

## Terms and Conditions

- All credit card payments will have a 4% processing fee. Additional method of payment is EFT or wire transfer. All overdue payments are subject to 4% interest charge per 15 days.
- Trip Extension is available upon guest request and is subject to an overage time charge. Overage time charge varies depending on vehicle type, price starts at \$200 per hour plus applicable taxes, service fee and gratuity.
- Hours of Service. all of our vehicles are equipped with Electronic Logging Devices and day rates are considered up to 10 hours of service. Drivers are required to have 8 hours consecutive hours off in between days. Additional time will be billed including if applicable a relief driver to cover the trip.
- Wait time. Pick-up times are set, and additional fees will be added for any wait time over and above 15 minutes. Driver information is provided 24 hours prior to Trip commencing. Client is able to contact the driver one hour prior to service start time. Additional communication prior to this may result in additional service fees.
- Gratuity is not included in price unless stated on invoice. Service fee is automatically added to all bookings.
- All prices are quoted in Canadian dollars. Invoice must be paid in full prior to trip commencing in order to be considered a confirmed booking. Prices and availability are subject to change for any non-paid reservations
- Additional services: These are available upon guest request and is subject to an additional charge. Overage time charge varies depending on vehicle type, price starts at \$200 per hour plus applicable taxes and gratuity. Any additional fees, parking, or tolls will be billed upon completion of trip, and is due immediately. Payment: Full payment must be made to confirm the charter upon receiving the confirmation, or we reserve the right to cancel the order. Please reference the Booking ID number on your contract. We accept WIRE Transfer, EFT and e-transfer to [info@alignedts.com](mailto:info@alignedts.com). **Credit card payments are subject to a 4% credit card processing fee**
- Please note that we are not responsible for any items left on the bus, including those stored in the luggage bins during overnight trips. We encourage all passengers to double-check their belongings before disembarking to ensure nothing is inadvertently left behind. Thank you for your understanding.

## Infants and Toddlers Traveling on Our Vehicles:

- **Seat Requirement:** All infants and toddlers traveling on our vehicles are required to occupy their own seat. For safety purposes, they must be secured in a government-approved car seat or booster seat appropriate for their age, height, and weight.
- **Car Seat or Booster Seat Provision:** It is the responsibility of the client to bring their own government-approved car seat or booster seat for their child.
- **Optional Car Seat Rental:** In the event that a client does not bring a car seat or booster seat, they must contact us in advance to arrange for a rental seat. An additional car seat rental fee will apply.

- **Parental Responsibility:** Even if a rental seat is provided, it remains the responsibility of the parent or guardian to ensure the child is properly and safely buckled into the car seat or booster seat before the journey begins.

By booking a seat for an infant or toddler on our vehicles, you acknowledge and agree to these terms and conditions. Failure to comply may result in denial of service for safety reasons.

- **Cancellation Policy:**
- Outside of 30 days: Fully refundable.
- Within 30-15 days: 50% cancellation fee.
- Within 14 days or less: 100% non-refundable.
- **Damage/Cleaning:** The charter party is responsible for any excessive cleaning (spills or excessive garbage), starting from \$350. Any required repairs from damage will incur additional charges.
- **Itinerary Modifications:** Changes to the itinerary after departure must be approved by our office, not the driver. The charter party must sign the driver's charter order for any resulting additional charges.
- **Service Delays:** We are not liable for matters beyond our control, including traffic congestion, border delays, weather conditions, mechanical failure, or acts of God. Adjustments to your itinerary may be necessary due to loss of time.
- **Not Included:** Parking, tolls, and drivers' accommodation on multi-day trips unless stated in the charter quote.
- **Smoking/Vaping/Alcohol:** Federal law prohibits smoking tobacco/cannabis/vaping and alcohol on buses. Cannabis is strictly prohibited when entering the USA.
- **Identification:** Passengers must have proper identification for travel.
- **Hours of Service:** Please view the following link: <https://www.ontario.ca/documen...>
- **Fee:** Littering or damage caused to vehicle due to client negligence is the full responsibility of the client. Cleaning Fee starts at \$350.
- **CHILDREN 12 AND UNDER ARE NOT PERMITTED IN THE FIRST TWO ROWS OF THE BUS**

#### **Liability Clause for Transportation Services:**

- **General Liability**  
Gray Line Toronto and VIP Ontario Tours (the "Company") provide transportation services subject to the following terms and conditions. By booking a service with the Company, you (the "Client") acknowledge and agree to these terms.
- **Limitation of Liability**
- The Company assumes no responsibility for delays, interruptions, or cancellations caused by factors beyond its reasonable control, including but not limited to weather conditions, traffic, mechanical failures, or acts of God.
- The Company is not liable for any loss, damage, or injury to passengers or their belongings arising from third-party actions or negligence.
- **Passenger Responsibilities**
- Passengers must adhere to safety instructions and comply with the regulations provided by the Company or its representatives.

- Passengers are responsible for securing their own belongings during transportation. The Company is not liable for lost, stolen, or damaged items.
- **Force Majeure**  
The Company is not liable for the non-performance of services due to circumstances beyond its control, including natural disasters, strikes, or other unforeseen events.
- **Health and Safety**  
Passengers must notify the Company of any health conditions or mobility concerns before the trip. Passengers unable to meet safety requirements may be denied service without a refund.
- **Insurance**  
Passengers are encouraged to secure personal travel insurance to cover unforeseen incidents. The Company's liability insurance covers accidents directly related to its transportation services, subject to applicable laws.
- **Service Modifications**
- The Company reserves the right to modify itineraries or routes as necessary to ensure passenger safety and service efficiency.
- Substitute vehicles may be used if required.
- **Jurisdiction**  
These terms and conditions are governed by the laws of the province of Ontario, Canada. Any disputes shall be resolved in Ontario's courts.

#### **Acknowledgment**

By using the Company's services, the Client acknowledges that transportation involves inherent risks. The Company disclaims liability for damages or injuries not caused directly by its negligence.