



Terms and Conditions - Pre-Authorized Debit (PAD)

Payment Withdrawals: The pre-authorized debit payment will automatically withdraw the cost of your Ride Transit monthly fee from your financial institution using the information you provided. The withdrawal date is on the first of the month prior to the required pass month as long as the first is not on a holiday or weekend, similar to AISH and Income Support payment dates. If the first of the month is a holiday or weekend, the debit will be on the last business day of the previous month.

This PAD Agreement will remain in effect until it is either terminated in writing or electronically by you or by The City of Edmonton due to recurring NSF payments or expiration in the Ride Transit program.

Changes: To change any of your banking information, including changes to the bank or account from which your payment is to be taken, you must notify the Programs Office in writing at least ten business days before the next scheduled pre-authorized debit withdrawal, emailing Customer Programs team at etscustomerprograms@edmonton.ca.

Cancellation: To cancel this PAD Agreement, you must provide written notice to The City of Edmonton's Program Office at least ten business days before the next scheduled pre-authorized debit withdrawal by emailing Customer Programs team at etscustomerprograms@edmonton.ca.

Dishonoured Payments: It is your responsibility to ensure there are sufficient funds in your account when we automatically withdraw the cost of the monthly Ride Transit Pass. Passes will not be sent to participants if their payment does not go through.

The City of Edmonton will not reimburse you for any insufficient funds ("NSF") fees incurred.

If two payments are dishonoured in the same calendar year, then you will be notified, removed from the automatic withdrawal and mailout program. You will still be able to purchase through the other purchase options available for the Ride Transit Program.

Ride Transit Monthly Pass Validation: Ride Transit monthly passes are valid for use from the first day of the month until the last day of the month indicated on the pass and allow unlimited travel on regular ETS bus and LRT service. Passes may also be used on Dedicated Accessible Transit Service (DATS) if you are a registered [DATS](#) user. Only one monthly Ride Transit pass at the subsidized rate will be permitted per participant per month. Ride Transit monthly passes are non-transferable and intended for use by registered Ride Transit Program participants only.

City's Right to Terminate: In addition to the above, The City of Edmonton may terminate this PAD Agreement for any reason whatsoever by providing you with at least sixty days' prior written notice.

ETS does not replace lost or stolen passes.

This personal information is being collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act. It will be used to provide you with a subsidized Ride Transit pass and for the administration of the Ride Transit pass program for Ride Transit participants, and is protected by provisions of the Freedom of Information and Protection of Privacy Act. If you have any questions about the collection, use or disclosure of personal information by this program, you may contact 780-496-8321.

Please retain these Terms and Conditions for your records