



## **STEP-BY-STEP USER GUIDE**

MACPASS is the electronic tolling system for Halifax Harbour Bridges (HHB). Please take the time to read this user guide and familiarize yourself with the benefits of MACPASS.

### **INSTALLATION AND USE**

#### **Installing your MACPASS**

Refer to the mounting instructions included with your MACPASS and attach your MACPASS to the inside of your windshield.

- There should not be more than one MACPASS in your vehicle at a time (including transponders from other agencies). Contact the Customer Service Centre for more information if you need to use multiple transponders
- If you remove the transponder from the window it will no longer work. You can get a replacement sticker through the MACPASS App, online at [MyMACPASS.com](http://MyMACPASS.com) or by calling or visiting the Customer Service Centre
- The transponder cannot be moved from one vehicle to another

#### **Motorcycle and Moped Riders**

For safety reasons, motorcycles and mopeds should not use MACPASS-only lanes, indicated by the overhead signs. The toll gate may not lift, requiring you to make a sudden stop and risk injury to yourself and damage to your vehicle. Therefore:

- If you have the sticker MACPASS transponder, mount it on your motorcycle, scooter or moped. Be prepared to stop if the gate does not raise
- If you have a hard-shell MACPASS swipe it across the MACPASS reader, wait for the gate to raise and proceed
- Come to a COMPLETE STOP when you approach the toll booth

## MACPASS*plus*

MACPASS*plus* allows you to use your MACPASS to pay for short- and long-term parking in the parkade at the Halifax Stanfield International Airport.

MACPASS customers with a credit card on file who were MACPASS*plus* members before July 11, 2023 will automatically remain enrolled in the program. Any customers who sign up for MACPASS*plus* after July 14, 2023, will have to have a credit card on file and manually opt-in to the MACPASS*plus* program online or through the MACPASS App. To do so, navigate to the Payments section, and toggle the MACPASS*plus* selection "ON" underneath your credit card information.

If your airport parking fee total will not bring your MACPASS account balance below your Auto-Replenishment Threshold, your parking fee will be taken from your MACPASS account.

If your airport parking fee total will bring your MACPASS account balance below your Auto-Replenishment Threshold, your parking fee will be charged to your credit card and not impact your MACPASS account balance. If the payment is not successful, you will be notified of the declined transaction and must update your payment information immediately.

### Using MACPASS*plus*

- At the airport parkade entrance, valid MACPASS*plus* users can select MACPASS*plus* as their payment option by pressing the flashing indicator button
- MACPASS*plus* users exit the airport parkade through dedicated express lanes
- As you exit, your MACPASS is read and the parking cost is processed through your account
- Your MACPASS will only be charged if you select the MACPASS*plus* option when entering the parkade
- Refer to your account statement anytime at [MyMACPASS.com](https://www.mymacpass.com) to get a full payment history or to generate parking receipts
- Your airport parking fee is charged to your credit card and will not affect your prepaid bridge toll account balance

## OTHER MACPASS USES

MACPASS can be used at Cobequid Pass and Confederation Bridge if you establish separate accounts. Contact each organization by phone or online to link your accounts:

### Cobequid Pass

1 (877) 727-7104 | [cobequidpass.com](https://cobequidpass.com)

Confederation Bridge

(902) 437-7300 | confederationbridge.com

If you have linked your transponder to other tolling facilities and have separate accounts you wish to cancel, you must contact them individually.

## PAYMENT AND ACCOUNT INFORMATION

### MACPASS On the Go

You can manage your account online 24 hours a day on the MACPASS App or online at [MyMACPASS.com](https://www.mypass.com). Use the app and website to update your personal information, make payments, request transponders, print receipts and more.

### How to Pay

Make payments on your MACPASS account with automatic credit card payments, pre-authorized monthly debit, or manual replenishment.

All options require a minimum \$20.00 replenishment amount.

### Privacy and Security

Halifax Harbour Bridges protects the privacy of every MACPASS customer's personal information and will not disclose your name and/or address for any purpose.

Your account information will only be disclosed to the person(s) designated as a contact on the account unless you authorize another person to do so. For more information, contact the Customer Service Centre at (902) 463-3100. To view the privacy statement, visit [hdbc.ca/MACPASS](https://hdbc.ca/MACPASS).

