Passenger Transportation Board
MOVING FORWARD, TOGETHER

Rule 18 — Standard rules for limousine rates

Application

1. This rule applies to licensees granted a special authorization with a designated PDVA: Limo sector type.

Minimum time

2. Subject to Rule 19, the minimum time charge for any limousine service trip is one hour.

3. A licensee may set a minimum time charge that exceeds one hour if the customer is informed at the time of the agreement.

Start and end of hourly charges

4. If a licensee calculates the hourly rate from or to a location other than where passengers are picked up or dropped off, the licensee must inform the customer at the time of the agreement of the following:

(a) the location from or to which the hourly rate is calculated;

(b) an estimated amount of time that will be added to the trip because of this policy.

Tolls, public fees, and other service charges

5. If a licensee informs a customer at the time of the agreement, a licensee may require the customer to pay the following:

(a) all ferry, bridge, and tunnel tolls and other public fees such as parking and park entrance fees that apply to the limousine or its occupants (including the driver) and tolls for return trips;

(b) a meet and greet fee;

(c) vehicle decoration or preparation fee;

(d) meals or accommodation costs for drivers;

(e) vehicle clean up fees;

(f) standby rates;

(g) a per kilometer rate from the company’s home base to or from the passenger pickup or drop off location.

Fuel surcharges

6. Fuel surcharges may only be charged when a Board-approved fuel surcharge is in effect.

Substitute vehicles

7. Subject to section 8, if a licensee is unable to provide a vehicle with the requested seating capacity, the rates charged must fall into the lower of one of the following rate categories:

(a) Rate category of the requested vehicle;

(b) Rate category for the limousine that was substituted.

8. If the number of passengers requiring transport exceeds the seating capacity of the vehicle, a licensee may charge the customer a higher rate to substitute a different limousine with a seating capacity to accommodate the number of passengers.

Discounts

9. Licensees may offer a discount of no more than 15 per cent on their rates.

Familiarization trips

10. A free “familiarization trip” may only be given to the [representatives of] following and only for the purpose of building current and future business relationships with the licensee:

(a) travel agents;

(b) destination management companies;

(c) commercial tour operators;

(d) event planners.

Tips and other guidelines

11. A licensee must not request or require, expressly or otherwise, the payment of tips or other gratuities.

Deposits, cancellations and refunds

12. Licensees may establish policies for deposits, cancellations, and refunds if the customer is informed of these policies before entering into an agreement.

Transaction fees

13. Licensees may not charge or collect compensation from passengers, in addition to their advertised rates, in order to recover/offset transaction fees or any other fees or charges imposed on licensees by credit or financial companies (i.e. credit card surcharges).

Fares related to apps

14. If an app estimates the fare, a licensee must ensure that the app calculates based on Board-approved rates.

15. For certainty, a licensee must not accept payment through an app.