TransHelp Travel Tips

We want you and your fellow passengers to have a positive experience every time you travel with us. Follow the tips below to help the service run efficiently so you can enjoy safe and timely transportation to your destination.

**Trips for the day are automatically cancelled** once a trip is missed. Call 905-791-1015 to reschedule any trips you still need if you miss a trip.

**Ramps, walkways and driveways must be clear of snow, ice and household items.**

**Always wear your seatbelt.**

**No longer need a trip? Cancel online** by logging into peelregion.ca/transhelp or use Interactive Voice Response by calling 905-791-1015, and press 1.

**Stay within the three-bag limit** and ensure you, your support person or companion can carry them.

**Have an adequate supply of medication, oxygen and snacks in case of travel delays** as you can be on the bus for up to 90 minutes (Possibly longer in severe weather, heavy traffic or when travelling distances of more than 30 km).

**Ensure you’re ready to go at the start of your 30-minute pick-up window.**

**Let us know if you no longer need a trip. Cancel by midnight the day before your scheduled trip** to ensure you are not charged the fare.

**Perfumes and colognes are not recommended** as fellow passengers can be scent sensitive.

**Bonus tip!** For your safety and the safety of your driver, please turn your outside lights on when it’s dark outside.

Learn more tips at peelregion.ca/transhelp or call 905-791-1015.