



# Victoria Cruise Terminal Cruise Related Operations

# USER GUIDE

MANAGED BY WESTERN STEVEDORING AS AGENT/MANAGER OF THE VICTORIA CRUISE TERMINAL  
VICTORIA, B.C.

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# GENERAL INFORMATION

Thank you for your interest in providing transportation services to the Victoria Cruise Terminal (the 'Terminal'). The Terminal has been a port-of-call for cruise ships on Alaska itineraries for more than 40 years, and now welcomes an average of more than 300 ship calls per year between April and October. The service you provide to guests, employees, and visitors is a key component to our success, and the Greater Victoria Harbour Authority and Western Stevedoring consider you a partner. This guide has been developed to make it easier for service providers to access all required information on the permitting process, terms and conditions that make operations at the Terminal possible. We encourage your feedback on this document, and on the process.

If information relevant to your specific cruise related operation or vehicle type is not available in this document, please contact Western Stevedoring directly.

For all other Terminal uses and activities, please contact Western Stevedoring. Contact details can be found on Page 7.

## DEFINITIONS

**Bus:** a land based motorized vehicle that has a seating capacity of 16 passengers or more and is operated over a defined route and is permitted to service the cruise business at The Victoria Cruise Terminal.

**Commercial vehicle:** a vehicle insured for commercial vehicle operations and is operated according to the class and type of insurance as described by ICBC

**Commercial Vehicle Safety and Enforcement (CVSE)**

**Decal:** proof of permit affixed on a vehicle window or a visibly prominent location.

**General Authorization License:** a license as issued by the Passenger Transportation Branch for vehicles such as large tour, charter or sight-seeing buses with routes that are determined by the company.

**Ground transportation:** all transportation services to the cruise lines operating within the Terminal from the perimeter of the Terminal restricted area to the area of the Terminal bounded by Dallas Road.

**Greater Victoria Harbour Authority (GVHA):** owner of the Breakwater District (Breakwater, Ogden Point)-.

**Insurance Corporation of British Columbia (ICBC)**

**Marine transportation:** all vessel services to the cruise lines operating within the Terminal restricted north water lot.

**Victoria Cruise Terminal (the 'Terminal'):** the lands and improvements owned by Greater Victoria Harbour Authority, including all parking lots and roadways west of Dallas Road.

**On-demand service:** transportation service (i.e., taxi service) that is available on a walk-up basis at the curbside without prior arrangement or interaction between the customer and the provider.

**Pacific Northwest Transportation Services (PNWTS):** contracted by GVHA and responsible for the provision of buses for shore excursion tours, operational dispatch of all buses to and from the Terminal and to operate the cruise ship shuttle.

**Passenger:** persons who receive services from ground and marine transportation providers.

**PTB (Passenger Transportation Board):** an independent tribunal established pursuant to the Passenger Transportation Act, (a) makes decisions on applications for taxis, limousines, small vans, and inter-city buses and (b) hears appeals regarding administrative penalties imposed by the Registrar of Passenger Transportation.

**Permit:** a document issued by WS on behalf of GVHA allowing specific access and business operations for a unique commercial vehicle for a specified cruise season or other period.

**Pier sales:** an on-demand service specific to shore excursions, whereby passengers purchase a cruise line service at the vehicle.

**Pre-arranged Independent Tour:** a transportation service (i.e., limousine, bus, van) that is provided in response to a prior request from a customer as opposed to on-demand service that is available on a walk-up basis. The transportation service is required to have an electronic receipt or manifest showing the customer's name, pick-up point, party size, and/or other details.

**Private Tour Vehicles:** transportation service offered in vehicles licensed by the PTB where the owner /driver is compensated based upon length of time the vehicle is hired regardless of the number of passengers transported or distance travelled or directed by passenger or driver.

- A Limousine is a luxury Private Tour Vehicle and as such may have different rules applicable.

**Shore Excursion (Shorex):** a tour booked by a passenger through the cruise line and offered by an operator with a contract directly with the cruise line.

**Special Authorization License:** a license as issued by the Passenger Transportation Board for vehicles such as inter-city buses and small passenger-directed vehicles such as taxis, limousines, and shuttle buses.

**The Point:** the vehicle access point between Piers A and B where a Terminal staff member is stationed. Unauthorized vehicles are not permitted to stage here.

**Taxicab (Taxi):** a vehicle – typically a sedan or van – providing non-stop, door-to-door transportation for a single party (one or more passengers) between locations of the passenger's choice with the fare established based upon a taximeter regardless of the number of passengers transported. Only category of vehicles allowed to accept flag fares.

**Terminal management:** GVHA, WS, traffic management staff, and Terminal security.

**Transportation Network Services (TNS):** services, other than services excluded by regulation, respecting the connection of drivers of passenger directed vehicles with passengers who hail and pay for the services through the use of an online platform.

**Tour:** any operator-directed service that is not previously covered under the term "shore excursion."

**Western Stevedoring (WS):** Terminal operator on behalf of Greater Victoria Harbour Authority.

## COMPLIANCE WITH TERMINAL RULES AND REGULATIONS

The Terminal rules and regulations have been set in place to ensure the safety of all users at the Victoria Cruise Terminal, as well as to provide the highest level of service to our cruise passengers. Operators who do not comply with the Terminal rules and regulations will receive notification and (possible) removal of their permit, as set out in schedule B.

## GENERAL RULES AND REGULATIONS

1. All fees are subject to change at any time without notice.
2. Applicable taxes are not included in listed fees.
3. Any commercial vehicle operation involving the transportation of guests to and from the Terminal must apply for permission to access the Terminal by Western Stevedoring on behalf of the Greater Victoria Harbour Authority.
4. All vehicles must hold insurance and a relevant PTB license as a commercial passenger vehicle whose primary revenue operation is the movement of passengers, otherwise they will be denied access to the Terminal.
5. All regular operators requiring a permit must have \$5 million commercial general liability insurance naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured. Please see page 33 for all applicable rules to pre-arranged independent tours.
6. All vehicles may be subject to vehicle inspections which may affect eligibility for a permit.
7. All vehicles offering an on-demand service or transporting shore excursions must have a permit and decal before operating from the Terminal.
8. Permits are not transferable nor refundable.
9. All vehicles must clearly affix and display their permit decal according to the permit application guidelines.
10. All drivers must adhere to posted speed limits within the Terminal (20km/h unless otherwise instructed or posted) and the James Bay neighbouring community.
11. All drivers must accept cash and credit cards as payment.
12. All commercial operators are expected to follow the direction of Western Stevedoring and Terminal Security and Ground Transportation Management within the Terminal area.
13. The use of back-up notification technology (audible or silent) is required where stipulated in vehicle licensing or insurance. Otherwise, a spotter is required for any reversing vehicle on the Terminal.
14. Vehicles may not idle for periods greater than three minutes in a 60-minute period, with exceptions as follows:

- 14.1. Reasonable longer idling times may be allowed, to ensure the safe operation of the vehicle's air brake and safety equipment, or where outside temperatures (greater than 24°C or 75°F require the use of air conditioning to maintain safe interior vehicle temperatures).
15. All Terminal operators have a shared responsibility to ensure safety is the top priority in all aspects of operations. For example, each operator must ensure that gates, chain links and fences are always kept closed unless ushering passengers through.
16. Lost and found items must be returned to the Terminal and presented to Terminal security as soon as found.
17. Advertisements on vehicles must not present a conflict of interest for other operators on the Terminal. Advertisements must also only advertise goods and services that can legally cross the Canadian US border.
18. For all on-demand services, a selling area will be designated by Western Stevedoring. Only one person at a time from each on-demand service may engage passengers within their selling area.

