

On September 1, 2021, the Ministry will introduce a maximum amount of \$150 on the reimbursement of event tickets such as live music, theatre, sporting events and other live entertainment events, including virtual events.

### Questions and answers

Q: Can I spend more than \$150 per individual ticket?

A: You will be reimbursed for the cost of a live event ticket up to a maximum of \$150, regardless of how much the ticket costs and where you still have sufficient funds in your Passport allocation.

Q: Can I purchase a ticket for my support worker?

A: You can be reimbursed for the cost of a live event ticket up to two (2) tickets per event. This will include one ticket for you and one for your support worker.

Q: What if I have more than one support worker? Can I have more than one support worker with me at a live event?

A: If you have unique circumstances and need more than one support worker to attend a live event, you can receive a reimbursement for an additional ticket up to a maximum of \$150. Please contact your local Passport agency before purchasing.

Q: Does this maximum per ticket amount of \$150 apply to season tickets?

A: The maximum per ticket amount of \$150 will be applied for each ticket in a season ticket package. For example, you can receive a reimbursement for a season ticket with 4 events up to a maximum of \$150 per event. That's \$150 x 4 events for a total of \$600.

**Q: What happens if my event takes place before September 1, 2021?**

**A:** The maximum per ticket amount does not apply to any events before September 1, 2021.

**Q: If I purchase a live event ticket before the new guidelines take effect on September 1, 2021, does the new cap apply?**

**A:** No, if you purchase a live event ticket prior to September 1, 2021, your claim will not be subject to the new, reimbursement cap of \$150 per live event ticket. You will need to provide a proof of purchase with a date prior to September 1, 2021, if you submit the claim for reimbursement after September 1, 2021, otherwise the reimbursement cap will be applied.

**Q: Do I need to do anything different to submit my claim?**

**A:** Starting on September 1, you need a new claim form that has been updated to reflect these changes. The form will require you to provide the date of the event and the full cost of the ticket. Both eCLAIM and MyDirectPlan (MDP) will have updated forms automatically in your account. You can also request a hard copy of the new claim form from your local Passport agency.

For more information about the Passport program, please visit:  
[www.dsontario.ca/passport-program](http://www.dsontario.ca/passport-program)

This is important information. Please have someone translate it for you. Thank you.

| Language           | Translation   |
|--------------------|---|
| Arabic             | هذه معلومات مهمة . الرجاء الأستعانة بشخص ما ليترجمها لكم.<br>شكراً                              |
| Chinese Simplified | 这是个重要的信息。请找人为您翻译。<br>谢谢。  |
| Farsi (Persian)    | این اطلاعات مهم می باشند. لطفاً از شخصی بخواهید تا آن را برای شما ترجمه کند<br>متشکریم          |
| German             | Dies ist eine wichtige Information. Bitte lassen Sie es von jemandem für Sie übersetzen. Danke. |
| Italian            | Questa è un'importante informazione. Per favore fatevela tradurre da qualcuno.Grazie.           |
| Portuguese         | Esta é uma informação importante. Peça a alguém para trraduzi-la para você. Obrigado.           |
| Somali             | Kani waa Khabar muhiim ah. Fadlan qof ha kuu turjumo.<br>Mahadsanid.                            |
| Spanish            | Esta información es importante. Por favor pida que alguien lo traduzca para usted. Gracias.     |
| Urdu               | یہ اہم معلومات ہے۔ برائے مہربانی کوئی آپ کے لئے اس کا ترجمہ کریں۔<br>شکریہ                      |
| Vietnamese         | Đây là thông tin quan trọng. Xin vui lòng nhờ ai đó dịch giúp bạn.<br>Cảm ơn bạn.               |