

Russell Walker

District 15
Fairview-Clayton Park



Refunds for February Transit Passes

Beginning immediately, HRM will provide refunds for any person who purchased a Metro Transit pass for February 2012 and were unable to use them due to the ongoing transit strike. Passes may only be redeemed through one of the four main HRM Customer Service Centre locations at Scotia Square, Lower Level Mall; Alderney Gate in Dartmouth; Bayers Road Customer Service Centre, 7071 Bayers Road; and, Acadia Centre in Lower Sackville, weekdays, 8:30 am - 4:30 pm.

Cheque refunds will be processed and mailed within 10 days, once an application is submitted with the unused February pass. Application forms are available at the four HRM Customer Service Centres listed above, or may be downloaded in advance from www.halifax.ca/metrotransit. There will be no refunds issued in the form of cash, credit or debit due to the high volumes involved as a result of the strike.

Anyone who purchased a February transit pass also has the option to hold onto their pass, as February passes will be honoured for another month in the future once the strike is over. Details on this alternative will be announced following the end of the strike.

Independent transit retail outlets are not able to process any pass refunds; all refund transactions must occur at one of the above mentioned HRM Customer Service Centres. We regret the inconvenience to Metro Transit customers caused by the ongoing strike.

For more details on February pass refunds, or other strike related information, visit www.halifax.ca/metrotransit; @hfxtransit on Twitter; or contact the HRM Call Centre at 490-4000.

Contact

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