



TransLink Customer Service Centre
 #54 – 601 W Cordova St
 Vancouver, BC V6B 1G1
 Email: bulk.orders@translink.ca

PRE-PAID BULK COMPASS TICKET ORDER FORM
RATES EFFECTIVE JULY 1ST 2026 TO JUNE 30TH 2027

Adult Tickets	# of Tickets	Cash Rate per ticket (if ordering fewer than 50 per Zone)	Bulk Rate per ticket (if ordering 50 or greater per Zone)	Total \$ Amount
1 Zone		@ \$3.50	@ \$2.85	
2 Zone		@ \$5.10	@ \$4.20	
3 Zone		@ \$6.70	@ \$5.40	

Concession Tickets	# of Tickets	Cash Rate per Ticket (if ordering fewer than 50 per Zone)	Bulk Rate per Ticket (if ordering 50 or greater per Zone)	Total \$ Amount
1 Zone		@ \$2.30	@ \$2.30	
2 Zone		@ \$3.40	@ \$3.40	
3 Zone		@ \$4.60	@ \$4.60	

DayPasses	# of Tickets	Price per DayPass	Total \$ Amount
Adult		@ \$12.55	
Concession		@ \$9.75	

***If departing from any of the stations on Sea Island (YVR-Airport, Sea Island Centre and Templeton) destined for Bridgeport Station or points beyond, an additional \$6.50 is required for the YVR AddFare.

Grand Total \$ _____

Organization/Company	
Department/Program	
Bulk Acct # (if applicable):	
Contact person	
Address	
Postal code	
Phone number	
Email address	
Date required	
Delivery notes	

Next page for bulk ticket FAQ



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FAQ:

Are Compass tickets refundable or exchangeable?

No, all Compass tickets are non-refundable and non-exchangeable. Compass tickets expire after 254 days. The expiration date is shown on the enclosed receipt and the label on the box. Please ensure the expiration date is retained for your records and your inventory is managed on a First In First Out basis.

How can I pay for my order?

Payment can be made by EFT. Bank or credit union cheque or bank draft payable to TransLink are also accepted. Be sure to include reference information for all EFT payments.

Can I pay with credit or debit card?

We can't accept credit cards for payment over the phone or online but we can in person. We also have limited quantities of pre-encoded tickets available for purchase at the TransLink Customer Service Centre at Waterfront Station. Both can be paid by credit card or debit card in person. Please contact the TransLink Customer Service Centre at bulk.orders@translink.ca for details.

How long will it take to receive my order?

Once both the order form and payment have been received, please allow 5 – 10 business days for processing and delivery. Orders are only delivered during office hours on weekdays (No delivery on excluding statutory holidays).

How is the order delivered?

Orders are shipped via courier to any business address within the Metro Vancouver area at no extra cost. If you require delivery outside of Metro Vancouver, you will need to make your own pick-up and delivery arrangements at your own cost once the order is completed. Please include any relevant instructions such as phone # or buzzer # to call upon delivery or specific hours/days of operation under the Delivery notes area.

Where do I send my order form and payment?

If paying by EFT please email your form to bulk.orders@translink.ca, otherwise send your completed order form with payment to the TransLink Customer Service Centre at #54 – 601 W Cordova St, Vancouver, BC, V6B 1G1. Ensure that both order form and payment are received to avoid delays to your order.

How do I know which Zones are required?

Buses are a 1-Zone fare, all day, every day. SkyTrain and SeaBus require a 1-, 2-, or 3-Zone fare*, depending on the time of day and number of geographical zone boundaries crossed during the trip. Visit translink.ca for more [information on Fares](#) or call 604-953-3333 for more information.

Who is eligible for Concession tickets?

Seniors 65 years and older and youth 13 to 18 years with valid photo identification proving age. Children 12 years and under ride free, read more about Concession Fares [on translink.ca](http://translink.ca).

How long is the travel time for a ticket?

Once tapped, the ticket has 90 minutes of travel time with unlimited transfers. If traveling additional zones, tickets can be upgraded with an AddFare at a Compass Vending Machine (CVM) before crossing the zone boundary into another zone. DayPasses (for unlimited travel throughout all three Zones) are valid from the moment they are tapped until the end of the service day (approximately 4am); they are not 24-hour passes.

***The \$6.50 Canada Line YVR AddFare is applicable to all tickets departing from any of the stations on Sea Island (YVR-Airport, Sea Island Centre and Templeton) destined for Bridgeport Station or points beyond.**

Have a question that isn't answered here? Email us at bulk.orders@translink.ca