

TERMS AND CONDITIONS

Thank you for your interest in visiting Toyota Motor Manufacturing Canada.

By registering for one of our complimentary public tours, you acknowledge and agree to the following terms and conditions. These guidelines are in place to ensure your safety and to enhance your overall experience during your visit to TMMC.

Guest List Requirements

To ensure a smooth check-in process and maintain site security, a finalized guest list is required a minimum of **7 business days prior** to your scheduled tour date. Please include the **first and last name** of each guest in your group.

- For guests **under the age of 18**, please include their **age** on the guest list.
 - **No changes** can be made to the guest list **within 7 business days** of your tour.
 - **Same-day name changes** are not permitted under any circumstances.
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Age Requirements & Identification

- All guests **18 years of age or younger** must present a **valid government-issued ID**. TMMC Security reserves the right to request identification at any time, for any reason. Please note: Photocopies are accepted; however, photos on a phone will not be accepted.
 - **Children aged 8 and older** are welcome but must be accompanied by a parent or legal guardian at all times.
 - **Children under the age of 8 are not permitted** on-site due to safety regulations and insurance policies.
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Tour Arrival Information

Please arrive 15 minutes prior to your scheduled tour time at **GATE #2**.

- **Tour times are scheduled** so that you can see the production line running.
- **Late arrivals** may miss the tour, so it's important to be on time.

Tour Schedule

- ❖ **9:30 AM Tour** – Please arrive at Gate #2 by **9:15 AM**
- ❖ **12:15 PM Tour** – Please arrive at Gate #2 by **12:00 PM**
- ❖ **2:00 PM Tour** – Please arrive at Gate #2 by **1:45 PM**

By Bus:

- Enter at **Gate #2** and pull into the alcove on the right.
- A tour host will meet you at your scheduled arrival time, take attendance, and accompany the driver.
- Buses must park in the designated bus parking area while on-site.

By Car:

- Park in **visitor parking** at **Gate #2** and proceed to the security guard house.
- Security will ask for your vehicle license plate number, and a tour host will meet you there to take attendance.

Safety

Our facility is an active manufacturing plant, and safety is our top priority. Please carefully review the following requirements:

Guest Guidelines

- **Age Requirements:** Children must be 8 years or older and accompanied by an adult. **Guests under 8 are not permitted on site.**
- **Tour Host Supervision:** All guests must remain with a tour host while on site.
 - **Guests not participating in the tour will be escorted to Gate # 2 Security, as there is no waiting area inside the Experience Centre.**
- **Smoking:** No smoking is allowed on site, as TMMC is a smoke-free facility.
- **Food & Drinks:** **No food or drinks are allowed on site. Please dispose of any items before entering Gate #2.**
- **Alcohol/Drugs:** Visitors under the influence of alcohol or drugs will be denied access to the facility.
- **Weapons:** Weapons of any kind (real or perceived) are strictly prohibited.
- **Animals:** No animals are allowed on site, including service or support animals, due to the active manufacturing environment.

Tour Guidelines

- **Cellphones & Cameras:** Not permitted on the tour. Please note: Photos are only permitted in the Showroom.
 - **Loose Items:** Items like bags, backpacks, hats, and other loose articles are not allowed. TMMC is not responsible for lost, damaged, or stolen items. Any items brought will be safely stored during the tour.
 - **Safety Gear:**
 - Safety glasses will be provided for all guests and can be worn over prescription eyewear.
 - Headphones will be provided to hear the tour; they can be worn over hearing aids, and the volume is adjustable.
 - **Safety Protocols:** Keep arms, hands, and legs inside the tram at all times during the tour.
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What to Wear on Your TMMC Tour

- **Avoid Synthetic Fabrics and Bare Skin:** Synthetic fibers, shorts, T-shirts, tank tops, skirts, scarves, hats, and or baseball hats are not permitted due to the risk of sparks in the Weld shop.
 - **Recommended Clothing:** Wear natural fibers such as cotton, linen, silk, or leather. If possible, wear long pants and long sleeves for added safety.
 - **Protective Gear:** Guests wearing prohibited clothing will be provided with a hooded shop coat that must be worn during the tour.
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Photography Policy

- **Allowed:** Photography is permitted in the Experience Centre Showroom, where our vehicle lineup and interactive exhibits are displayed.
- **Not Allowed:** Photography is prohibited in the plant. All electronic devices, including cell phones, tablets, and cameras, will be securely collected and stored during the tram tour.

Accessibility

- **Wheelchairs & Walkers:** These cannot be accommodated on the trams and will be left in a safe, unattended area. TMMC is not responsible for any lost, damaged, or stolen items.
- **Medical Concerns:** If you have any medical concerns or questions, please contact the Experience Centre prior to your tour.

Termination & Cancellation Policy

- **Termination:** Violating any terms and conditions may result in immediate cancellation of your tour without prior notice.
- **Cancellations:** A minimum of two weeks' notice is required for cancellations to allow others to book. Tours are free of charge, and demand is high.

If you have any questions or concerns, please contact the TMMC Experience Centre at tours@tmmc.ca or 519-653-1111 ext. 2270.