

# Taking a group on Transit

## Get to where you want to go

### Plan your trip:

- Use TransLink's Trip Planner at [translink.ca](https://translink.ca)
- Use the transit feature on Google Maps
- Call TransLink Customer Information at **604.953.3333**

## Get your tickets

Orders of under 50 tickets are at the cash rate. Orders of 50 tickets or more are at the stored value rate. Note: Youth 13 to 18 years pay the concession rate. Children 12 and under ride transit for free and don't require tickets or cards.

Tickets expire 254 days from date of issue, except tickets from Compass Vending Machines (more details further below).

### **Option 1 - Order tickets** from Compass Operations via email at [bulkorders@translink.ca](mailto:bulkorders@translink.ca).

- Pay with EFT or cheque. Tickets will be couriered to your school within 10 business days. Courier service is free of charge for schools within Metro Vancouver.
- If you have a tight timeline and have not received a confirmation email by the following business day, please call **604.453.4490**.

**Option 2 - Buy tickets in person** at the TransLink Customer Service Centre at Waterfront Station, Vancouver. Open Monday to Friday from 8:00am to 5:30pm excluding holidays. Up to 50 tickets may be purchased in person and may be paid by cash, Visa, or Mastercard. **Orders over 50 tickets must be pre-ordered.**

**Option 3 - Buy tickets from Compass Vending Machine** at SkyTrain stations and 18 London Drug stores. Tickets purchased from a Compass Vending Machine are at the cash rate and must be used the same day of purchase as they expire at the end of the service day.

## Use your tickets

- Travel at off-peak hours between 9:30 am and 2:30pm when there is a greater likelihood that your group will be able to board and travel together.
- Tap tickets on Compass readers when you board a bus. Tap out is not required on buses.
- Tap in and out of the fare gates at SkyTrain and SeaBus stations.
- Tickets are valid for 90 minutes once tapped on Compass validators.
- All Compass tickets and Compass Cards are transferable to buses, SkyTrain, SeaBus and West Coast Express. Be sure to purchase the correct number of zones for your travel.
- DayPasses are good for travel throughout Metro Vancouver until the end of the service day.