



We Turn Disability ... Into Mobility

900 Magnetic Drive
Toronto, Ontario
M3J 2C4

Tel.: 416-398-2222
Toll Free: 1-866-398-2109
Fax: 1-416-398-2222

www.dignitytransportation.com

TERMS AND CONDITIONS

1. All pricing will be as per the most recently published Dignity Transportation Inc price list.
2. A gas surcharge and all applicable taxes will be charged as per said price list.
3. It is the responsibility of the customer to inform Dignity Transportation if the wheelchair is anything other than a standard wheelchair size (27 inches in width and 42 inches in length).
4. **ALL** changes or cancellations of orders **MUST** be made through the dispatcher of Dignity Transportation Inc.
5. **No show and cancelled at the door** will be charged as per Dignity Transportation Inc policy.
6. **Waiting time** charges will apply if the driver does not start loading the vehicle within 15 minutes of the scheduled pick up time or the driver's arrival time, whichever is later.
7. All residents must be ready to load or a waiting time charge may apply.
8. Cancellations of a **Sedan or Regular Capacity Van** booking must be made at least 1 hour prior to the scheduled pick up time or the customer will be charged the full amount.
9. Cancellations of a **High Capacity Van** booking (Vans holding more than 6 passengers in total or more than 2 passengers in a wheelchair) must be made at least 48 hour prior to the scheduled pick up time or the customer will be charged the full amount.
10. Cancellations of a **Bus** booking (less than 18 passengers) must be made at least 1 week prior to the booking or the customer will be charged the full cost.
11. There will be a \$100.00 non-refundable booking fee for all **Bus** bookings (more than 18 passengers). This fee is included in the quoted price.
12. Cancellations of a **Bus** booking (more than 18 passengers) must be made at least 2 weeks prior to the booking or the customer will be charged the full cost.
13. Changes to the date of a current reservation, given less notice than as specified in our cancellation policy, may result in a reservation change fee.
14. Dignity Transportation requires immediate notification of a booking cancellation due to an "Outbreak Alert". There will not be a charge from Dignity Transportation provided we are notified within 4 hours of closure and the a new reservation, that is not previously booked, is scheduled for a date that is no more than 30 days after the Outbreak is lifted.
15. Dignity Transportation reserves the right to request a copy of the "Outbreak Alert" document issued by Public Health.
16. There will be no charge for cancellations made as a result of a weather advisory issued by the City such as extreme cold advisory or an extreme heat advisory provided that a new reservation, that is not previously booked, is scheduled for a date that is no more than 30 days after the weather advisory is lifted.



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17. Dignity Transportation will follow all recommendations made by The Public Health Agency with regards to the cancellation of outings.
18. A clean up fee may be charged in the event that the vehicle is left in a condition where more than the standard clean up is required.
19. The customer will be charged for any damage done to the vehicle. Said charges may include lost income for the driver resulting from down time.
20. Any changes in the cancellation policy will be made on a case by case basis solely at the discretion of the management of Dignity Transportation Inc.
21. The registered business is responsible for payment on the account until Dignity Transportation Inc receives a written cancellation.
22. No account may be cancelled retroactively.
23. If there is a dispute on a charge, it must be forwarded in writing within 15 days of date of invoice or it will not be accepted and the full charge will be due and payable.
24. Dignity Transportation Inc will measure all distances using appropriate computer software and charge accordingly.
25. Terms of payment are net 15 days from date of invoice and an overdue fee of 2% per month will be charged on late payments.
26. From time to time due to unusual weather or road conditions the vehicle may be late and Dignity Transportation Inc does not accept any responsibility in late arrival or no show fees administered to the client.
27. Orders will only be accepted by an authorized person or persons. These orders may be emailed, faxed or phoned in.
28. Should legal action be required to collect an over due account, the registered business is responsible for said expenses.
29. Prices are subject to change without notice.
30. Terms and conditions are subject to change without notice.