

Terms and conditions by Toronto Airport Limousines

Gratuity: As per industry standard, 15% gratuity will be added to all base fares, stops, waiting time, or holiday surcharges etc. quoted UNLESS advised otherwise.

Tolls: Hwy 407 tolls are not included in the base fair quoted and will be added if Hwy 407 is preferred by the client. Hwy 407 tolls are calculated on per kilometer basis.

Taxes: 13% HST will be added to the base fare unless quoted otherwise.

Rates: All rates/tariffs are quoted in Canadian dollars and are subject to change without notice.

Waiting Times

Complementary waiting times:

For **non-airport** pick-ups is 10 minutes and additional waiting time will be calculated in increments of 15 minutes at vehicle's hourly rate.

For pick-ups **from Pearson Int'l Airport** is 1.5 Hour for domestic flights and 2 hour for international flights. Additional waiting time will be calculated in increments of 15 minutes at vehicle's hourly rate.

For private chartered flights is 15 minutes because of our inability to monitor private chartered flights. Additional waiting time will be calculated in increments of 15 minutes at vehicle's hourly rate.

Requested Stops

Passenger requested stops during a point-to-point service will be charged additional \$12.00 per stop for 10 minutes. Additional waiting time will be calculated in increments of 15 minutes at vehicle's hourly rate.

Passenger requested stops that are off-route will be charged at Toronto Airport Limousines' hourly livery rates according to the vehicle in use.

Cancellations and No Show

Most companies require 12-24 hour prior notice in order to cancel a pick-up or the client is charged the full fare. We at Toronto Airport Limousines, understand that cancellations happen due to emergencies and important reasons; therefore, we want to help our clients avoid cancellation charges as much as possible.

In the Greater Toronto Area, we only require a 2 hour notice to cancel a reservation free of charge.

Pick-ups from Pearson Airport and Toronto City Center Airport require 2 hour "daytime flights" and 4 hour "night arrivals" prior notice to cancel a reservation free of charge. A 6 hour prior notice is required for pickups from Buffalo Airport or Hamilton Airport.

Out of town trips require 4 hour prior notice to cancel a reservation free of charge.

Cancellations that occur outside of the allowed time limit will be charged a late cancellation charge.

No-Show at an airport, hotel or any other pick-up location will be charged the equal of the regular fare for that trip.

A client's failure provide cancellation notice in accordance to the rules mentioned above will result in a minimum cancellation charge depending on the nature and cost of the trip. Cancellation Charges range from \$40 and up.

OTHER:

Toronto Airport Limousines shall not be liable for circumstances beyond its control including but not limited to weather, road conditions, car accidents and breakdowns.

Although, Our staff including drivers are honest and dedicated to the safety of our client's belongings, Toronto Airport Limousines assumes no responsibility for lost or damaged baggage, personal belongings, or any items left in the vehicle. The Client should contact our office immediately if he/she thinks he/she forgot something in one of our limousines or vehicles.

Cleaning Charges: \$100 for sedans and \$150.00 for stretch limousines additional will be billed to the client if a vehicle clean up service is required after his/her use. An additional \$20.00 replacement fee will be charged for any broken glasses.

TORONTO AIRPORT LIMOUSINES RESERVES THE RIGHT TO CHANGE ITS TERMS AND CONDITIONS AT ANY TIME WITHOUT GIVING PRIOR NOTICE. TORONTO AIRPORT LIMOUSINES RESERVES ALSO THE RIGHT TO ANY TERMS AND CONDITIONS NOT INCLUDED ON THIS PAGE.

At Toronto Airport Limousines we take provide in serving our clients with honesty, dignity, respect, quality service and reliable chauffer driven limousines.