



## Terms and Conditions

Thank you for your interest in visiting Toyota Motor Manufacturing Canada. By registering for one of our free public tours, you are agreeing to these terms. Please refer to the following terms for your safety and enjoyment of your plant tour experience.

### ARRIVAL

Tour times are scheduled so that you can see the production line running. Late guests risk the chance of missing the tour, so please arrive 15 minutes prior to your scheduled tour time at Gate #2. For example, if your tour starts at 9:30am, please arrive at 9:15am.

Arriving by car: If arriving by car, please park in the visitor parking lot at Gate #2 and proceed to the security guard house. Security will require your vehicle license plate number, and a tour guide will meet you at the guard house.

Arriving by bus: Bus drivers, please enter at Gate #2 and pull your bus to the alcove on your right. A tour guide will meet you and board your bus at your designated arrival time.

### SAFETY

Our facility is an active manufacturing plant, and the safety of all who enter is our first priority. Please carefully review the following requirements:

Throughout your visit:

- No food and drink are allowed on site.
- Children must be at least 8 years of age, and must be accompanied by an adult. Please bring ID, as security may ask for proof of age.
- Tour guides are not permitted to escort guests to designated smoking areas, therefore smoking is not permitted on site.
- Guests must be accompanied by a tour guide at all times while on site. Any guest who decides not to join the tour may wait at security or outside the gate.
- Visitors under the influence of alcohol or drugs will not be allowed to enter.

On the tram tour:

- All guests will be provided with safety glasses that must be worn while on tour. These fit over prescription eyewear.
- During the tour, trams will enter the Weld shop, where sparks are present. While these sparks are not harmful, some fabrics are more easily flammable. If possible, please wear natural fibres and long pants and sleeves. Guests wearing synthetic fibres, skirts, shorts, or short sleeves will be provided with a hooded shop coat that must be worn.

- Loose articles will not be allowed on tour. This includes, but is not limited to, bags, hats, scarves, notebooks & pen/pencils, sunglasses, etc.
- Please keep your arms and legs inside the tram at all times.
- All guests will be provided with an audio headset, to hear the guide throughout the tour.

## ACCESSIBILITY

- Wheelchair and walkers cannot be accommodated on the trams. Because of this, they will be left in a safe, unattended location. TMMC is not responsible for lost, damaged, or stolen items.
- If you have a medical concern, or any other questions, please contact a Visitor Centre tour guide before or during your visit.

## PHOTOGRAPHY

- Photography is allowed in our Showroom, where our current vehicle lineup is displayed along with several interactive exhibits. Photography is not allowed in the plant. All electronic devices will be collected and securely stored during the plant tram tour. This includes, but is not limited to, cell phones, tablets, cameras.

## TERMINATION

Any violation of the above terms and conditions may result in the cancellation of your tour without prior notice.

If you have any questions or concerns, please contact the TMMC Visitor Centre at [tours@tmmc.ca](mailto:tours@tmmc.ca) or 519-653-1111 ext. 2270.