

## What is it?

The UP Express Airport Employee Program provides discounted rates to employees working on Toronto Pearson Airport Grounds

The UP Express Airport Employee Program offers two types of fare products **online** and through the **mobile app**:



### One-Way Tickets

\$3.50 for any one-way ride on UP Express between any pre-selected origin-destination stations



### Monthly Pass

Monthly passes are \$140 per month for unlimited rides on UP Express between any pre-selected origin-destination stations. **Use is Exclusive on UP Express Mobile Application**

## Who Qualifies?

To qualify for the UP Express Airport Employee Program, applicants must work on Toronto Pearson Airport Grounds. Employees who possess a Toronto Pearson RAIC identification card automatically qualify.

Applicants who do not have a YYZ RAIC identification card and who work on Toronto Pearson airport grounds may qualify using their Employee Photo ID.

Employees who work with the Greater Toronto Airports Authority (GTAA) and their email domain is \*\*\*@gtaa.com are automatically enrolled in the Program. Simply create your UP Express online account using your \*\*\*@gtaa.com email address for instant access to airport employee fares.

Airport employees flying into Toronto Pearson but who are not based out of Toronto Pearson, do not qualify for the program.

Contact [airportemployees@upexpress.com](mailto:airportemployees@upexpress.com) to find out if you qualify.

## How Does It Work?

Approved applicants may purchase Airport Employee Program **one-way and monthly passes** using an UP Express online account. Fare products are associated with an Airport Employee ID and are non-transferable. Applicants who do not already have an UP Express online account will be required to create one. For more information, see [upexpress.com](http://upexpress.com)

Airport Employees must have valid Employee Photo ID with them at all times when using UP Express Airport Employee fare products. Riders are required to show ID upon ticket inspection.

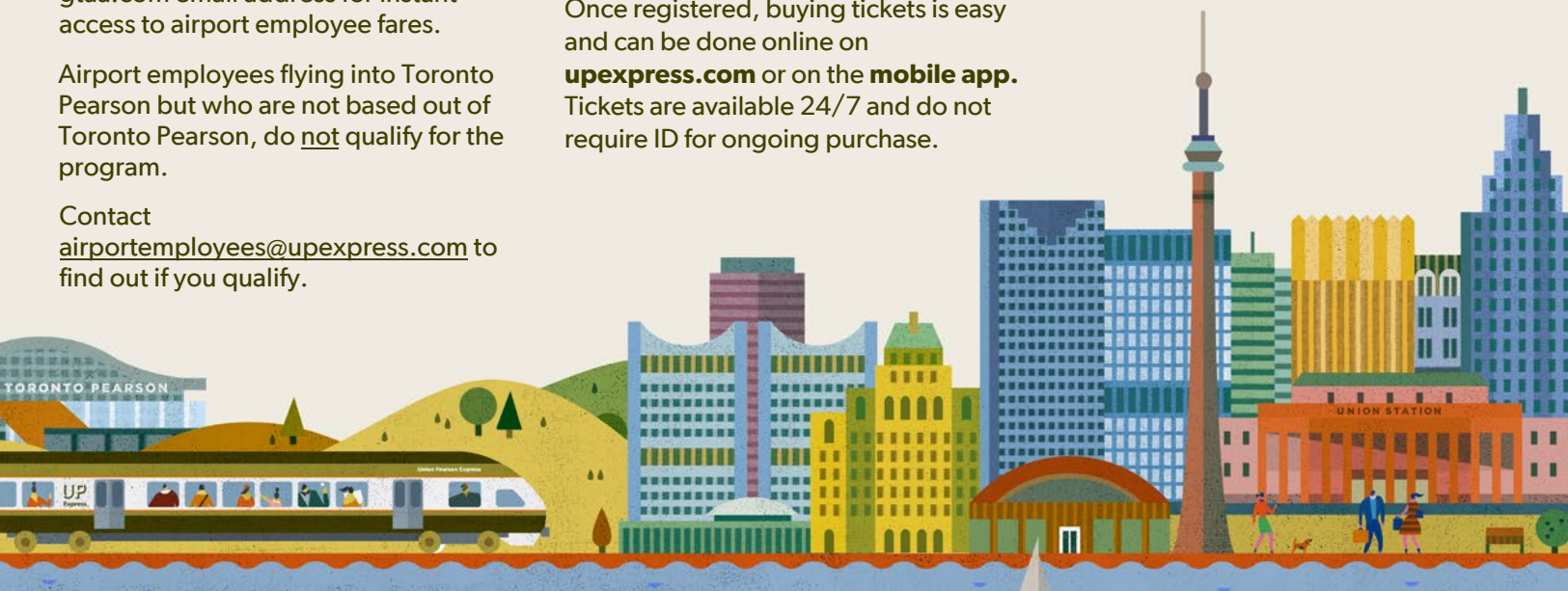
Once registered, buying tickets is easy and can be done online on [upexpress.com](http://upexpress.com) or on the **mobile app**. Tickets are available 24/7 and do not require ID for ongoing purchase.

