

Reservation:

You can make a reservation by either calling our dispatch or sending us an email. To make a reservation via phone call you can dial **604-751-6688** or try our Toll-Free number at **1-877-604-6688**, to make a reservation by email you can email info@valleyairporter.ca. Please advise us at the time of booking if there are any oversized baggage, animals in a carrying case or children requiring car seats.

Methods of Payment:

You have the option of paying by cash, debit, or a major credit card at the time of travel. We also accept WCB and Airline vouchers.

Cancellation Policy:

We at Valley Airporter understand and believe that unexpected or emergency situations may arise and change your travel plans. To receive a full refund, please inform us at least 5 hours prior to your pickup time. No refund will be issued if we do not receive this notice or in event of a no show.

Luggage Allowance:

Valley Airporter has an allowance of one standard suitcase and one carry on per adult, and one standard suitcase per child. There may be an additional charge for each additional piece of luggage and/or for animals accompanying you on your travels.

Company Policies:

1. We reserve the right to refuse service to any person(s) intoxicated or exhibiting inappropriate, rude or disruptive behavior to any employee or customer of Valley Airporter Ltd.
2. Company not responsible for delayed arrivals or departures due to unforeseen circumstances
3. Company not responsible for lost or damaged luggage
4. Animals will not be transported (except guide dogs) without a carrying case.
5. No smoking is allowed in the vehicles.
7. Customer is responsible for all toll charges.
8. All customers are reminded that it is against the law in British Columbia to not wear a seat belt. All fines resulting as a result of not wearing a seat belt shall be borne by the customer. Valley Airporter does not provide car seats or booster seats but will accommodate passengers who book in advance.