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TOWING BILL OF RIGHTS AM TOWING & RECOVERY

Read this before getting a tow ...

1. You have the right to decide who can tow your vehicle and to what location unless otherwise directed by police.
2. Tow Truck drivers must obtain your consent **BEFORE** they tow your vehicle. Without signed consent (permission to tow form) the tow operator cannot charge for towing services.
3. You must be provided with an invoice (Estimate) **BEFORE** requesting payment, and a receipt upon payment.
4. Rates cannot exceed the maximum rates published by the Ministry of Transportation. Prices can be lower than the maximum rate based on the services needed.
5. Multiple payment methods must be accepted (cash, cheque, credit card, debit).
6. During business hours or a pre-arranged time, you can access your vehicle to get your personal items, while it's stored at a towing or storage facility.
7. Towed vehicles must be transported via the most direct route. You must be notified by the tow operator or tow truck driver if taken to a different location from the one the vehicle owner specified.
8. Referrals to a business, facility or person can only be given if requested. Tow truck drivers and operators **MUST** disclose any benefit they receive for providing referrals to a person, business or facility.
9. Every tow truck operator and vehicle storage operator (company owner) must have a certificate to offer services in the province of Ontario. Every tow truck must clearly display their name and Towing and Storage Safety and Enforcement Act (TSSEA) certificate number on the truck. You have the right to see a copy of the certificate.
10. Tow operators must ensure every driver employed complies with TSSEA regulations and the Highway Traffic Act and its regulations.