



FAQS: PRESTO Loads

Academic Term	Fall 2026
Program Operations Days	Monday to Friday
Program Operations Hours	Office Hours: St James: Mon-Thu: 9:00 am - 5:00 pm Fri: closed/remote on Friday Casa Loma: Mon-Thu: 9:00 am - 5:00 pm Fri: closed/remote on Friday Waterfront: Mon-Thu: 9:00 am - 5:00 pm Fri: closed/remote on Friday

Question	What is PRESTO Loads?
Answer	PRESTO Loads is a program that provides \$25 per month for transit costs, with a maximum of \$50 per semester. The PRESTO Load support is meant for current full-time students who need help with their transit costs.

Question	What do I need to do to register for the PRESTO Loads program?
Answer	Students who meet the eligibility criteria – including using transit regularly to commute to campus and owning a valid PRESTO card – can register at the link HERE (https://forms.office.com/r/XmSXdkFi1e) or using the link above. Students must complete the form in its entirety with accurate information when registering.

Question	Can I register more than once to get the \$25 PRESTO Loads?
Answer	You are still eligible to get a second voucher, but you will need to register again and if your registration came as first/early registration you would be selected. The second registration will use the first-come, first-serve method of selecting recipients. Please register early for your best chance of being a recipient. If you have not received a voucher yet, you will need to register again every registration cycle until you are selected to receive your first voucher code. The maximum total PRESTO Load per semester is \$50.

Question	How are students selected to receive PRESTO Loads assistance?
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Answer	Selection is based on first-come, first-served. Priority will be given to those who register first. Students should be aware of registration dates by following @SAGBC on Instagram or the website StudentAssociation.ca.
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Question	How will I know if I am selected for a voucher?
Answer	You will receive an email with a voucher code that you will use to deposit the funds. Instructions on how to redeem the voucher code will be in the email. Check your junk mail or spam box folder to ensure that you don't miss it. Those who are not selected for a voucher will not receive an email and they will be required to re-register again until selected.

Question	If I am selected for a voucher, do I need to register again?
Answer	Yes, if you received your first voucher already, you will need to register a second time in the same semester to be eligible for a second voucher. The second registration will also use the first-come, first-serve method of selecting recipients. Please register early for your best chance of being a recipient. The maximum total PRESTO Loads vouchers per semester is \$50.

Question	If I have not received a voucher yet, do I have to register again?
Answer	Yes. If you have not received a voucher yet in the current semester, you will need to register again every registration cycle until you receive a voucher. The maximum total PRESTO Load per semester is \$50.

Question	I do not have a PRESTO card. Can I still register?
Answer	No. You will need a PRESTO Card, but you can get one for free using the options below: - Free at participating Toronto Public Libraries (see below) - For free PRESTO cards at St James campus and Waterfront campus, go to the St Lawrence branch - For free PRESTO cards at Casa Loma campus, go to the Lillian H. Smith branch. - Free PRESTO cards are available digitally for Android and IOS Users via the Pesto App on Google Play Store and App Store - Learn More HERE (https://www.ttc.ca/Fares-and-passes/Other-passes/Fair-Pass-Transit-Discout-Program) - Purchase a physical card

Question	How long will it take for funds to be disbursed?
Answer	Those selected to receive a voucher will be sent an email about 4-5 business days after the closing of the registration period. The voucher code will be active when you receive it. Directions on how to redeem your voucher to your card will be included in the email.

Question	Is there an expiry for the voucher code?
	Yes, if the voucher was redeemed into the card, you must tap a PRESTO device within 30 days to fully transfer the funds. If you do not tap within 30 days , your funds will expire . A new code will not be issued . We strongly encourage you to redeem the voucher code onto your PRESTO Card as soon as you receive it..
Answer	

Question	Which transit systems can I use the funds on?
	Funds can be used on any transit system that accepts PRESTO cards as payment. The following transit systems accept PRESTO: - Toronto Transit Commission (TTC) - GO Transit - UP Express - MiWay (Mississauga Transit) - Brampton Transit (includes Zum) - York Region Transit (YRT) (includes VIVA) - Durham Region Transit - Oakville Transit - Burlington Transit - Hamilton Street Railway (HSR) - OC Transpo Transit systems that DO NOT accept PRESTO: - Barrie Transit - Milton Transit - Guelph Transit
Answer	

Question	Is there a limit on how many trips I can make?
	PRESTO Loads disburses funds only. We do not limit the number of trips, or how much of the funds you spend. For example, a \$25 voucher could cover about 7 trips on the TTC, but for GO Transit, the cost might be higher, which would reduce the number of trips the funds could cover.
Answer	

Question	Can I transfer the funds to another card?
	No, if you have already loaded the voucher code onto your own PRESTO Card, you cannot transfer the funds to another card, such as to a friend or family member's card. If you share a PRESTO Card with a family member or friend, you could redeem the voucher code onto that card. The only exception would be if you lost your card and it was registered with PRESTO -- you could transfer the funds from the lost card to a new card that is on the same account. The lost card would need to be cancelled, though, and it would no longer work.
Answer	

Question	Can I apply even if I receive assistance from OSAP?
Answer	Yes. Receipt of OSAP does not affect eligibility

Question	Can I withdraw the funds from my PRESTO card?
Answer	No, there is no mechanism to withdraw the funds as cash.

Question	I have a question or require an accommodation?
Answer	If you have a question related to the PRESTO Loads program, or have an accessibility need, and require help while completing this registration assessment from, please contact: transit@sagbc.ca or send us your feedback on the link https://forms.office.com/r/B5iEbNttyz

Question	What if I am a part-time student?
Answer	Unfortunately, part-time students are not eligible for the PRESTO Loads vouchers -- only current full-time students.

Question	Who can I contact for questions about PRESTO Loads?
Answer	You can email transit@sagbc.ca with your questions.

Question	How can I give feedback to the SA about the PRESTO Loads program?
Answer	You can use the the PRESTO Loads feedback form HERE (https://forms.office.com/r/B5iEbNttyz)

Question	My PRESTO card is active, but it is not registered with PRESTO. Am I still eligible?
Answer	Yes, you are still eligible. You do not need to have a registered PRESTO card to be eligible. The card must be active, though.

Question	What should I do if I added the voucher to my card, but the funds aren't showing?
Answer	Please check the email your Presto card is registered with to ensure the funds from the voucher have been added to your card. If you did not receive an order confirmation email from Presto, please try to add the voucher again, using the website if the mobile app was unsuccessful. Please follow the FAQ in the email we sent you with your voucher on how to successfully redeem. You can email transit@sagbc.ca if you are not able to see or use your funds 4-7 hours after adding the voucher and have done all the above.

Question	
Answer	

Date updated:	07/21/2026
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