## TOLLS AND CHARGES

### Fees and Charges

- A \$10.00 fee will apply if there are insufficient funds on a Pre-Authorized Debit (PAD). After two insufficient funds transactions, PAD will not be a payment option for your MACPASS.
- If you allow your account to run into arrears, you may get a STOP signal in the toll lanes. You will need to arrange a payment or your account may be suspended. If your account is suspended, you will be required to pay a \$10.00 reactivation fee before you can start using your MACPASS.

### Toll Rates

Most regular passenger vehicles pay \$1.00 with MACPASS. Most tolls are based on axle count.

VEHICLE TYPE	MACPASS	CASH
Automobiles, light trucks, motorcycles	\$1.00	\$1.25
When towing a single-axle trailer	\$1.34	\$1.50
When towing a double-axle trailer	\$1.66	\$2.25
When towing a tri-axle trailer	\$2.00	\$2.50

The following classifications are for vehicles with dual tires detected on any one axle:

2 axles	\$2.91	\$3.50
3 axles	\$4.36	\$5.00
4 axles	\$5.83	\$6.50
5 axles	\$7.28	\$8.50
6 axles	\$8.73	\$10.00
7 axles	\$10.19	\$11.50
8 axles	\$11.64	\$13.50
Buses	\$1.20	\$2.50
Access-A-Bus Vehicles	\$0.60	\$0.75

## MACPASS HELP

### Using MACPASS Correctly

Customers using MACPASS to cross the Macdonald and MacKay bridges agree to use MACPASS according to the terms and conditions provided in the MACPASS Customer Agreement. Failure to do so can result in cancellation of your privileges to use MACPASS. For more details, refer to the Customer Agreement below.

Here are some troubleshooting techniques to problems that can affect the performance of your MACPASS. If you continue to experience problems with your MACPASS, or for more information, visit [hdhc.ca/MACPASS](http://hdhc.ca/MACPASS), or contact or visit the MACPASS Customer Service Centre.

**Car starter interference:** Sometimes the location of the automatic vehicle starter on your windshield or vehicle roof can interfere with the reading of your MACPASS. Ensure your MACPASS is mounted several inches away from the remote start antenna to prevent interference.

**Incompatible windshields:** Some vehicle windshields contain metal content like heated windshields, those with chromium oxide for UV protection, or if they have a built-in antenna. Newer vehicles often have an untreated area in the upper left or right hand corner for your MACPASS.

**Overhead items:** A ladder or item on the vehicle roof can interfere with your MACPASS reading. Please ensure there is nothing interfering or obstructing the line of sight to the MACPASS from overhead.

**Lost or stolen MACPASS:** Deactivate your MACPASS online at [MyMACPASS.com](https://www.mypass.com), on the MACPASS App or call the MACPASS Customer Service Centre. You won't be responsible for further charges once your MACPASS is deactivated.

**Replenishment Threshold:** When your account balance is low, a reminder message (LOW BAL) will appear under the "GO" signal as you travel through the toll lane.

Make a payment as soon as you can or you may risk running your account into arrears and being suspended. Reactivating a suspended MACPASS account results in a \$10.00 reactivation.

**Defective MACPASS:** If your MACPASS begins to fail repeatedly despite being installed properly, it could be defective. Order a replacement transponder on the MACPASS App, by visiting [MyMACPASS.com](https://www.mypass.com) or visit the MACPASS Customer Service Centre.

## MACPASS CUSTOMER AGREEMENT

These terms and conditions constitute your MACPASS CUSTOMER AGREEMENT, made and entered into by and between you (the "User") and the Halifax-Dartmouth Bridge Commission, operating as Halifax Harbour Bridges.

Failure to abide by the provisions herein may result in the cancellation of the User's privileges to use the HHB electronic toll collection system known as MACPASS.

### Agreement

Subject to the terms of this Agreement, HHB agrees to provide the MACPASS standard transponder (the "Transponder") to the User free of charge, which may be used to obtain passage on toll facilities operated by HHB.

### Use of the Transponder

User agrees:

- (a) To mount, display, and use the Transponder in accordance with Transponder mounting instructions received from HHB
- (b) Not to proceed through any traffic lane if the patron fare display indicates stop and the toll gate is down. If the patron fare display continues to indicate stop and the toll gate is down, User must pay the toll by use of cash in order to proceed
- (c) Not to exceed a speed of twenty-five (25) kilometres per hour through toll lanes
- (d) Not to assign or in any way transfer this Agreement and the Transponder
- (e) To be fully responsible for any and all charges arising from the use of each Transponder until such time the Transponder is deactivated