## **PAYMENT TERMS**

1. Payments can be made by cash, cheque, credit card, or e-transfer during Western Stevedoring's operating hours. Cheques should be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.
2. Permit payments will be accepted once your permit application is approved. All other payments are due 30 days after the invoice is sent.
3. Invoice questions or concerns must be addressed with Western Stevedoring within 60 days of the invoice being sent.
4. Failure to comply with the payment terms may result in access to the Terminal being denied.

## **STANDARDS FOR DRIVERS AND OPERATORS**

### **Drivers must always:**

1. Be neatly dressed in the approved company, association, or general industry expectations (whichever is of the highest standard) for type of dress, grooming, cleanliness, personal appearance and hygiene.
2. Have in your possession valid:
  - 2.1. British Columbia driver's license,
  - 2.2. BC vehicle ownership and vehicle insurance certificate, and
  - 2.3. All necessary documents to comply with permit application requirements.
3. Follow all directions given by Terminal Management.
4. Remain with your vehicle in the holding and pick-up areas.
5. Lost and found items must be returned to the Terminal and presented to Terminal security as soon as found.
6. Operate your vehicle in accordance with all applicable rules and regulations, ensuring the vehicle is clean, well-maintained and of a general condition meeting your company, association or general industry standards, whichever is of the highest standard.
7. Address any complaints you may have to your Operator Permit holder and not the authority or its representatives.
8. When requested by Terminal Management, co-operate on any driver survey.
9. Maintain a level of awareness and knowledge of the destination to be able to provide accurate destination information on attractions, hours of operation, history, and general knowledge to all passengers.
10. Before commencing your shift or picking up a passenger you must:
  - 10.1. Test vehicle equipment such as lights, brakes, horn, windshield wipers, seat belts, heating, air conditioning, doorhandles, and window openers to ensure proper operation,
  - 10.2. Check tire pressure and gasoline, oil, and water levels,
  - 10.3. Check for exterior or interior damage or missing parts,
  - 10.4. Ensure the vehicle is clean and odour-free, and
  - 10.5. Ensure the vehicle is equipped with a properly inflated spare tire and equipment required to change a tire.

11. Ensure all tariff and other required notices are prominently displayed.
12. Act in a civil, courteous, and professional manner at all times, as per your company, association or general industry expectations (whichever is of the highest standard).
13. Open and close doors for all passengers and assist with passengers' luggage at origin and destination of all trips.
14. Comply with the provisions of the Guide Animal Act.
15. Accept Canadian and US currency, and at a minimum two major credit cards (Visa and Mastercard). You must display in the vehicle and accept without surcharges all credit, charge, or debit cards your company accepts. Accept US currency at an exchange rate not to exceed 3 percent of the Canadian Imperial Bank of Commerce buy rate for cash transactions.
16. Set the heating or air conditioning levels, turn down or off the music system or radio at a level requested by a passenger.

**Drivers must never:**

1. Operate a vehicle under the influence of alcohol or drugs. Any sign of alcohol or drug consumption will result in an immediate suspension of driving privileges at the Terminal.
2. Engage in improper conduct or threatening behavior, including but not limited to, excessively loud, boisterous or threatening conversations, profanity, fighting, or refusing to transport a passenger in accordance with these driver standards.
3. Operate a vehicle with luggage or other items obstructing views or creating a safety hazard.
4. Obstruct or hinder the orderly and efficient operations of ground transportation at the Terminal including blocking any roadway, holding, or parking area.
5. Smoke outside the holding area, or while transporting passengers.
6. Use a telephone outside the holding area or while transporting passengers, except in an emergency.
7. Engage with passengers with an intention to solicit business, outside of their selling area.
8. Impede another operator from conducting their business in accordance with these rules & regulations.
9. Accept a fare without first proceeding through the designated line in the holding area, and only in the permitted pick-up areas.
10. Repair a vehicle at the Terminal, except to the extent that such repair is necessary to remove the vehicle from the Terminal.
11. Operate a vehicle in an unsafe manner or contrary to the rules and regulations.
12. Put a vehicle into motion with doors or trunk lid open.
13. Back a vehicle into a crosswalk.

All Terminal operators and their employees may be required to participate in a customer service program that meets the minimum standard for "export ready criteria" as set by Tourism British Columbia to reflect a global tourism destination catering to international travel suppliers (i.e., cruise lines). This program focuses on key areas as agreed by all affected local and regional destination management organizations and all recognized tourism associations whose members conduct business on or through the Terminal.

**COMPLIANCE WITH TERMINAL RULES AND REGULATIONS:**

The Terminal rules and regulations have been set in place to ensure the safety of all users at the Victoria Cruise Terminal, as well as to provide the highest level of service to our cruise passengers. Operators who do not comply with the Terminal rules and regulations will receive notification and possible removal of their permit, as set out in schedule B.

## VICTORIA CRUISE TERMINAL STAGING MAP: ALL VEHICLES



## CONTACTS

### Western Stevedoring

185 Dallas Rd Victoria, BC V8V 1A1  
250.386.1321 or [ogdenpoint@westeve.com](mailto:ogdenpoint@westeve.com)

### Greater Victoria Harbour Authority

250.383.8300

### Commercial Vehicle Safety Enforcement

250.952.0577  
For information on vehicle safety enforcement.

### Victoria Police Department - Non-Emergency Line

250.995.7654  
For information on bylaws and enforcement.

### Victoria Police Department – Taxi Detail

Charlotte Alexander  
250.995.7266 or [charlotte.alexander@vicpd.ca](mailto:charlotte.alexander@vicpd.ca)

### Pacific Northwest Transportation Services

Dispatch: 250.940.4441  
Toll Free Main Line: 844.504.1394  
For information on bus dispatch, bus parking and shuttle services.

### City of Victoria

250.361.0300  
For information regarding routes off the Terminal and business licenses.

### Passenger Transportation Branch of British Columbia

250.387.6121  
For information on licensing.

# CITY OF VICTORIA ROUTING MAP FOR CRUISE OPERATIONS

Routing subject to change for special events and holidays (i.e., example Canada Day), road/sidewalk works, and special projects.

- For more information, contact the City of Victoria at 250-361-0300





# TAXI

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other vehicle operators are required to complete the training prior to operating at the terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

All taxis wishing to participate in the on-demand pick-up service at the terminal must have a permit. Applications are typically available one month before the first cruise ship. Permit applications can be found online at <https://gvha.ca/cruise/cruise-operations/>. Appointments will be required for all persons wishing to apply for a permit. A scheduling procedure will be communicated with the permit application once available. At the appointment you will need to bring your completed application for Western Stevedoring to process your application.

### The application must include:

1. True copy of current PTB Authorization Vehicle Identification Certificate or Identifier Holder for each registered vehicle.
2. True copy of current motor vehicle registration, insurance certificates for each registered vehicle with a minimum of \$5 million third party liability.
3. True copy of current Commercial Vehicle Inspection for each registered vehicle. Vehicle must have passed inspection.
4. Current WorkSafe BC Clearance Certificate.
5. True copy of current City of Victoria Business License.
6. True copy of current Commercial General Liability insurance for a minimum of \$5 million, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
7. A list of all drivers of each registered vehicle that will be granted access to the Terminal.
8. A certificate of completion of the Terminal Training program for each driver of each registered vehicle as requested by Western Stevedoring.

