ADULTS 18 YEARS OF AGE OR OVER AND UP TO 3 CHILDREN UNDER THE AGE OF 18	\$55.00	n/a	\$33.00	n/a	\$44.00	n/a
Children Under 6	Free					
Accessibility Companion	Free					

**Our stops:**

On the route, we briefly stop at Bloor and Weston GO stations. Because fares are calculated by distance, you only pay for the stops you travel between.

**ADDITIONAL FARES**

**1. Meeter and Greeter**

Guests meeting or dropping off travellers at the airport may purchase this return ticket online. Fare expires within three (3) hours of your trip start time. Return trip originating at Union Station \$27.50.

**2. Long Layover**

Guests with long flight layovers can purchase this return ticket online. Valid from Pearson Station only. Fare expires within six (6) hours of your trip start time. Return trip to Union Station is \$27.50.

Meeter and Greeter Return and Long Layover Return fares for all stops are available exclusively online.

**How to buy UP Express tickets:**

- Online at [upexpress.com](http://upexpress.com)
- PRESTO card (electronic fare card)
- UP Express Ticket Vending Machines (TVMs)
- UP Express service counters
- GO Transit station service counters
- On board UP Express trains by credit card only (additional \$2 fee will be applied)



Major credit cards accepted for all purchases. Canadian and US cash and Interac Debit accepted at TVMs and service counters.

For complete fare information including return fares and details on PRESTO, please visit [upexpress.com](http://upexpress.com).

## FAQS

### Can I check into my flight at all UP Express stations?

Flight check-in kiosks are available at UP Express Union Station for the following airlines:

- Air Canada
- WestJet

### Where are the UP Express airline check-in stations located exactly?

Flight check-in kiosks are conveniently located in the Union Station waiting area at the west end of the platform, directly across from the platform screen doors where the train arrives.

### I missed my flight while taking UP Express. Will I be compensated?

While UP Express is dedicated to ensuring our guests arrive at Toronto Pearson International Airport in 25 minutes, unforeseen circumstances could cause a delay. To allow plenty of time for check-in procedures, baggage drop-off and security checks, always arrive at Toronto Pearson well in advance of your flight.

Please note that UP Express is not responsible for any costs associated with missed flights at Toronto Pearson International Airport.

### Is there assigned seating on UP Express trains?

Purchase of UP Express tickets does not include an assigned seat. Seating is available on a first come first serve basis with trains departing every 15 minutes.



### Are bicycles permitted on UP Express?

Bicycles are not permitted on UP Express unless they are dismantled and packaged similar to airline requirements. Note that foldable-style bicycles, once folded up, are allowed on all UP Express trains.

### Are there baggage restrictions on UP Express?

UP Express welcomes guests to bring luggage on board meeting the following criteria:

- Does not exceed 158cm in overall dimensions (length + height + depth)
- May not exceed 23-32kg (50-70lbs)
- Larger baggage items (sporting equipment, packaged bicycles, etc.) are to be placed in oversized baggage storage areas where space permits.



UP Express cannot guarantee baggage guidelines are aligned with your airline. Please visit your airline for specific details regarding baggage restrictions.

### Are animals permitted on UP Express?

Each guest may bring a maximum of two dogs, cats, or other small animals on board free of charge. Dogs must be on a leash or in a carrier. Cats and other small animals must be in a pet carrier that allows room for the pet to stand or lie down with comfort.

Support animals are welcome to travel with UP Express so long as they are on a leash.

### When do UP Express tickets expire?

Most tickets purchased online expire one (1) year from the date issued unless otherwise indicated (e.g. Meeter and Greeter and Long Layover tickets). Paper tickets purchased from a TVM, service counter, or on board the train expire 1 hour after purchase.

### Can I buy UP Express tickets through VIA Rail?

To make extended travel easier, VIA Rail passengers wishing to connect to UP Express can purchase combined UP Express and VIA Rail tickets through VIA Rail.

Please visit [www.viarail.ca](http://www.viarail.ca) or contact 1-888-VIA-RAIL to purchase tickets.

