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When you open an account with us, please be aware of the following:

When calling in to book a ride on your account, please quote your account number when you call.

If at all possible, especially when booking a wheelchair accessible vehicle, please book all rides at least one day in advance, including both the trip to and the return ride. We will make every effort to accommodate you even if you call the same day, but all rides are based on availability.

If you cannot arrange the return trip at the time of booking, you can tell the dispatcher that you will call for a return. If you choose this option, we will not leave you stranded, but you may have to wait quite a while for your return ride, this is most important for customers using accessible vehicles.

You also have the option of booking a wait and return trip. You pay for the trip by the hour, but you have the luxury of knowing the driver is outside waiting. You will be asked for the approximate length of the trip if you book this way. A minimum one-hour charge applies.

If you require the driver to pick up the passenger from a location other than the front door or if you require the drop off to be somewhere other than the front door, please give the details to the dispatcher at the time of booking the order.

If you require a wheelchair accessible vehicle that can hold multiple wheelchairs or if you are using a particularly large wheelchair, please notify us when you are booking the ride so the proper accommodations can be made.

You will be charged the full price of any ride that is cancelled less than one hour in advance of the scheduled pick up time or where the customer is a No Show.

If the driver is required to wait longer than ten (10) minutes after the scheduled pick up time, you will be charged waiting time. The driver will only wait as long as their schedule permits.

All bookings are assigned a confirmation number by the computer. Please ask for this number and keep it for your records so that you can quote it if any changes are required.