

Towing Bill of Rights



Did you know...

- 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. Towing consent is not required for membership or roadside assistance type services.
- 3. You must be provided with an invoice BEFORE requesting payment, and a receipt upon payment.** This is not required for membership or roadside assistance type services.
- 4. Rates cannot exceed the maximum rates** published with 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.

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