



Dear U-Pass customers:

As winter break approaches, Ventra would like to remind you of some important information related to your U-Pass card.

One of the conveniences of Ventra is you can continue to use the same U-Pass card when school is out of session. However, please be aware, during those periods, your U-Pass card will function just like a normal Ventra Card. That means you must add funds to your account and your U-Pass will be charged the full fares of \$2.25 for rail and \$2 for bus during school breaks.

It's easy and convenient to add money to your Ventra card. You can add funds or load an unlimited-ride 1-day, 3-day, 7-day or 30-day pass online at www.VentraChicago.com if you have a registered transit account; at any Ventra Vending Machine located at CTA rail stations, via the Ventra app, and at hundreds of participating retail locations – visit VentraChicago.com to find a location near you.

Your Ventra U-Pass unlimited riding privilege automatically resumes when your next full-time term begins. Please note your transit account must be in good standing prior to your next qualifying term for U-Pass privileges.

As a reminder, U-Pass is to be used *only* by the student for whom it is issued. The card will be confiscated if anyone other than the person appearing in the U-Pass photo is using the card. Upon confiscation, a student will not be eligible for another U-Pass for up to a year.

Should you lose your U-Pass during break, a new one can be obtained through your school administrator for a fee of \$50.

If you have had your card confiscated and are due to be reinstated in January, please see your school U-Pass Administrator.

More information about how U-Pass functions when school is out of session at www.transitchicago.com/upass.

If you require assistance you may contact Ventra Customer Service at ventrachicago.com or by calling 877-669-8368.