

Terms and Conditions

Booking and payment terms

1. Introduction

These are the terms and conditions upon which we accept bookings online at one of our Parking. It is important that you read them and understand them before completing your Booking.

When reading these Booking and Payment Terms, the following words or phrases have the following meanings:

- "ADM" refers to Aéroports de Montréal
- "Booking" means any booking for the parking of a Vehicle at a Parking.
- "Booking Fee" means the charges made for making a Booking. The Booking Fee may consist of:
 - a charge for using a credit card (condition 7.3);
 - any other fees or charges which you are notified of before you confirm your booking.
 - the Booking Fee is separate from, and in addition to, the price you pay for parking.
- "Booking and Payment Terms" means these booking and payment terms.
- "Booking Period" means the period commencing with the date that you specify as your date of entry to the "Parking", and ending on the date that you specify for leaving it.
- "Parking" means the parking lots controlled by us and "Parking" shall be interpreted accordingly.
- "Conditions of Parking" means the conditions of parking published on our website at www.admtl.com
- "Rate Board" means any board or notice at a Parking displaying the charges to be paid for parking.
- "Permissible Amendments" means only amendments to:-
 - time of entry but only on the Booking commencement date
 - vehicle registration details
 - flight details
 - driver details
- "Vehicle" means any vehicle which is parked in a Parking and includes any mechanical device on wheels or tracks, its equipment and accessories.
- "We, us, our" means Aéroports de Montréal.
- "You, your" means any person who makes a Booking or (where the context allows) uses a Parking for the parking of a Vehicle.

The headings are for information only and do not affect the interpretation of these Booking and Payment Terms.

These Booking and Payment Terms and any Booking resulting from them are subject to the laws in effect in the Province of Quebec and the federal laws of Canada applicable therein.

2. The Agreement

- 2.1 These Booking and Payment Terms apply to your Booking.
- 2.2 We intend relying on both the Booking and Payment Terms. For clarification relating to the booking procedure, contact us by email to parkingreservation@admtl.com.
- 2.3 Our employees or authorized agents are not permitted to make any representations unless these are confirmed in writing. If we agree to changes, please ask us to confirm them in writing.
- 2.4 Nothing in these Booking and Payment Terms affects your statutory rights.
- 2.5 If you book online, a binding agreement will exist between you and us after you have transmitted a completed booking form to us and we have sent our e-mail acknowledgement to you in accordance with condition 3 below.

3. How to Book Online

- 3.1 If you wish to park your Vehicle in one of our Parking lots and wish to book online, complete and send your booking form to us.
- 3.2 Once we have received your completed booking form, we will send an e-mail to you at the e-mail address you have given on the booking form. That e-mail will include a booking reference which you need to quote if you want to contact us about your Booking. The Booking will be completed when we send that email.
- 3.4 Ensure that the information given on the booking is correct. ADM cannot be held responsible for any type or error or misleading information.
- 3.5 The Booking is personal to the person making it. It cannot be transferred to any other person.
- 3.6 If you book online, we may send e-mails to you that are relevant to your Booking. We may also send to you details of future Parking offers. If you do not want to receive such e-mails, please tell us by e-mailing us at parkingreservation@admtl.com.

4. Change to the Booking Period

- 4.1 No refund will be made if your stay is shorter than the Booking Period. If you arrive early or leave late so your Vehicle is parked in a Parking on days outside the Booking Period, you will be charged for those extra days at the rate specified on the Rate Board applicable to the Parking in which you have parked. This will be the case even if your total stay is no longer than the Booking Period. Please note that the rate that you are charged for this extra stay will be the rate that would have been charged for it had you not pre-booked.

5. Reduced mobility

- 5.1 ADM has spaces for travelers with reduced mobility, but unfortunately we cannot accept bookings specifically for them. If you have any particular requirements, please contact us.

6. Cancellation

- 6.1 You may cancel your Booking, for any reason, at any time, up to 24 hours before the start of the Booking Period.
- 6.2 You can cancel through our Website by clicking on “Manage My Booking” and selecting the relevant options.
- 6.3 You will be charged in full for your Booking if you have not cancelled it earlier than 24 hours before the start of the Booking Period.

7. Booking fees / Payment

- 7.1 The Booking Fee that you are quoted includes PST and GST and is fixed when you make your Booking. Pricing may vary depending on time of booking and availability.
- 7.2 You can pay for your Booking by using any of the credit cards of which details are shown on our Website.
- 7.3 When you give us your credit card number and complete your Booking, you are authorizing us to charge your credit card with the amount of the Booking Fee.