**Note:** If a taxi company has signed a letter of acknowledgement confirming documents #3 - #6 above are collected and filed as a requirement for any vehicles to operate under the company name, Western Stevedoring will require only #1, #2, and #7 listed above.

A taxi is not required to have a permit to drop off passengers at the Terminal.

## FEES AND PAYMENT

	2023	2024	2025
Permit Fee	\$315	TBD	TBD
Per Passenger Fee	\$0	\$0	\$0

Permit payments can be made by cash, cheque, credit card, or e-transfer to Western Stevedoring upon permit approval. Cheques must be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

## DECAL PLACEMENT

All vehicles must always clearly display the decal on the lower left corner (driver's side) of the windshield, not being impeded by shaded glass. Only the current year's decal is to be displayed.

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## **RULES AND REGULATIONS SPECIFIC TO TAXIS**

1. While at the taxi stand, unless loading, unloading or assisting passengers, the driver must remain with the vehicle and keep all doors closed.

### **Taxi drivers must always:**

1. On request, provide a form of receipt approved by Terminal Management showing date, time of trip, fare charged, company name, company vehicle number and driver's signature.
2. Proceed to the most direct, practicable route to the passenger's destination, unless otherwise directed by or agreed to by the passenger. A driver may use a street directory, GPS or consult dispatch to establish the appropriate route.
3. Drop passengers off at the nearest designated drop off area for their cruise ship.

### **Taxi drivers must never:**

1. Charge a flat rate or any rate other than the metered rate. For estimated total provided to destinations (such as Butchart Gardens), clearly indicate to the passenger amounts are estimates and you ONLY charge metered rates.
2. Carry passengers for separate fares.
3. Operate a taxi with a defective meter.
4. Refuse service to a person with a disability.
5. Refuse to take short-haul passengers.
6. Refuse to take passengers on account, specifically cruise ship tour providers.
7. Induce a passenger to engage your service by false or misleading information about fare, distance, hours of operation, or amenities and services to any destination.
8. Impose fares, fees or charges not authorized by the Passenger Transportation Board or permitted by Terminal Management.
9. Permit a passenger's credit, charge, or debit card to be processed so the passenger's billing statement will indicate the name of the business other than the authorized company's business or trade name.
10. Misuse or disclose (except for the purpose of processing the passenger payment transaction) any passenger credit, charge or debit card information.

## **COMPLIANCE WITH TERMINAL RULES AND REGULATIONS**

The Terminal rules and regulations have been set in place to ensure the safety of all users at the Victoria Cruise Terminal, as well as to provide the highest level of service to our cruise passengers. Operators who do not comply with the Terminal rules and regulations will receive notification and possible removal of their permit, as set out in schedule B.

## VICTORIA CRUISE TERMINAL STAGING MAP: TAXI



# PRIVATE VEHICLE FOR HIRE

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other vehicle operators are required to complete the training prior to operating at the terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

All private vehicles for hire wishing to participate in the on-demand pick-up service at the Terminal must have a permit. To qualify for a permit each vehicle must meet the criteria listed in the Rules and Regulations Specific to Private Vehicles for Hire section below. Applications are typically available one month before the first cruise ship. Permit applications can be found online at <https://gvha.ca/cruise/cruise-operations/>. Appointments will be required for all persons wishing to apply for a permit. A scheduling procedure will be communicated with the permit application once available. At the appointment you will need to bring your completed application for Western Stevedoring to process your application.

### The application must include:

1. True copy of current PTB Authorization Vehicle Identification Certificate or Identifier Holder for each registered vehicle including terms and conditions.
2. True copy of motor vehicle registration, insurance certificates for each registered vehicle with a minimum of \$5 million third party liability.
3. True copy of current Commercial Vehicle Inspection for each registered vehicle. Vehicle must have passed inspection.
4. Current WorkSafe BC Clearance Certificate.
5. True copy of current City of Victoria Business License.
6. True copy of current Commercial General Liability Insurance for a minimum of \$5 million, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
7. A list of all drivers of each registered vehicle that will be granted access to the Terminal.
8. A certificate of completion of the Terminal Training program for each driver of each registered vehicle as requested by Western Stevedoring.

**Note:** For 2023, companies are not restricted to how many vehicles they can permit and have operate on the Terminal. All vehicles must have a permit.

In order to apply for a permit, the vehicle, insurance, and the PTB license must be owned by the same operator. Leased vehicles and leased Special Authorization plates will not be granted a permit to operate on the Terminal.

## MINIMUM VEHICLE AGE REQUIREMENTS

	2023	2024	2025
Previously Permitted Private Vehicles for Hire	2003	2004	2005
New & Replacement Private Vehicles for Hire	2013	2014	2015

Existing vehicles must be a production year 2003 or newer, and 500,000 kms or less with two exceptions only:

1. Age-only exemptions apply for Luxury (Rolls-Royce, Bentley, and Daimler).
2. Antique vehicles (over 45 years old).

Minimum age requirements are subject to change at any time without notification.

## FEES AND PAYMENT

	2023	2024	2025
Permit Fee – <i>per vehicle</i>	\$315	TBD	TBD
Per Passenger Fee	\$0	\$0	\$0

Permit payments can be made by cash, cheque, credit card, or e-transfer to Western Stevedoring upon permit approval. Cheques should be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

## DECAL PLACEMENT

All vehicles must always clearly display the decal on the lower left corner (driver's side) of the windshield, not being impeded by shaded glass. Only the current year's decal is to be displayed.

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO PRIVATE VEHICLES FOR HIRE

2. All permitted vehicles must be operating under a Special Authorization (SA) license.
3. All vehicles must be of a capacity of no greater than 11 passengers.
4. Applicants will be required to have membership with one of Victoria's two limousine associations.
5. Active sales area on each pier is designed to comfortably accommodate up to 3 sedan sized limos. Due to limited space on the pier, limo operators using larger vehicles may need to reduce the number of limos staged in the active sales area.
6. Draws for daily vehicle order will not be the responsibility of the Terminal.
7. All companies must offer major credit cards as a method of payment.
8. Violations of rules of operation will result in measured and incremental penalties.
9. Each company will be required to maintain driver's records to include criminal record checks and driver's abstracts.
10. Each company must train drivers in customer service and ensure that they are appropriately attired.

All feedback regarding Terminal operations should be forwarded to the limo association for discussion with Western Stevedoring.

## COMPLIANCE WITH TERMINAL RULES AND REGULATIONS

The Terminal rules and regulations have been set in place to ensure the safety of all users at the Victoria Cruise Terminal, as well as to provide the highest level of service to our cruise passengers. Operators who do not comply with the Terminal rules and regulations will receive notification and possible removal of their permit, as set out in schedule B.

## PRE-ARRANGED INDEPENDENT TOURS

Pre-arranged independent tours are not limited to vehicles with permits. All pre-arranged independent tours will be charged the same per passenger rate. Please refer to the [Pre-Arranged Independent Tours](#) section of this User Guide for specific information.