- (f) That each Transponder shall remain the property of HHB

### **Motorcycle and Moped Riders**

For safety reasons, motorcycles and mopeds should not use MACPASS-only lanes, indicated by the overhead signs. The toll gate may not lift, requiring you to make a sudden stop and risk injury to yourself and your vehicle. Therefore:

- If you have the sticker MACPASS transponder, mount it on your motorcycle, scooter or moped. Be prepared to stop if the gate does not raise
- If you have a hard-shell MACPASS swipe it across the MACPASS reader, wait for the gate to raise and proceed
- Come to a COMPLETE STOP when you approach the toll booth

### **Default**

The following events may constitute an event of default. HHB can terminate this Agreement immediately without notice upon the occurrence of one or more of the following events of default:

- a) User fails to make any payments owed under this Agreement when due
- b) User fails to perform or observe any terms or conditions under this Agreement
- c) User has provided incorrect information to HHB under this Agreement or in any document or certificate furnished to HHB or does not report any changes of such information to HHB within the specified time, or
- d) User becomes insolvent or bankrupt.

### **Prepaid Account**

User agrees to maintain a prepaid account with HHB to cover User's applicable tolls, charges and fees as described in this Agreement (the "Prepaid Account"). No interest shall be paid on Prepaid Account balances or deposits.

### **Opening a Prepaid Account**

- a) Users must open a Prepaid Account by payment to HHB by credit card, debit card or cash in an amount not less than \$20.00. However, a User opting to replenish a Prepaid Account through PAD should place an amount in their account that represents a minimum of one month's worth of prepaid tolls should that amount exceed \$20.00.
- b) Commercial Users may prepay using a company cheque.

## Replenishment Threshold

Replenishment Threshold is the account balance when a pre-authorized credit card replenishment payment will be processed. The Replenishment Threshold and replenishment payment amount are both defined by the User.

User will be notified their account is at its Replenishment Threshold by a LOW BAL signal in the toll lane and by email or SMS where applicable.

## Account Replenishment

- a) **Automatic account replenishment:** Whenever the prepaid balance falls below the Replenishment Threshold, the User's credit card will be charged the replenishment amount. Users of PAD will have their Prepaid Account replenished on the same day of the month and not when their Prepaid Account reaches a Replenishment Threshold.
- b) **Manual replenishment:** Whenever the prepaid balance falls below the Replenishment Threshold, the User must promptly replenish the Prepaid Account using the MACPASS App or online at [MyMACPASS.com](http://MyMACPASS.com) using a debit card or credit card. Cash payments can also be made in person at the MACPASS Customer Service Centre. The minimum amount to replenish the Prepaid Account is \$20.00.

## Forfeiture of Prepaid Balance

If there is no activity recorded on User's Prepaid Account for a period of 24 consecutive months, the Prepaid Account may be terminated and the balance of User's account may be considered as payment of an account maintenance charge and be deducted from the account. Written notice of this proposed forfeiture will be given to the User at their last known address.

## Tolls, Charges and Fees

User's Prepaid Account will be reduced by charges for applicable tolls charged each time the User's Transponder is used to obtain passage on, continue upon, or exit from a MACPASS collection area.

## Additional Charges

User's Prepaid Account will be charged \$10.00 for NSF fees related to PAD accounts and \$30.00 for an NSF cheque. In the event a User has two failed PAD transfer transactions or two NSF cheque transactions, User shall no longer be eligible to use this form of payment on their Prepaid Account.

## Inter-Operability

User's Transponder may be used at other toll facilities or other locations bearing the MACPASS or MACPASS*plus* logo with whom HHB has entered into an agreement to accept charges for that facility or location.

If a User drives their vehicle with Transponder attached through such other toll facility or location, then the User's Transponder may be read by the electronic processing equipment and a record of the User's transaction may be created. Such transactions may be charged in accordance with the rules, regulations and procedures of such other toll facilities or other locations. By using the Transponder on another toll facility or other location, the User agrees that HHB may deduct any such charges arising from such use from the User's Prepaid Account, and the User will be responsible to HHB for all such charges. The User further agrees that HHB may share any information contained in the User's account and in the MACPASS Customer Agreement for purposes of processing and collecting tolls, charges and violations.

### **Lost or Stolen Transponders**

User must notify HHB immediately of any lost or stolen Transponder(s), identifying such Transponder(s) by serial number. Until HHB is notified, USER WILL CONTINUE TO BE RESPONSIBLE FOR CHARGES RESULTING FROM USAGE. Once notified, HHB will deactivate the Transponder. HHB will issue User a replacement Transponder(s) upon request.

