



## **OWEN SOUND TRANSPORTATION COMPANY TERMS AND CONDITIONS**

### **VEHICLE AND PROPERTY DAMAGE CLAIMS**

Effective Date: 20 June 2023

At the Owen Sound Transportation Company (OSTC), we strive to provide a safe and reliable transportation service for our valued customers. As part of our commitments to transparency and clear communication, we hereby establish the following terms and conditions regarding vehicle damage on board our ferries or within our properties:

- Vehicles, contents, and personal possessions are the sole responsibility of their owners. OSTC shall not be held liable for any damages, losses, or thefts that may occur to vehicles, their components, or any personal belongings within them.
- Customers are responsible for ensuring that their vehicles (including motorcycles and bicycles) are securely parked and properly locked during transit. We recommend taking necessary precautions, such as removing valuable items from plain sight.
- OSTC shall not be held liable for damages caused by events beyond our control, including but not limited to accidents, collisions, fire, theft, vandalism, natural disasters, adverse weather, docking operations or any acts of third parties.
- While OSTC strives to maintain a safe and secure environment for all passengers and their vehicles, it is the responsibility of vehicle owners to obtain appropriate insurance coverage for their vehicles. This is the law in all provinces in Canada.
- OSTC is not responsible for damage to vehicles caused by failure to follow the directions of staff, disregarding instructions, not applying safe driving practices, or not always maintaining control of the vehicle.



- Customers are responsible for the well-being of animals left in vehicles for the duration of the journey. This includes pets, fish, and livestock. Access to the car deck is restricted during sailing.
- Ontario is a no-fault insurance province. Any claims for damages for losses related to vehicles must be directed to the respective vehicle's owner's insurance company or personal insurance coverage with as much detail of the incident as possible. OSTC's insurer will cooperate with insurance providers and authorities as required to facilitate the claims process but will not assume any liability or financial responsibility for such claims.
- OSTC reserves the right to refuse transportation to any vehicle that poses a safety hazard or fails to meet Ontario Motor Vehicle road safety standards. This may include vehicles with hazardous materials, leakage, or any condition that may cause damage to the ferry or other vehicles.

By using our ferry services, customers acknowledge and agree to the terms outlined in this statement. It is the responsibility of each customer to review and understand these terms before embarking on our ferries.

These terms are subject to change at any time, and any modifications or updates will be communicated through our official channels and made available on our website.

We appreciate your understanding and cooperation in adhering to these guidelines as we continue to provide a safe and enjoyable ferry experience.

Owen Sound Transportation Company