## STAGING AREA

The maximum number of private vehicles for hire allowed in the on-demand service selling area is 3 per pier. There is space in the lanes behind the staging areas which allow for more vehicles. The number of additional vehicles that can wait in these lanes is dependent on the size of the vehicles (Sedan, SUV, versus stretch).

## VICTORIA CRUISE TERMINAL STAGING MAP: PRIVATE VEHICLES FOR HIRE



# PEDICAB

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other vehicle operators are required to complete the training prior to operating at the terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

All pedicabs operating on-demand pick-up service at the Terminal must have a permit. Applications are typically available one month before the first cruise ship. Permit applications can be found online at <https://gvha.ca/cruise/cruise-operations/>. Appointments will be required for all persons wishing to apply for a permit. A scheduling procedure will be communicated with the permit application once available. At the appointment you will need to bring your completed application for Western Stevedoring to process your application.

### The application must be accompanied by:

1. Current WorkSafe BC Clearance Certificate.
2. True copy of current City of Victoria Business License per registered vehicle.
3. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
4. A list of all employees that will be granted access to the Terminal.
5. A certificate of completion of the Terminal Training program for each driver of each registered vehicle as requested by Western Stevedoring.

## FEES AND PAYMENT

	2023	2024	2025
Permit Fee - <i>per vehicle</i>	\$315	TBD	TBD
Per Passenger Fee	\$0	\$0	\$0

Permit payments can be made by cash, cheque credit card, or e-transfer to Western Stevedoring upon permit approval. Cheques must be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

## TERMINAL ACCESS

Pedicabs operating at The Terminal are required to have an operating agreement with GVHA. All pedicabs must be clearly marked with the company log to be easily identified.

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO PEDICABS

1. The owners of any and all pedicabs or companies owning pedicabs must be responsible for the appearance and comportment of their drivers conducting business at The Victoria Cruise Terminal.
2. Western Stevedoring and GVHA reserve the right to alter or advise of any and all routing for pedicab operations that are not on designated vehicle paths, including but not limited to sidewalks, pedestrian paths and routes.
3. All operators must remain behind the fence line or within the designated selling area.

## STAGING AREA

The on-demand service and staging area is shared between pedicabs and rickshaws. Between the two operators, all of their vehicles must fit within the designated staging area provided per pier.

### VICTORIA CRUISE TERMINAL STAGING MAP: PEDICAB





# RICKSHAW

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other vehicle operators are required to complete the training prior to operating at the terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

All rickshaws operating on-demand pick-up service at the Terminal must have a permit. Applications are typically available one month before the first cruise ship. Permit applications can be found online at <https://gvha.ca/cruise/cruise-operations/>. Appointments will be required for all persons wishing to apply for a permit. A scheduling procedure will be communicated with the permit application once available. At the appointment you will need to bring your completed application for Western Stevedoring to process your application.

### The application must be accompanied by:

1. Current WorkSafe BC Clearance Certificate.
2. True copy of current City of Victoria Business License per registered vehicle.
3. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
4. A list of all employees that will be granted access to the Terminal.
5. A certificate of completion of the Terminal Training program for each driver of each registered vehicle as requested by Western Stevedoring.

## FEES AND PAYMENT

	2023	2024	2025
Permit Fee – <i>per vehicle</i>	\$315	TBD	TBD
Per Passenger Fee	\$0	\$0	\$0

Permit payments can be made by cash, cheque, credit card, or e-transfer to Western Stevedoring upon permit approval. Cheques must be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

## TERMINAL ACCESS

Rickshaws operating at The Terminal are required to have an operating agreement with GVHA. All rickshaws must be clearly marked with the company log to be easily identified.

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO RICKSHAWS

1. The owners of any and all rickshaws or companies owning rickshaws must be responsible for the appearance and comportment of their drivers conducting business at the Terminal.
2. Western Stevedoring and GVHA reserve the right to alter or advise of any and all routing for rickshaw operations that are not on designated vehicle paths, including but not limited to sidewalks, pedestrian paths and routes.
3. All operators must remain behind the fence line or within the designated selling area.

## STAGING AREA

The on-demand service and staging area is shared between pedicabs and rickshaws. Between the two operators, all of their vehicles must fit within the designated staging area provided per pier.

## VICTORIA CRUISE TERMINAL STAGING MAP: RICKSHAW



# SHORE EXCURSIONS

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other shore excursion personnel are required to complete the training prior to operating at the terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

All vehicles that provide shore excursions to the cruise lines at the Terminal must have a permit. Additionally, operators that service the shore excursion operations at the Terminal must have a permit from which all staff will be issued a Terminal ID badge. Applications are typically available one month before the first cruise ship. Permit applications can be found online at <https://gvha.ca/cruise/cruise-operations/>. Appointments will be required for all persons wishing to apply for a permit. A scheduling procedure will be communicated with the permit application once available. At the appointment you will need to bring your completed application for Western Stevedoring to process your application.

During the application process, shore excursion operators will be required to provide information regarding the logistics of their operations including but not limited to: brands and vessels contracted with, tour types offered, schedule of departures, maximum tour offerings (estimated passengers), and a list of sub-contractors.

## FEES AND PAYMENT

	2023	2024	2025
<b>Permit Fee – per vehicle</b>	\$60	TBD	TBD
<b>Shore Excursion Fee – per passenger</b>	\$0	\$0	\$0
<b>Terminal Operator ID Pass – per employee</b>	\$60	TBD	TBD

Payments can be made by cash, cheque, credit card, or e-transfer to Western Stevedoring upon permit approval. Cheques must be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

## AUTHORIZED TERMINAL OPERATOR ACCESS IDENTIFICATION

Authorized Terminal Operator ID Passes must always be clearly displayed above the waist. Lost or stolen identification cards must be reported to Western Stevedoring immediately and will be replaced for a \$10 fee.

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vessel used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO SHORE EXCURSION OPERATORS AND SUB-CONTRACTORS

1. Shore excursion operators are responsible for the conduct and comportment of their sub-contractors, and must ensure that their sub-contractors receive all terminal communications and updates.
2. Crowd management and staging prior to tour departure times is the responsibility of shore excursion operators and subcontractors. Passengers waiting for a tour to start must be efficiently ushered off to the side and out of all main walkways.
3. RV's and Trailers are not permitted on the Terminal and may not be used for office space.
4. All office vehicles are required to park in either the North or South Robbins parking lots on the Terminal.

## DECAL PLACEMENT

All vehicles must always clearly display the decal on the driver's side stationary window. Only the current year's decal is to be displayed.

## PARKING & STAGING AREAS

Parking and staging areas will be designated by Western Stevedoring once shore excursion operators and sub-contractors have purchased permits and ID badges for the season.

## MARINE VESSELS

### PERMIT APPLICATION

The application must include:

1. True copy of current Charter Insurance for each registered vessel with a minimum of \$5 million third party liability.
2. True copy of current Transport Canada Inspection Certificate for each registered vessel.
3. Current WorkSafeBC Clearance Certificate.
4. True copy of current City of Victoria Business License.
5. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
6. Contact details for operations manager as well as onsite supervisor that can be reached during all hours of operation.
7. A list of all employees that will be granted access to the Terminal.
8. A certificate of completion of the Terminal Training program for each employee who will be operating at the Terminal as requested by Western Stevedoring.

### FEES AND PAYMENT

All operators requiring use of the Multi-Purpose Float will be charged an additional fee for the use of the dock at the time of permit approval. Fees will be determined based off expected use.

