

CREATE YOUR PROFILE

Your profile allows you to book your trip online with your corporate discount. Your profile registers all your reservations and your preferences. In your profile, you can see all the details of your reservations.

IMPORTANT: If you need to cancel a trip, you **MUST** do it before train departure time (online or by phone at 1-888-VIA-RAIL) if you wish to be reimbursed. The amount reimbursed will depend on the type of fare chosen to book. Some fares are non refundable.

Instructions to create your online profile:

- Go to www.viarail.ca.
- At the top of the page, click on "My VIA profiles".
- Click on "Create a profile" (yellow rectangle).
- Complete the form and **don't forget to note your user name and password** – you will need them every time you make a reservation. The e-mail you will enter there is the e-mail that will be used to confirm your reservations.
- After creating your profile, many options are possible. You can join VIA preference, our reward program. You can edit your profile and choose your preferred options (window or aisle seat, vegetarian or regular meal, etc).
- **YOU MUST edit your profile to enter your corporate discount. Go to passenger information and click on edit. In discount type, select corporate rate and next to it, enter your 6 digit code. Then click save.**
- If someone else will be making the reservations for you (travel manager, administrative assistant, or someone else), then this person will have to create a profile for themselves, and then "add passengers" to their profile. Every time that person needs to make a reservation for someone, he or she simply needs to enter his/her profile and select the passenger to travel.
- Once your profile is created, you can do your reservation on the left side of the page. Don't forget to login every time to be sure you get your discount!

The screenshot shows the VIA Rail Canada website interface. The user is logged in as Kim Morissette. The page displays the 'Profile information' form, which is divided into several sections:

- TRAIN AND FARE SEARCH:** Includes options for Round trip, One way, Multi-city, and fields for Leaving from, Going to, Departure date, and Return date. It also has a passenger selection table with columns for Adult (26-59), 60+, Youth (12-25), Child (2-11), and Infant.
- Profile information:**
 - PASSENGER INFORMATION:** Fields for First Name, Last Name, and Passenger type.
 - VIA Preference:** Field for VIA Préférence #.
 - Promotional Discount:** A dropdown menu for Discount Type (set to 'Corporate rate') and a text input field for Discount Code.
 - Travel Preferences (optional):** A dropdown menu for Special Meal Request (Business only) and a dropdown menu for Seat Preference.

A 'Save' button is located at the bottom right of the form. A link to 'Return to profile without saving' is at the bottom center.

Bon voyage!