



Suite 200 - 100 Consilium Place  
Toronto, Ontario M1H 3E3

In order to provide the most efficient and reliable service, GTA Accessible Transportation would like to offer our customers the following helpful instructions:

- For our convenience and yours, please book your transportation at least 24 hours in advance.
- When booking, be sure to quote specific pick-up times for all destinations.
- If booking for same-day travel, please allow for flexible pick-up times.
- In the event of unknown return times, please request our "WILL CALL" service.
- For wait and return trips, please inform the dispatcher at the time of booking.
- For hourly rate trips, the vehicle will wait for you at a location of your choice.
- For hourly rate trips, please attempt to provide an approximate duration.
- Requests for larger vehicles accommodating multiple wheelchairs should be made at the time of booking.
- Please indicate alternate entrance pick-ups at the time of booking.
- In the event of trip cancellation, please provide adequate notice.
- Trips cancelled within one hour of the scheduled pick-up time will be charged at full price.
- Trips in which the customer fails to show will be charged at full price.
- Customers that force vehicles to wait in excess of 15 minutes will be charged a waiting time.



Visit us at,  
[www.gtaaccessible.com](http://www.gtaaccessible.com)

For online inquiries,  
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