### MULTI-PURPOSE FLOAT OPERATIONAL PROCEDURES

- At all times Operators are solely responsible for passenger safety from muster point on land side to the vessel(s).
- Access to vessels is limited to one way traffic flow of pedestrians.
- Vessel approach and egress from the float is restricted to the east/west 75 ft wide lane beside the berthed cruise ship.
- At no time should vessels be inside the 200 ft water lot adjacent to the helipad foreshore—operations can happen night and day without a schedule.
- No vessel should be berthed at or in the area around the multi-purpose float (MPF) while cruise ships are berthing or unberthing at Pier B North.
- Vessels using the MPF should keep a safe distance from the MPF and shall at no time impede the safe navigation whilst cruise ships are maneuvering on and off Pier B North.
- Western Stevedoring reserves the right as Terminal Manager to immediately cancel operations if they determine there is a safety risk.
- Western Stevedoring will close access to the dock when weather conditions become unsafe.
- Operators will provide vessel and office contact info to Western Stevedoring.
- The door to the MPF must always remain closed and latched. It must never not be left open and unattended.
- Western Stevedoring contact information during cruise operations:
  - Terminal Security, Pier B: 250-386-8648
  - Western Stevedoring office: 250-386-1321

### PRE-ARRANGED INDEPENDENT TOURS

The multipurpose float is only to be used by shore excursion operators only. For pre-arranged independent tours involving marine vessels, the passengers can be picked up from the Terminal by vehicle. Please refer to the Pre-Arranged Independent Tours section of this User Guide for specific information.

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# HORSE TROLLEY

## PERMIT APPLICATION

### The application must include:

1. Current WorkSafe BC Clearance Certificate.
2. True copy of current City of Victoria Business License per vehicle.
3. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
4. Contact details for operations manager as well as onsite supervisor that can be reached during all hours of operation.
5. A list of all employees that will be granted access to the Terminal.
6. A certificate of completion of the Terminal Training program for each driver of each registered vehicle as requested by Western Stevedoring.

## RULES AND REGULATIONS SPECIFIC TO HORSE-TROLLYS

1. Required to provide published rates.
2. Understand and comply with congestion issues and alternate routing as required by Terminal staff and security.
3. Liquid and solid waste from horses must be attended to immediately. If odour or markings persists, additional cleaning will be required.

## PRE-ARRANGED INDEPENDENT TOURS

Horse carriages/tours that are not a shore excursion or arranged through Western Stevedoring in advance are not permitted to operate on the Terminal.

## VICTORIA CRUISE TERMINAL STAGING MAP: HORSE TROLLY



## VEHICLES 16+ PASSENGER CAPACITY

Pacific Northwest Transportation Services (PNWTS) has an agreement with GVHA to provide exclusive dispatch and shuttle service from the Victoria Cruise Terminal, as well as tour bus services for shore excursions. PNWTS operations are designed to minimize the impact of cruise operations on the local neighbourhood through fewer bus trips, lower air and noise emissions, and by maximizing available resources.

### PERMIT APPLICATION

All buses that service the shore excursion operations at the Terminal are required to have a permit. All other bus operations, unless operating as a pre-arranged independent tour, are restricted from the Terminal. Additionally, operators that service the shore excursion operations at the Terminal must have a permit from which all staff will be issued a Terminal ID badge.

Permit applications **for buses only** are available at Pacific Northwest Transportation Service's office at The Breakwater District. Please refer to the contact information page of this manual for PNWTS contact information. Permit applications for all other modes of transportation and Terminal ID badges are available through Western Stevedoring. Applications must be complete before a permit can be issued and access to the Terminal can be granted.

#### The application must be accompanied by:

1. True copy of current PTB Authorization Vehicle Identification Certificate or Identifier Holder for each registered vehicle including all amendments and terms and conditions.
2. True copy of current motor vehicle registration insurance certificates with \$5 million third party liability for each registered vehicle.
3. True copy of current Commercial Vehicle Inspection for each registered vehicle. Vehicle must have passed inspection.
4. Current WorkSafe BC Clearance Certificate.
5. True copy of current City of Victoria Business License.
6. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
7. Contact details for operations manager as well as onsite supervisor that can be reached during all hours of operation.
8. A list of all drivers that of each registered vehicle that will be granted access to the Terminal.
9. A certificate of completion of the Terminal Training Program for each driver of each registered vehicle as requested by Western Stevedoring.

### MINIMUM VEHICLE AGE REQUIREMENTS

	2023	2024	2025
Shore Excursion Vehicle	2010	2010	2010

### FEES AND PAYMENT

	Invoiced By	2023	2024	2025
Permit Fee – per vehicle	PNWTS	\$60	TBD	TBD
Shore Excursion Fee – per passenger	WS	\$0	\$0	\$0
Terminal Operator ID Pass – per employee	WS	\$60	TBD	TBD



## **DISPATCH FEES**

Dispatch Fee is applied per available seat to all transportation companies for each arrival to the pier to pick up guests for a tour or charter. Please note that this fee is not passenger specific, but rather based on the number of available seats in the vehicle. This Dispatch Fee only applies to vehicles that can carry 16+ passengers. The Dispatch Fee will escalate as per table below.

- 1<sup>st</sup> occurrence on the Terminal = \$5.00 +GST per available seat
- 2<sup>nd</sup> occurrence on the Terminal = \$7.50 +GST per available seat
- 3<sup>rd</sup> occurrence on the Terminal = \$10.00 +GST per available seat
- 4<sup>th</sup> occurrence on the Terminal, and thereafter = \$12.50 +GST per available seat

For further information and billing inquiries contact PNWTS at [info@pnwts.com](mailto:info@pnwts.com).

## **RULES AND REGULATIONS SPECIFIC TO VEHICLES WITH 16+ PASSENGER CAPACITY**

1. If mechanical issues arise and another bus is dispatched to cover the service ahead of time, notification (including bus number and age) is to be sent by email to Western Stevedoring and GVHA immediately.
2. The vehicle idling guideline requires that vehicles will not be permitted to idle for periods greater than three minutes in a 60-minute period. Reasonable longer idling times may be allowed, to ensure the safe operation of the vehicle's air brake and safety equipment, or where outside temperatures (greater than 24°C or 75°F require the use of air conditioning to maintain safe interior vehicle temperatures).
3. All vehicles for hire and buses must dedicate 10% of their fleet to be wheelchair accessible.
4. All vehicles for hire and buses are to be well maintained, clean, and smoke free.

## **PRE-ARRANGED INDEPENDENT TOURS**

Pre-arranged independent tours are not limited to vehicles with permits. All pre-arranged independent tours will be charged the same per passenger rate. Please refer to the Pre-Arranged Independent Tours section of this User Guide for specific information.

## **STAGING AREA**

Buses must park in the designated parking area. Call PNWTS at 1-250-940-4441 before your arrival to arrange bus parking on the Terminal.

VICTORIA CRUISE TERMINAL STAGING MAP: VEHICLES WITH 16+ PASSENGER CAPACITY



## OTHER MODES

The modes of transportation that are applicable to this section are:

- Walking tours
- Bike tours
- Vehicles with less than a 15-passenger capacity
- Any other shore excursion not found above

**PERMIT APPLICATION** Any type of vehicle that services the shore excursion operations at the Terminal is required to have a permit. Additionally, operators that service the shore excursion operations at the Terminal must have a permit from which all staff will be issued a Terminal ID badge.

