

Thank you for choosing Cullitons Limousine Service as your ground transportation provider. Below, please find our company policy and procedures.

Pearson Airport Procedures: Terminal # 1 and Terminal # 3. Please proceed to Door A, on arrivals level. See Commissionaire, please give them the name in which the vehicle was booked under and indicate that you are waiting for Cullitons Limousine. If Commissionaire advises you that there is no vehicle registered in your name, or within 5 minutes of notifying the Commissionaire a Cullitons vehicle does not appear, please call our dispatch office immediately to assist you at 416-495-1900 or use our toll-free number 1-800-263-8996.

NOTE: In the event your flight arrives after midnight, the Commissionaire may not be present. In this case, please call our dispatcher at: 416-495-1900 24 hours a day, 7 days a week, and a vehicle will be sent to you from the compound immediately. This is done in order to better assist you and to prevent the "no show" fee.

Billy Bishop Toronto City Airport: Passengers arriving at Billy Bishop Toronto City Airport can be dropped off and picked up at both the ferry and airport terminals. Due to the limited availability of parking space, passengers requiring pick-ups from Billy Bishop Airport are advised to call our 24/7 dispatch office at 416-495-1900 or 1-800-263-8996 PRIOR TO BOARDING THE FERRY OR ENTERING THE TUNNEL.

Cancellation Policy: Any changes or cancellations made prior to pick-up time within the GTA could be subject to a late cancellation fee. Any changes or cancellations made for pickups outside the GTA will be subject to a late cancellation fee based on location and time of cancellation.

- **Sedan:** Minimum 4-hour cancellation within the GTA
- **SUV:** Minimum 4-hour cancellation within the GTA
- **Minivan:** Minimum 4-hour cancellation within the GTA
- **11 and 14 Passenger Van:** Minimum 24-hour cancellation within the GTA
- **22 Passenger Minibus:** Minimum 72-hour cancellation within the GTA
- **Highway Coach:** Minimum 14-day cancellation within the GTA

- **No Show Policy:** All No Shows will be charged the full base rate of the trip.