## How Can I Sign UP?

Interested applicants must submit a one time Airport Employee Program application form on [upexpress.com/AirportEmployee/ApplicationForm](http://upexpress.com/AirportEmployee/ApplicationForm)

The application review process typically takes 5-10 business days to complete. Once approved, applicants can log in to purchase and use airport employee fares.

For further information, please see the Airport Employee Program online Application Form and Terms & Conditions.



# UP EXPRESS AIRPORT EMPLOYEE PROGRAM



## You've got questions...

### How do I know if I qualify?

If you work on Toronto Pearson Airport Grounds and you have an acceptable RAIC card you can qualify for the program.

### What if I work at the airport but don't have a RAIC Card?

You may still qualify for the UP Express Airport Employee Program if you work on airport grounds and have valid Employee Photo ID.

Applicants who do not have a RAIC can still apply for the program and should indicate Non-RAIC employee ID on their application. Be sure to attach a photo of your Employee Photo ID when submitting your application.

### How do I get the Mobile App?

The mobile app is available for Apple devices and Android devices. They can be downloaded through the [App store](#) or [Google Play](#). In the coming months, the app will be available for Windows and BlackBerry devices.

### How do I get a Monthly Pass?

Once you are approved into the program, you will be able to purchase a Monthly Pass **online or through the mobile app**.

### How do I use a Monthly Pass?

The Monthly Pass can only be used on the **mobile app** on your smartphone. To use a Monthly Pass, you must Activate the pass within the "Available Tickets" section of the app for every trip you take. Once activated, you can use the Pass for unlimited travel within the month. Please note that you cannot activate the Pass after the 15th day of any given calendar month.

### Can I share these discounts with others?

No. In order to be eligible to participate in the UP Express Airport Employee Program you must be registered and employed on Toronto Pearson Airport Grounds.

### Can more than one person use the same pass or ticket?

No. Monthly Passes and One-Way tickets are non-transferable and must be used by the Airport Employee in whose name it is registered.

### How can I get a refund?

Refunds can be obtained in full provided that your Monthly Pass or One-Way ticket is unused. Refunds can be done by contacting UP Express Guest Services at [1.844.GET.ON.UP (438.6687)] or [upexpress.com/contact](#)

### Is the monthly pass eligible for the CRA federal transit tax credit?

We believe the monthly pass will be eligible for a CRA federal tax credit similar to other monthly transit passes. Metrolinx is currently seeking an official ruling from the CRA.

### When can I catch the train?

The first train to Pearson Station departs Union Station at 05:30 and the last train departs at 01:00.

The first train to Union Station departs Pearson Station at 05:27 and the last train departs at 00:57.

Service from Union and Pearson Station is available every 15 minutes.

## Where do I board the train?

### Union Station

UP Express is located at 97 Front St. W. towards the west end of Union station. Connecting local transit includes TTC, GO Transit, and a variety of taxi service providers.

### Pearson Station

UP Express is located in Terminal 1. Guests connecting to Terminal 3 may use the Pearson Terminal link train located next to UP Express free of charge. Our service counter is located inside Terminal 1 adjacent to the international arrivals hall.

### Bloor Station

UP Express is located at 1456 Bloor Street West near the corner of Bloor St. W. & Dundas St W. Connecting local transit includes TTC and GO Transit.

### Weston Station

UP Express is located at 1865 Weston Road on the South side of Lawrence Ave. Exit Hwy.401 @ Weston Rd. and proceed south to the station.



For more information

[upexpress.com](#)

1.844.GET.ON.UP  
(438.6687), or  
416.869.3300  
TTY: 1.800.387.3652