Permit applications are available at Pacific Northwest Transportation Service's office at The Breakwater District. Please refer to the contact information page of this manual for PNWTS contact information. Applications must be complete before a permit can be issued and access to the Terminal can be granted.

### The application must be accompanied by:

1. True copy of current PTB Authorization Vehicle Identification Certificate or Identifier Holder for each registered vehicle including all amendments and terms and conditions.
2. True copy of motor vehicle registration, insurance certificates with \$5 million third party liability for each registered vehicle.
3. True copy of current Commercial Vehicle Inspection for each registered vehicle. Vehicle must have passed inspection.
4. Current WorkSafeBC Clearance Certificate.
5. True copy of current City of Victoria Business License.
6. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
7. Contact details for operations manager as well as onsite supervisor that can be reached during all hours of operation.
8. A list of all employees that will be granted access to the Terminal.
9. A certificate of completion of the Terminal Training program for each driver of each registered vehicle as requested by Western Stevedoring.

### MINIMUM VEHICLE AGE REQUIREMENTS

	2023	2024	2025
Shore Excursion Vehicle	2010	TBD	TBD

### PARKING & STAGING AREA

Vehicles must park in the designated parking areas. Call PNWTS at 1-250-940-4441 before your arrival to arrange parking on the Terminal.

## VICTORIA CRUISE TERMINAL STAGING MAP: OTHER SHORE EXCURSION MODES



# SHUTTLE

Pacific Northwest Transportation Services (PNWTS) is the exclusive provider of shuttle service between the Victoria Cruise Terminal and Downtown Victoria.

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other vehicle operators are required to complete the training prior to operating at the terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

Shuttle buses and their operators are exempt in requiring a permit for each vehicle and authorized terminal ID for each operator.

### The application must be accompanied by:

1. True copy of current PTB Authorization Vehicle Identification Certificate or Identifier Holder for each registered vehicle including all amendments and terms and conditions.
2. True copy of current motor vehicle registration, insurance certificates for each registered vehicle.
3. True copy of current Commercial Vehicle Inspection for each registered vehicle. Vehicle must have passed inspection.
4. Current WorkSafeBC Clearance Certificate.
5. True copy of current City of Victoria Business License.
6. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
7. Contact details for operations manager as well as onsite supervisor that can be reached during all hours of operation.
8. A list of all drivers that of each registered vehicle that will be granted access to the Terminal.
9. A certificate of completion of the Terminal Training program for each driver of each registered vehicle as requested by Western Stevedoring.

## MINIMUM VEHICLE AGE REQUIREMENTS

	2023	2024	2025
Shuttle	2010	2010	2010

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO SHUTTLES

1. If mechanical issues arise and another bus is dispatched to cover the service ahead of time, notification (including bus number and age) is to be sent by email to Western Stevedoring and GVHA immediately.
2. The vehicle idling guideline requires that vehicles will not be permitted to idle for periods greater than three minutes in a 60-minute period. Reasonable longer idling times may be allowed, to ensure the safe operation of the vehicle's air brake and safety equipment, or where outside temperatures (greater than 24°C or 75°F require the use of air conditioning to maintain safe interior vehicle temperatures).
3. All shuttle buses must be wheelchair accessible.
4. All shuttles are to be well maintained, clean, and smoke free.

Crowd management and staging prior to shuttle departures is the responsibility of the shuttle operator. Passengers waiting for a shuttle must be efficiently ushered off to the side and out of all main walkways.

## HOURS OF OPERATION

Arrival at the Terminal 15 minutes before the scheduled arrival of each cruise ship and the Terminal and departure from downtown Victoria 1 hour and 15 minutes before the scheduled departure of the last cruise ship to depart or midnight, whichever comes first.

## STAGING AREA

Shuttle buses will park, pick up, and drop off in the designated areas.

### Pier A:

- Pick up and drop off at same location on the south side of the Pier A passenger walkway.

### Pier B:

- Pick up at north end of Pier B passenger walkway.
- Drop off in front of Pier B Gift Shop. First bus to pull up to post marked with flagging tape, marking drop off stop.

## VICTORIA CRUISE TERMINAL STAGING MAP: SHUTTLE



# PRE-ARRANGED INDEPENDENT TOUR

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

The modes of transportation that are applicable to this section are vehicles and walking tours. For all other modes of transportation, please contact Western Stevedoring at least 48 hours in advance of the tour.

## FEES AND PAYMENT

	2023	2024	2025
Passenger Fee – 8 years and older	\$5.85	TBD	TBD
Passenger Fee – under 8 years old	\$0	TBD	TBD

Fees are based on the number of passengers as recorded on the sign-in sheet. Invoices will not be revised for passengers that do not show up.

Invoices will be issued at the end of each month. Payments can be made by cash, cheque, credit card, or e-transfer during Western Stevedoring operating hours. Cheques must be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

## PROCEDURE: 15 PASSENGERS OR LESS

### Pier A

- On arrival, park your vehicle in the designated area in the southwest corner of the South Robbins Lot (see staging map below).
  - Vehicles must not have external signage or signboards advertising services, rates or contact details.
- Go to the security kiosk office found at the Pier A "Return to Ship" passenger gate.
- Information you must provide before being supplied a Terminal sign board and permission to pick up passengers on the Terminal is:
  - Proof of booking (email, booking conformation, etc.)
  - Company name
  - Company billing information (address, email, etc.) – This is needed for creating and sending the invoice.
  - Contact email
  - Driver's name
  - Driver's cell number
  - Number of guests
- Once all above information is recorded, obtain your greeting sign from security.
- Write in your party's name on the sign provided (white board pens only) or clip a page to the board.
  - Do not include any other information on the sign.
  - You may use your own sign if mounted to the greeting sign. Your sign should be no larger than 8.5" x 11".
- Proceed to the passenger greeting area and meet your guests.
- Return your sign to the security kiosk office found at the Pier A "Return to Ship" passenger gate where you obtained it.
  - Sign boards are to be returned to security before leaving the Terminal.
- Proceed to your vehicle along the designated route with your passengers.

### Pier B

- On arrival, park your vehicle in the designated area in the northwest corner of the Pier B employee parking lot (see staging map below).
  - Vehicles should have no external signage or signboards advertising services, rates or contact details.
- Go to the security kiosk office found at the Pier B "Return to Ship" passenger gate.
- Information you must provide before being supplied a Terminal sign board and permission to pick up passengers on the Terminal is:
  - Proof of booking (email, booking conformation, etc.)
  - Company name
  - Company billing information (address, email, etc.). This is needed for creating and sending the invoice.

- Contact email
- Driver's name
- Driver's cell number
- Number of guests
- Once all above information is recorded, obtain your greeting sign from security.
- Write in your party's name on the sign provided (white board pens only) or clip a page to the board.
  - Do not include any other information on the sign.
  - You may use your own sign if mounted to the greeting sign. Your sign should be no larger than 8.5" x 11".
- Proceed to the passenger greeting area and meet your guests.
- Return your sign to the security kiosk office found at the Pier B "Return to Ship" passenger gate where you obtained it.
  - Sign boards are to be returned to security before leaving the Terminal.
- Proceed to your vehicle along the designated route with your passengers.

