

Guelph Transit U-Pass Fee FAQ

What is a Guelph Transit U-Pass?

The Guelph Transit U-Pass is a transit pass included in your tuition fees as an ancillary fee that provides students with unlimited trips on all Guelph Transit buses using your ONE Card, at an affordable price each term. The U-Pass provides affordable transportation not only to school, but for other trips such as shopping, employment, entertainment, and to connect you to out-of-town bus service or the train station.

The Guelph Transit U-Pass is only valid for transportation within the City of Guelph. Visit [GO Transit](#) and [VIA Rail](#) for student options for out-of-town bus and train services

For information on routes and schedules for Guelph Transit, please visit: [Guelph Transit - City of Guelph](#).

Do all students receive a Guelph Transit U-Pass?

All students registered as full-time, in-person, and enrolled in an academic program available at Conestoga campuses/sites in the City of Guelph automatically participate in the U-Pass program.

Co-op students, students on a break term, full-time distance education/online students, part-time students or apprenticeship students at a Guelph Campus are not automatically assessed a U-Pass fee. Students who are not automatically included in the U-Pass can submit a request to opt-in (see below).

How do you use a Guelph Transit U-Pass?

Your Conestoga ONE Card is your U-Pass and can be used on any Guelph Transit bus. When boarding a bus, tap your ONE Card on the card reader. Please ensure that you are tapping on the “HID” Reader. This reader is labelled on the farebox and is found on the front of the farebox system.

Where can I find information about Guelph Transit?

You can find information on Guelph Transit such as trip planning, rules and guidelines of use, Mobility services offered, etc. at the City of Guelph, Riding Guelph Transit page here: [Riding Guelph Transit - City of Guelph](#)

What is the cost?

Effective September 1, 2025, the U-Pass Base Fee is \$162 per term. The U-Pass fee is automatically assessed each school term as part of tuition fees as an ancillary fee. Students who complete their program are no longer eligible for Guelph Transit's U-Pass program.

The following is the U-Pass Fee up until the end of the 2029/2030 Academic Year (August 31, 2030).

Effective Date	Base Fee
September 1, 2025	\$162.00
September 1, 2026	\$165.20
September 1, 2027	\$168.50
September 1, 2028	\$171.85
September 1, 2029	\$174.25

What should I do if my U-Pass isn't working on the bus?

If your ONE Card fails to validate on a Guelph Transit bus, it may be due to technical issues, or you may not be enrolled in the U-Pass program. Check your student invoice to ensure you were billed for the U-Pass. If you were billed and your U-Pass is not working, send an email with your student number to onecard@conestogac.on.ca and they can explore further.

If you were not billed and would like to opt-in to the U-Pass program, please complete the opt-in request form found at the following link: [Transportation \(CSI\)](#). **Please note, opt-in requests are only accepted during the first month of the first term of billing. The form will not be accessible past the deadline.*

Can a student opt-out of the Guelph Transit U-Pass?

The fee is automatically included for all eligible students. All eligible students are required to pay the U-Pass fee to have equal access to transit at an affordable price. An eligible student is a student registered as full-time, in-person, and enrolled in an academic program available at Conestoga campuses/sites within the City of Guelph.

Opt-out exceptions are provided on a case-by-case basis, but are generally limited to the following:

- Students who retain a valid Canadian National Institute for the Blind registration during a given Academic Term;
- Students who pay their fees to the College, but are taking all of their academic courses at an out-of-region (outside the City of Guelph) post-secondary institution in the same Academic Term that they are charged for the U-Pass;
- Students who hold a valid Accessible Parking Permit issued by the Ministry of Transportation of Ontario;
- Students who pay their fees to the College, but are considered on professional or academic placement outside the City of Guelph as part of their studies, which is not considered part of co-operative education
- A pass will also be refunded if a student withdraws from their program in accordance with the Conestoga Colleges Academic dates (withdrawal deadline). No refunds are granted after the withdrawal deadline.

Opt-out requests must be submitted each semester. Opt-out requests can be submitted by completing the opt-out form found at the following link: [Transportation \(conestogastudents.com\)](https://conestogastudents.com).

*Please note, an opt-out request must be submitted prior to the deadline to be considered. Requests will be accepted for the first 30 days of the first month in the term in which billing was applied. Opt-out appeals will not be allowed.

I drive to school and pay for parking. Do I have to pay for the U-Pass?

Yes. All eligible students will be charged the U-Pass fee regardless of whether they drive and pay for a parking pass or not. The U-Pass fee is much less than parking, and eligible students who typically drive can still use their U-Pass whenever they need it during the term.

What happens if I choose not to pay the U-Pass Fee?

Students are required to remit their fees in order to avoid the collections process. Collection procedures can include having an account placed on a full hold, being removed from future terms and accounts being forwarded to the Finance Department for continued follow-up and collections, including a third-party agency. Please note that documents and transcripts are not released for students with outstanding fees.

Can a non-eligible student opt-in to the Guelph Transit U-Pass?

Students who are not automatically included in the U-Pass can submit a request to opt-in to the U Pass, which may be approved on a case-by-case basis. Generally, opt-in requests will be accepted for students who meet the following criteria (proof is required):

- A student that is either in studies, a co-operative work term, or is an Off-Term Student immediately following a paid Academic Term who is in a course of study which has them returning to the College the following Academic Term;
- A student who is part-time, distance education, and/or undertaking a reduced course schedule as a result of an accommodation as defined in the Conestoga College Academic Calendar, or as otherwise defined by the College and/or CSI;
- A student beginning their studies during the Fall Term for an initial use period not exceeding two (2) weeks during which their U-Pass will be valid prior to the start of that Fall Term;
- A student enrolled at any College Campus in the City of Guelph that may not have been assessed the U-Pass Fee;
- A student in the City of Guelph who is on maternity or medical leave;

Opt-in requests must be submitted each semester. Opt-in requests can be submitted by completing the opt-in form at the following link: [Transportation \(conestogastudents.com\)](https://conestogastudents.com/transportation).

Does the U-Pass cover access to Guelph Transit's Mobility services?

Yes. Eligible students who qualify for Mobility Services as described in Guelph Transit's [published policies on the Guelph Transit](#) website shall have access to Mobility Services as part of the College U-Pass Program.

Mobility Services is a specialized shared-ride transit service that provides transportation from door-to-accessible-door within the city limits of Guelph. For information on how to register for Mobility Services, please visit: [Register for Mobility Services - City of Guelph](#).

How was the Guelph Transit U-Pass implemented?

In the Fall 2024 semester (between October 28-November 1), a student referendum was held at Guelph and Riverside Glen campuses asking students if they would be in favour of a mandatory universal transit pass. 94% of students voted in favour of a mandatory Guelph Transit U-Pass program.

Who can I contact with additional questions about the program?

Any questions that are not answered through the available information online should be directed to csitransportation@conestogac.on.ca.

Who can I contact with technical questions or issues with my ONE Card?

Any technical issues or questions about issues with your ONE Card that are not answered through the available information online should be directed to onecard@conestogac.on.ca.