### Does UP Express connect with other public transit systems in Toronto?

Guests can access GO Transit and TTC subways, buses and streetcars from Union, Bloor and Weston stations. Please note that an UP Express ticket is not valid on TTC or GO services, nor are TTC and GO Transit tickets and transfers valid on UP Express. Valid fare must be paid when connecting to or from TTC or GO Transit.

### I lost something while travelling with UP Express. How can I find it?

Items found within the UP Express system will be transferred to the GO Transit Lost and Found office at Union Station.

For lost and found inquiries please contact guest services at 1.844.GET.ON.UP (1.844.438.6687) or visit our website at [upexpress.com/lostandfound](http://upexpress.com/lostandfound).

### Is there a special fare for support assistants?

Support persons are welcome to travel on UP Express at no charge, and will be issued a Courtesy Ticket at the Service counter at the station or at the time of inspection onboard the train. Support persons must remain with the full fare ticket holder during travel.

### Can I smoke cigarettes or e-cigarettes on UP Express?

No. Smoking of any kind is not permitted on UP Express.

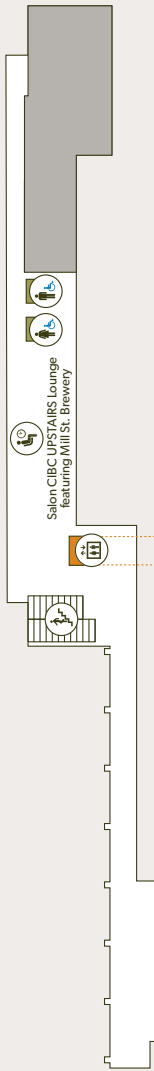
### How do I get a PRESTO card?

PRESTO cards can be purchased at [www.prestocard.ca](http://www.prestocard.ca) as well as at UP Express and GO Transit stations throughout the Greater Toronto Hamilton Area. Please note a non-refundable \$6 fee is applied to all new PRESTO cards. Note that PRESTO cards can only be mailed to a Canadian address when ordered online.

For more information on PRESTO, please visit our website at [upexpress.com](http://upexpress.com).

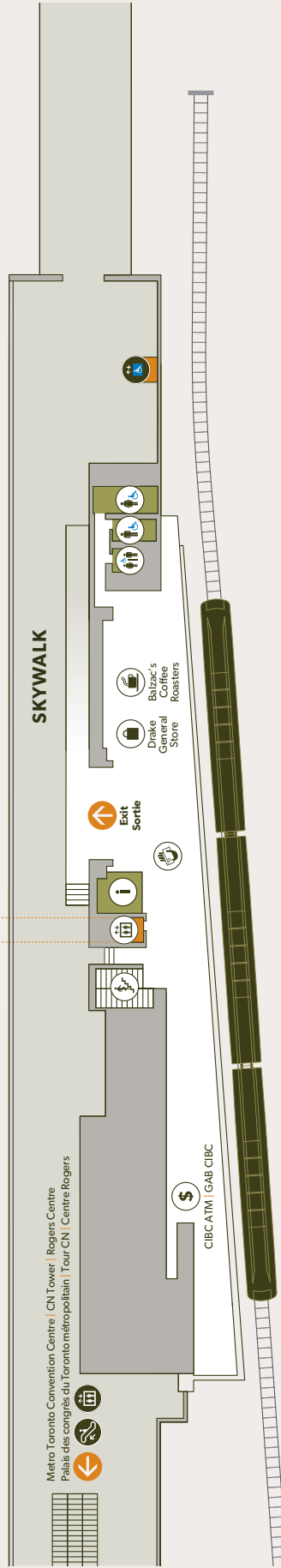


LM Mezzanine



L7 Platform Level | Niveau du quai

Indoor Walkway to Main Union Station Building and Front Street  
 AI/Connections | Taxi  
 Passage piétonnier intérieur vers le bâtiment principal  
 de la gare Union et la rue Front  
 routes correspondances | Taxi



Legend | Légende

- Service
- Tickets | Billets
- Salon CIBC UPSTAIRS Lounge  
featuring Mill St. Brewery
- Elevator / Ascenseur
- Washrooms | Toilettas
- Alternative accessible exit |  
Sortie accessible secondaire



# PEARSON STATION FLOOR PLAN