#### PROCEDURES: 16 PASSENGERS OR MORE

Prior to the date of your arrival please contact PNWTS by email at: [dispatch@pnwts.com](mailto:dispatch@pnwts.com) and advise them of your upcoming tour. On the day of, once you have arrived at the Terminal, check in PNWTS by calling 250.940.4441, then follow the same procedures as vehicles with 15 passengers or less.

Vehicles with a capacity of 16 passengers or more are subject to a dispatch fee.

#### VICTORIA CRUISE TERMINAL STAGING MAP: PRE-ARRANGED INDEPENDENT TOURS





# BIKE RENTAL

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal.. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

All bicycle rental agencies wishing to offer rental service at the Terminal must have a business contract with GVHA in order to offer said service. Contract application information is available at Western Stevedoring's office. Contracts must be complete before permission to access the Terminal can be granted.

## FEES AND PAYMENT

	2023	2024	2025
Permit Fee – <i>per vehicle</i>	\$0	<i>TBD</i>	<i>TBD</i>
Per Passenger Fee	\$2.40	<i>TBD</i>	<i>TBD</i>

Invoices will be issued at the end of each month. Payments can be made by cash, cheque, credit card, or e-transfer during Western Stevedoring operating hours. Cheques must be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO BIKE RENTALS

1. The contract will stipulate any service provider must follow the guidelines for safe operations at the Victoria Cruise Terminal as enforced by Western Stevedoring on behalf of GVHA.
2. Provision of a copy of a guest waiver, copy of operator's rules and guidelines for guests while on the Terminal including maps and corridors to access the Terminal safely are the obligation of the provider and are required before commencing the cruise season.

# RENTAL CAR

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other vehicle operators are required to complete the training prior to operating at the terminal. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

All rental cars wishing to participate in the on-demand pick-up service at the Terminal must have a permit. Applications are typically available one month before the first cruise ship. Permit applications can be found online at <https://gvha.ca/cruise/cruise-operations/>. Appointments will be required for all persons wishing to apply for a permit. A scheduling procedure will be communicated with the permit application once available. At the appointment you will need to bring your completed application for Western Stevedoring to process your application.

### The application must include:

1. True copy of motor vehicle registration, insurance certificates for each registered vehicle if applicable.
2. True copy of current Commercial Vehicle Inspection for each registered vehicle. Vehicle must have passed inspection.
3. Current WorkSafeBC Clearance Certificate.
4. True copy of current City of Victoria Business License.
5. True copy of current Commercial General Liability insurance for \$5 million minimum, naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured.
6. A list of all employees that will be granted access to the Terminal.
7. A certificate of completion of the Terminal Training program for each employee as requested by Western Stevedoring.

A rental car company does not have to have a permit to drop off passengers at the Terminal.

## FEES AND PAYMENT

	2023	2024	2025
Permit Fee – per company	\$315	TBD	TBD
Per Passenger Fee	\$0	\$0	\$0

Payments can be made by cash, cheque, credit card, or e-transfer during Western Stevedoring operating hours. Cheques must be issued to Western Stevedoring. Credit card payments are subject to a 3% transaction fee.

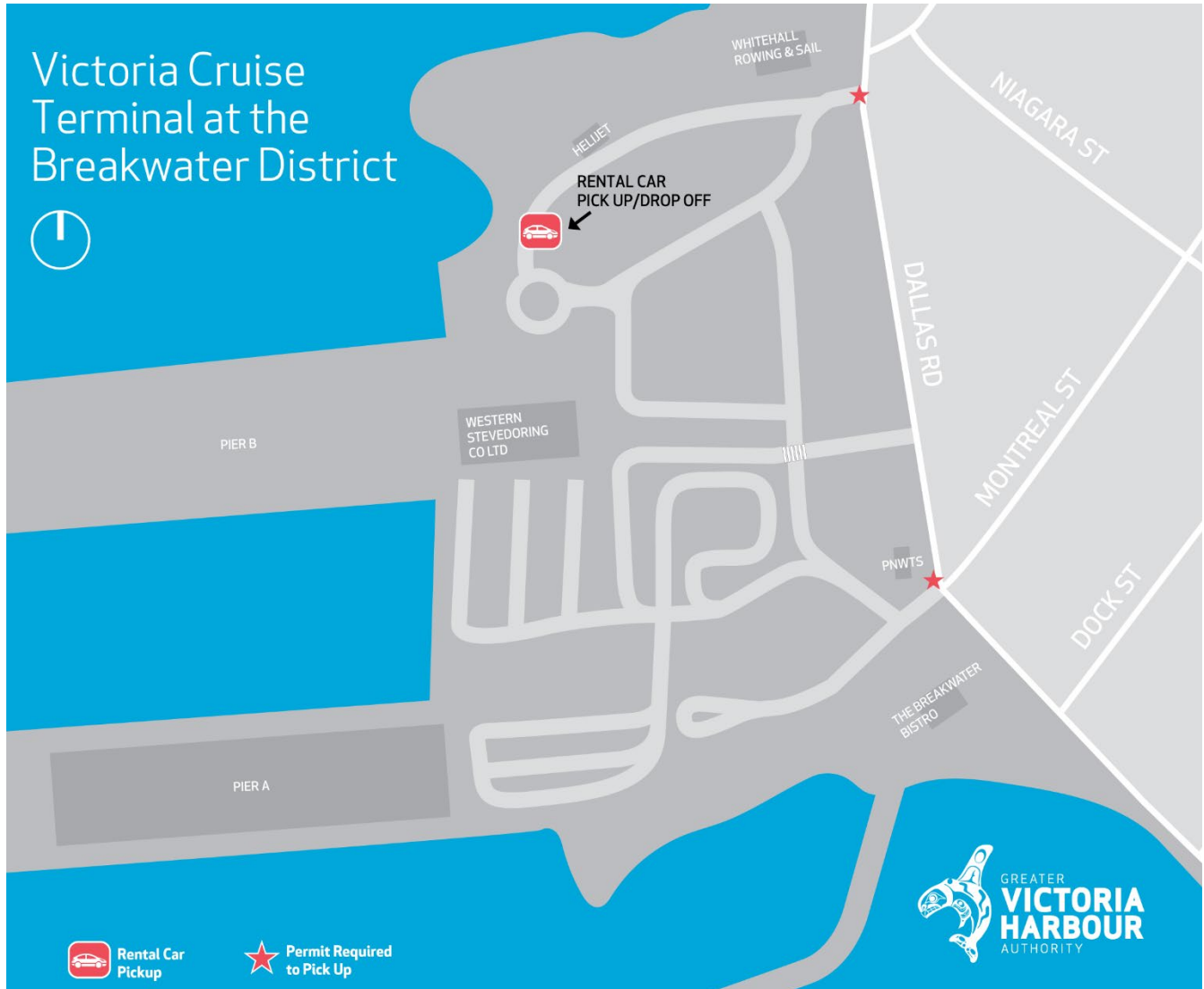
## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5<sup>th</sup> of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO RENTAL CARS

All rental car pick-ups and drop offs must use the designated rental car parking spots designated. See staging map below for general location.

## VICTORIA CRUISE TERMINAL STAGING MAP: RENTAL CAR



# TNS

## PERMIT APPLICATION

Each person operating/working at the Terminal will be required to complete the online Terminal Training Program for the Terminal. Permit applications will only be approved once Western Stevedoring can confirm the training has been completed by the applicant. All other vehicle operators are required to complete the training prior to operating at the terminal.. Further information about the training program, including the link, is available through GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

For permit application details for TNS vehicles that wish to participate in services at the Victoria Cruise Terminal, please contact Western Stevedoring.