### **Termination**

- a) HHB and/or User may terminate this Agreement at any time
- b) Upon termination, a refund of any balance remaining in the User's Prepaid Account less any amounts owed under this Agreement will be processed within 30 days from the return of the Transponder, subject to the provisions listed under the section "forfeiture of prepaid balance"

### **Account Suspension**

The User's MACPASS Account shall be suspended immediately when there are insufficient funds in the Prepaid Account.

In order to reactivate the Account, the User shall pay a reactivation fee of \$10.00, plus an amount sufficient to bring the Prepaid Account up to the minimum required balance. All unpaid tolls shall be automatically deducted from the Prepaid Account upon reactivation.

### **Defective MACPASS Transponders**

If a Transponder is defective for any reason, it will be replaced at no charge, provided the User's Prepaid Account is in good standing.

### **Pre-Authorized Payments**

It is expressly understood and agreed that User authorizes HHB to access User's credit card or PAD and make charges authorized under this Agreement. User expressly understands and agrees that HHB shall not be liable to User for any damages resulting from these actions.



## **Indemnification and Liability**

- a) User releases HHB, its Commissioners, officers, employees, commissionaires or agents (collectively in this Article "HHB") from all loss, damage, or injury whatsoever from the use or performance of MACPASS and the Transponder. HHB shall not have any obligation or liability to the User with respect to the use or the performance of MACPASS and the Transponder. The only recourse available to the User shall be the replacement by HHB of any defective Transponder. User agrees to indemnify, protect, and hold harmless HHB from liability for all loss, damage, or injury to persons or property arising from or related to the use of MACPASS and the Transponder
- b) Additionally, HHB shall not be liable for
  - (a) any incidental, indirect, special or consequential damages, including but not limited to, loss of use, revenues, profits or savings, even if HHB knew or should have known of the possibility of such damages, or,
  - (b) claims, demands, or actions against User by any person, corporation, or other legal entity resulting from the use of MACPASS, Transponder(s), credit report inquiry, cheque authorization and/or charging of User's credit card

## **Alteration of Terms**

HHB may change the terms of this Agreement at any time by providing written notice to User. If the Transponder is used after User receives notice of the new terms of this Agreement, then User shall be bound by the new terms.

## **Notice**

Any notice or request hereunder shall be in writing and any such notice and any delivery, payment or tender of money or document(s) to the User hereunder may be delivered personally, by prepaid courier, by facsimile or by electronic transmission to the last address on HHB's files.

Any notice or request so given shall be deemed to be given on the date of delivery thereof as aforesaid excepting if such date is a Saturday, Sunday or statutory holiday, then the next business day following.

## **Payment of Costs of Enforcement**

User agrees to pay all costs, including legal fees, incurred by HHB in enforcing this Agreement.

## **Insufficient Funds**

If, for any reason, User's Prepaid Account is insufficient to pay any amounts owed to HHB, User will remain liable to HHB for such amounts.

### **Changes in User Information**

User shall inform HHB of any changes in the information set forth in the MACPASS account and, specifically, shall immediately notify HHB of any changes in contact information or make such changes electronically online at [MyMACPASS.com](http://MyMACPASS.com) or via the MACPASS App.

### **Confidentiality**

All MACPASS account information will be treated as confidential. Please refer to the [Privacy Statement](#) for more information on our privacy practices.

### **HHB Address**

For the purpose of giving written notice(s) to HHB required under the provisions of this Agreement, User shall use the following address:

MACPASS Customer Service Centre  
P. O. Box 39  
Dartmouth, Nova Scotia B2Y 3Y2  
Phone: (902) 463-3100  
Email:  
[macpass@hdbc.ns.ca](mailto:macpass@hdbc.ns.ca)

[Macpass.com](http://Macpass.com)

### **Captions**

The captions used in this Agreement have been inserted for convenience and for reference only and shall not be deemed to limit or define the text of this Agreement.

### **Provisions Severable**

The provisions of this Agreement are severable, and if any provision or part of this Agreement thereof to any person or circumstance shall ever be held by any court of competent jurisdiction to be invalid or unconstitutional for any reason, the remainder of this of such provision or part of this Agreement to other persons or circumstances shall not be affected thereby.

### **Governing Law**

This Agreement shall be governed and construed in accordance with the laws of the Province of Nova Scotia and the laws of Canada applicable in Nova Scotia.

### **Complete Agreement**

The Agreement constitutes the entire agreement between the User(s) and HHB.