

Service Package	Service Description	Complimentary Concierge Service	CAD	
			per person	per additional person
Arrivals A dedicated one-on-one escort from the moment you arrive at the airport till you embark on your final destination	<ul style="list-style-type: none"> Greeting with welcome placard at the Arrival gate Escort through designated immigration counter, where applicable Escort to baggage area and assist with baggage collection Escort to transportation pick-up point 	<ul style="list-style-type: none"> Arrange car rental Arrange limousine or taxi service from airport to final destination 	198	55
Departures A dedicated one-on-one and end-to-end escort through the departure journey	<ul style="list-style-type: none"> Greeting at passenger drop-off zone or welcome counter Provide porter service for baggage handling from the curb to the check-in counter Escort through security check Escort to Plaza Premium Lounge and wait for boarding* Escort to the boarding gate 	<ul style="list-style-type: none"> Arrange limousine or taxi service from point of origin to airport Personal shopper service in the airport excluding Duty Free 	208	55
Transit Easy and convenient service for both international and domestic transit passengers	<ul style="list-style-type: none"> International to International International to Domestic Domestic to International 	<ul style="list-style-type: none"> Personal shopper service in the airport excluding Duty Free 	240	55
Arrivals and Departures A value-for-money combination of Arrivals and Departures service packages	<p>Arrivals</p> <ul style="list-style-type: none"> Greeting with welcome placard at the Arrival gate Escort through designated immigration counter, where applicable Escort to baggage area and assist with baggage collection Escort to transportation pick-up point <p>Departures</p> <ul style="list-style-type: none"> Greeting at passenger drop-off zone or welcome counter Provide porter service for baggage handling from the curb to the check-in counter Escort through security check Escort to Plaza Premium Lounge and wait for boarding* Escort to the boarding gate 	<ul style="list-style-type: none"> Arrange car rental Arrange limousine or taxi service from airport to final destination Arrange limousine or taxi service from point of origin to airport Personal shopper service in the airport excluding Duty Free 	350	75

Terms and Conditions apply

Concierge Service	Service Option	CAD for each option
Let our knowledgeable and helpful team assist you with a variety of value added services	<ul style="list-style-type: none"> Arrange auto detailing by Toronto Pearson Car Care Arrange flowers or gift basket delivery Arrange event ticket and reservation Arrange hotel room / furnished suite reservation Arrange local tour reservation Arrange restaurant reservation 	20

Important Notes

- All rates are subject to prevailing applicable local taxes
- Porter service includes up to 3 baggage. Extra baggage will be charged at 3 Canadian dollars per piece plus prevailing applicable local taxes
- Children aged 5 or over will be charged at full rate
- * Only applicable when purchased with lounge use

Terms and Conditions

1. Upon submission of order form, full payment in local currency plus prevailing applicable local taxes of the order amount is required to proceed with booking.
2. Guest details will be taken and kept at the time of booking, and by making a booking, each guest consents to the use of such guest's information, including but not limited to name, passport details and travel arrangement details, for the purpose of Plaza Premium Lounge Ontario Ltd. ("the Company") to provide the services.
3. Children aged 5 or over will be charged at full rate.
4. Service order shall be submitted at least 48 hours in advance and must be confirmed 24 hours prior to arrival (STA/Standard Time of Arrival) or departure (STD/Standard Time of Departure). Any service order submitted with less than 48 hours' notice will be subject to availability and the final confirmation by the Company, and may be subject to surcharge. For all confirmed bookings, changes in written notice by email: canada@allwaysvip.com can be made 24 hours prior to the confirmed service time. Please note that changes may be subject to surcharge.
5. If any information supplied at the time of booking is incorrect, the Company reserves the right to refuse or reject the provision of the services. The contact numbers of the guest, local driver or receiving party must be provided in advance. The Company holds no responsibility for incomplete service fulfillment due to reason that the given contact number cannot be reached.
6. For packages with porter service, 3 regular-sized baggage per guest are allowed with maximum dimensions of 90 x 75 x 43 cm each and up to a combined weight of 40 kgs. Oversized and/or overweight baggage will be subject to surcharge. Extra regular-sized baggage thereafter is charged at 3 Canadian dollars per piece plus prevailing applicable local taxes.
7. All services are subject to availability. The Company reserves the right to assess and decide acceptance of each service order.
8. For Arrivals Meet & Greet Service, guest will be treated as no show if the guest does not respond to the welcome signage after all the other passengers of the same flight have disembarked. For Departures Meet & Greet Service, no show will be declared if the guest is absent at the meeting point after 30 minutes from the agreed arrival time. No show is subject to full payment of total order amount and is non-refundable.
9. The Company reserves the right to charge an additional 50 percent of the full order amount in case of flight delays over 2 hours from the STA/STD and every 2 hours thereafter may be subject to surcharge.

10. The Company will only accept requests for service cancellation or re-schedule of itinerary made directly by the guest.
11. For enquiries on entry, visa requirements or customs regulations, please contact the respective government bodies for detailed information.
12. Each service order shall be completed within 3 hours for departure flight, 2 hours for arrival flight and 4 hours for transit flight or at the discretion of the Company in accordance to individual service package requirements. Any time extension of service hours due to guests' own issues, including but not limited to visa problems at immigration and customs clearance or lost baggage, will be subject to surcharge and is subject to availability.
13. For all confirmed bookings, any cancellation or amendment (in written notice to: canada@allwaysvip.com) is subject to surcharge as below:

Time	Cancellation	Amendment
24 hours in advance	20%	20%
Between 12 and 24 hours	25%	25%
Within 12 hours	100%	50%

14. All surcharges must be paid on the date of service.
15. Each guest must abide by the rules and regulations of Greater Toronto Airport Authority, US Customs and Border Protection, and Canadian Border Services Agency. The Company has no liability for any consequences caused by the guest's actions or documentation.
16. There is no Priority Lane at US Customs and Canadian Border Services Agency. The Company is under the jurisdiction of United States of America and Canada once inside their premises.
17. Guest aged 12 or under must be accompanied by an adult aged 18 or over.
18. A 1 hour allowance is allotted for the waiting time if a guest is directed to a Secondary Screening room at US or Canadian Customs. Meet & Greet Service will be terminated once it exceeds the 1 hour allowance. An email notification will be sent to the guest upon Guest Relations Executive's departure. Should a guest request resuming our Meet & Greet Service after the 1 hour allowance, please contact our Reservations Team at +1 416 776 2649 for further arrangement. Service is subject to availability and may be subject to surcharge.