Passenger Transportation Board
MOVING FORWARD, TOGETHER

Rule 21 — Standard rule for other PDV rates

Application

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

Tips and other gratuities

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

Transaction fees

3. A licensee may not charge or collect compensation from a passenger, in addition to their advertised rates, in order to recover or otherwise offset transaction fees or any other similar fees or charges, including fees or charges

(a) Imposed on licensees by credit or financial companies, such as credit card surcharges,

(b) For booking a fare through a mobile app.

Fares related to apps

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

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