8. What to do on Arrival

- 8.1 We do not issue tickets for online bookings.

8.1.1 If your reservation was made **before October 1st, 2018**: When you arrive at the selected Parking, you must insert at the barrier the same credit card that you used for your Booking, or the credit card you nominated at the time of completing your Booking. You must do the same when you leave. Please contact us (our contact details are below) if this is not possible (for example because the card that you used to make the booking has been stolen in the meantime).

8.1.1.1 If you enter the Parking using a different payment card to the one used to make your Booking you will incur an additional charge at the Rate Board upon exit.

8.1.2 If your reservation was made **after October 1st, 2018**: When you arrive at the selected Parking, you must scan the QR code from a printed copy of your parking confirmation email or with a smartphone displaying the QR code on screen. You will do the same to exit the Parking.

- 8.2** Please ensure you follow the instructions on your Booking confirmation carefully. Your Booking is valid only for the type of Parking specified in your Booking Details. Use of a different type of Parking will incur standard charges as displayed at the Rate Board upon exit (and you will not be entitled to any refund or reduction of your Booking Fee).
- 8.3** If you enter the Parking using a different access card from that specified in the Booking, or if you park in a Parking of a different type from that specified in your Booking Details, we may give a refund, but whether we do so, and in what amount, is entirely at our discretion.

9. Vehicles Permitted in our Parking

- 9.1** We only accept Bookings for cars and light vans. You are not entitled to a refund if your Vehicle exceeds the size limits we impose from time to time. Please contact us (our contact details are below) if you wish to check whether your Vehicle will be accepted.
- 9.2** When you book you may be required to specify the make, type, and registration number of the Vehicle to which the Booking relates. You may change these details at any time before you arrive at the Parking.

10. Responsibility

- 10.1** Once you have booked and we have received payment for that Booking, you are entitled to park the designated Vehicle in your selected Parking.
- 10.2** In exceptional circumstances, we may not be able to accommodate you in your chosen Parking. If this happens, we will - if we can - upgrade you to a more expensive Parking at no additional charge. If we cannot do this and you have to park in a less expensive Parking, we will refund the difference in price to you.
- 10.3** On very rare occasions, we may not be able to accommodate you at all. If this happens, we will let you know as soon as possible and we will try and make alternative arrangements for you. We will do this at our cost. To compensate you for any inconvenience, we will also give you a full refund (including a refund of the Booking Fee), but that will be the full extent of our liability to you in these circumstances.

11. Check-in / check-out

- 11.1** It is your responsibility to ensure that you leave enough time to get from your Vehicle to check-in within the time limits required by the airline. We give no guarantee as to the availability or frequency of transport between Parking and the terminal.
- 11.2** To the extent permitted by law, we will have no liability to you if you miss your flight, even if the delay is due to our action or inaction, a problem with a Parking, traffic congestion within or near to the airport, or due to the advertised frequency of transport from the Parking to the terminal not being maintained for any reason.

- 11.3** If you enter the Parking before your confirmed booking time, or exit the Parking later than your confirmed booking time, additional fees could be applicable to the additional parking stay based on the displayed rates at the entry of the Parking. Payment for these additional fees can be done, by debit or credit card, directly at the exit gates of the Parking.

12. Personal Information

- 12.1** ADM collects personal information that is voluntarily provided by you when using certain portions of this website; such as 'contact us', 'ecards' or 'reservations'. This information is collected for the purpose in which it was given; respond to your inquiry, ship your product, or make your reservation.
- 12.2** ADM will not disclose any personal information to any third party, except as required by law and as is necessary to fulfill your request.
- 12.3** This website contains links to third party sites. ADM is not responsible for the collection of personal information nor the privacy of such information on third party sites.
- 12.4** Cookies and Log Files: Cookies are data files sent to your browser and stored on your hard-drive when you visit certain websites. This enables a company to track your visit to the site. ADM uses per-session cookies. Per-session cookies track your usage on our website during the current visit only and are deleted once you exit the site. ADM has log files, which records the IP address of your computer. ADM uses log files to track the number of hits to its website.

13. Contact Us

E-mail: parkingreservation@admtl.com

Telephone: (514) 633-3016 or 1-866-236-3999

Write to us at:

**Montréal-Trudeau International Airport
Parking and Ground Transportation**
800 Leigh-Capreol Place, Suite 1000
Dorval, Quebec H4Y 0A5