

Terms & Conditions.



Payments: Full payment is due at ride pickup in cash paid to the driver. If paying by eTransfer or Credit Card, arrangements must be made with Phantom Management before the ride, as all payments are due prior to departure. Online payment links are subject to HST and a 3% merchant processing fee.

Overtime: Overtime rate is disclosed above. Overtime payment is due in cash before the overtime period begins, based on the expected remaining ride time. If overtime payment is not settled prior to the start of the additional time, the driver will be released and the ride will be considered complete.

Client Delays / Grace Period: A 30-minute grace period is provided from the scheduled pickup time. If the client is not present and payment has not been cleared within this time, the driver will be released and the ride will be considered complete. 50% of the total booked ride value will be charged to the client's credit card on file.

Damages & Cleaning: Any damages to the vehicle or necessary cleaning (including spills or bodily fluids) will be charged to the credit card on file.

No Smoking/Illegal Substances: No smoking or illegal substances in vehicles.

Music Video Productions: Any use of Phantom vehicles for music video productions is priced at 2× the regular transportation rate, unless otherwise agreed upon in writing. All license plates must be blurred in any published or shared media.

Cancellations: Less than 48 hrs before ride = 50% of total ride value charged to card on file + 50% credit applied to your account for a future ride.

Lost Items: Phantom not liable.
Delivery fee may apply if items found.

No-Show: Same cancellation policy applies as above.

Reservation Termination: Any reckless or inappropriate behaviour will result in immediate termination of service without refund.

Weather Delays: Phantom not liable for uncontrollable delays.



By confirming this booking, you agree to all policies outlined above. Booking is final once secure authorization and identification links have been completed.