

# Important Service Announcement To Our Valued Customers

February 18th, 2026

Dear Valued Customers,

It is with regret that we announce an important change to our services.

After 37 years of dedicated service to the communities of Port Elgin, Kincardine, Walkerton, Palmerston, and Orangeville, we will be **discontinuing the Southampton - Vaughan line-run service**, with the final day of operation being **February 27th, 2026**.

## Ticket Refunds

Customers who have already purchased tickets may either travel prior to the final operating date or request a full refund by **March 31, 2026**, as follows:

- **Online ticket purchases:** Please request a refund via email to **info@tokcoachlines.com** with your ticket number, contact name, and phone number.
- **Paper tickets purchased from ticket agents:** Please return the original ticket to **TOK Coachlines, 221 Caldari Road, Concord, ON L4K 3Z9**.

Despite our commitment to serving these communities, the rising operating costs and the ongoing province-wide driver shortage have made it increasingly difficult to maintain the high standards of service you deserve. This difficult decision was therefore unavoidable.

Serving the wonderful communities along this route has truly been an honor. We deeply appreciate your trust and loyalty over the years. Your continued support has been the foundation of our operations, and for that, we are immensely grateful.

Thank you for allowing us to be a part of your journey.

Warm regards,

**TOK Coachlines**