

Towing Consumers' Bill of Rights

The following are some basic rights regarding towing and vehicle storage services in Oakville:

Towing with motorist's consent

- Tow trucks operating in Oakville must have a business licence. Check the back of the tow truck for a Town of Oakville licence plate and current sticker.
- The vehicle must be promptly towed by the most direct route to the destination requested by the motorist, unless the motorist specifies otherwise.
- Motorists have the right to decide who can tow their vehicle and to what location, unless otherwise directed by the police.
- A tow truck driver must show motorists the schedule of rates provided to the town, upon request.
- The tow truck driver must provide the motorist with an itemized invoice before receiving payment. The final bill cannot be more than 10% above the quoted price.
- A Permission to Tow a Motor Vehicle form must be signed by the motorist and the tow truck driver before towing starts. The permission is for towing only and is in no way approval to initiate repairs to the vehicle. Automobile associations are exempt from this requirement.
- Tow truck drivers/owners must disclose if they are receiving a financial incentive for towing vehicles to a specific repair shop or storage facility before towing starts.

Questions or concerns about towing?

Contact the Town of Oakville at 905-845-6601 or service@oakville.ca.

Towing from private parking lots without motorist's consent

- The entrance and exit to parking lots that use towing to enforce parking must have signage that states that parking is restricted to customers, clients, visitors, and guests and if the vehicle operator leaves the property, the vehicle may be towed at any time 24/7 at the operator's expense.
- Vehicles towed from private parking lots must be towed to a motor vehicle storage yard within the boundaries of the Town of Oakville.
- Tow truck drivers must advise the Halton Regional Police Service prior to towing a vehicle from a private parking lot.
- The tow truck driver must release the vehicle once it has been lifted if the motorist returns to the parking lot before the vehicle is towed. The lifting fee applies.

Storage yards

- Owners can access their vehicles to remove belongings during business hours while the vehicle is stored at a motor vehicle storage yard.

Rates *(as of January 1, 2020)*

Towing rates from private parking lots

Maximum: \$150 per vehicle. \$75 lifting fee.

A fee for either towing or lifting can be charged, but not both. No fee can be charged for wait time. Drop fees cannot be charged.

Vehicle storage

Maximum: \$70 for outside storage.

\$100 for inside storage.

\$60 call-in fee, by appointment only.

Based on each 24-hour period the vehicle has been held in storage or any part thereof. Charges commence 24 hours from the time the vehicle enters the storage yard.

Payment of fees - Towing, lifting and storage yard fees may be paid by credit card, cash or debit.