## FEES AND PAYMENT

For fee and payment details for TNS vehicles that wish to participate in services at the Victoria Cruise Terminal, please contact Western Stevedoring.

## REPORTING AND DATA COLLECTION

GVHA may request at any time information on passenger volume, age of vehicle used, destination, trip type (tour, point to point service round trip, shuttle), etc. A spreadsheet and specific instructions will be provided at that time. A late processing fee of \$100 will be imposed for operators that do not submit their numbers by the 5th of each month for the previous month.

## RULES AND REGULATIONS SPECIFIC TO TNS VEHICLES

To learn more about the rules specific to TNS vehicles that wish to participate in services at the Victoria Cruise Terminal, please contact Western Stevedoring.

## VICTORIA CRUISE TERMINAL STAGING MAP: TNS



# LARGE GROUP TOURS

The Greater Victoria Harbour Authority recognizes the importance of cruise ship visits to the travel professional community and supports day trips that encourage the growth of the industry. We are also responsible to ensure the Terminal operates safely and securely under the management of Western Stevedoring and within the Security Plan as approved by Transport Canada. With the increase of ship tours, the following procedures have been put in place:

- Western Stevedoring must be informed of any scheduled ship visits for groups of more than ten (10) visitors no less than seven (7) days prior to the visit.
- Ship visitor lists must be submitted to Western Stevedoring no later than 24 hours prior to ship arrival.
- Location of tour check-in will be in a location as indicated by Western Stevedoring in advance of arrival to the Terminal. Tour organizers will need to provide their own table, chairs, etc. Temporary signs can be put up for the tour duration.
- Ship security personnel are required to meet the tour organizer outside of Terminal security gate to provide ship passes for all visitors.
- Western Stevedoring security passes will be issued to all visitors by Terminal Security, unless
  - Ship security assigns ship passes outside the restricted area AND does not collect ship passes or return visitor ID until the visitor has exited the restricted area via the Terminal building.
- Each escort may accompany a maximum of 10 visitors at one time, as per Transport Canada regulations.
- All ship visitors must park in the Robbins paid parking lot on the north or south ends of the Terminal.
- Any ship visitor that arrives to the Terminal after the tour has departed may be refused boarding.
- Visitors must be escorted back through the Terminal from the ship and must check in with security to return their visitors pass before departing the Terminal.

# TERMINAL TERMS AND CONDITIONS

## DEFINITIONS

“We”, “Us”, “Ours” and “Our” means Greater Victoria Harbour Authority, its directors, officers, agents, and employees.

“You”, “Your” “Yours” and “Yourself” and means the Applicant Operator named on this Permit.

“Permit” means this Operator Permit.

“Registered Vehicles” means those motor vehicles registered with the Authority by the Operator, as amended from time to time.

“Rules and Regulations” means all rules, regulations, bylaws, codes, policies and directives promulgated by the Authority from time to time in all aspects of the Terminal’s management and operations, including motor vehicle traffic control, safety, security, environmental and ground transportation policies and procedures, and all applicable federal, provincial and municipal laws and regulations as the same may be amended from time to time.

“Driver” means a driver sponsored by the Operator.

“Terminal” means Victoria Cruise Terminal, to include all parking lots and roadways west of Dallas Road.

“Terminal Training Program” means the training program required for all operators at the Victoria Cruise Terminal to complete. This training program is a requirement for the Terminal to have in place as set by Transport Canada.

- Your activities at the Terminal are limited to those activities permitted under Your Passenger Transportation Board Authorization License and agrees to forthwith provide to Us on receipt from the Passenger Transportation Board, a full true copy of any new or revised Passenger Transportation Board authorization documents or amendments issued to You.
- All Permits and other fees are payable in advance of access to the Terminal, are non-refundable and are non-transferable.
- All Registered Vehicles must display valid Permit decals alongside valid City of Victoria Sightseeing License decals (as listed under the City of Victoria “Vehicles for Hire Bylaw 03-060, Part 2, Item 4(2)(a)).
- You must be covered with \$5 million Commercial General Liability Insurance naming both Greater Victoria Harbour Authority and Western Stevedoring as additionally insured, as well each Registered Vehicle must carry liability insurance of \$ 5 million, as listed under the City of Victoria “Vehicles for Hire Bylaw 03-060, Part 2, Item 3, 4(b).
- We reserve the right at all times to impose such other terms and conditions as We in our sole discretion deem necessary in order to avoid loss or injury to persons or damage to property, or to assure the safe, secure and orderly use of the Terminal.
- E-mail addresses will only be used by Us for notification of cruise schedule changes, activities at The Terminal, infraction notices and preliminary notices regarding updates or changes to the Rules and Regulations.

## You agree:

- to perform due diligence background checks on all Drivers and to closely supervise them; Drivers of all Passenger Directed Vehicles must either: (a) hold a valid City of Victoria Taxi and/or Chauffeur’s Permit, or; (b) provide You with all documents demonstrating Your Drivers meet the requirements of said permits (as listed under the City of Victoria “Vehicles for Hire Bylaw 03-060, Part 8, Division 1, 35(1),36).
- to require all Drivers to comply with all applicable Rules and Regulations.
- to maintain motor vehicle liability insurance as required by law and agree to obtain such additional insurance in such amounts as may be required by Us from time to time.
- to use the Terminal at Your own risk and that We shall not be liable or responsible in any way for any injury to or death of persons arising out of any occurrence relating to, arising out of, or in connection with, exercising the privileges under this Permit, or any loss or damage to property (including loss of use thereof) from any cause whatsoever, whether or not such injury, loss or damage results from any fault, default, negligence, act or omission by Us;
- to at all times indemnify and hold harmless Us from and against and be responsible for all claims, demands, losses, costs, damages actions, or proceedings by whomsoever made, brought or prosecuted in any manner based on, arising out of, related to or attributed to the Permit or failure to abide by the terms and conditions of this Permit; and

- that if You or Your employees or representatives, including Drivers, fail to comply with these terms and conditions, or any directions given by Us, then We may provide written notice of cancellation, in whole or in part, of this Permit. At Our discretion, your decals, shall be returned forthwith.
- to ensure each person operating/working at the Terminal under your supervision has completed the online Terminal Training Program for the Terminal. Further information about the training program, including the link, is available through
- GVHA's website at <https://gvha.ca/deep-water-Terminal/Terminal-training/>.

**If you:**

- fail to observe or comply with any of the terms and conditions; or
- fail to maintain the currency and validity of any approval, certificate, permit, license, lease or insurance without which it is not legally entitled to perform services at the Terminal; or
- effects, or attempts to effect, a Transfer of this Permit; or
- fail to comply with any obligation in the Rules and Regulations in accordance with its terms; or
- misrepresent any information and upon which We relied in granting this Permit; or
- receive a ticket or other infraction from Victoria Police Department or CVSE pertaining to the business you conduct at the Terminal that is passed on to Us; or
- fail to pay any amounts due under, or is otherwise in default under this Permit or any other agreement or arrangement between Us and You; then without prejudice to any other rights which it has pursuant to this Permit or at law, **we shall have the following rights and remedies, which are cumulative and not alternative:**
  - to terminate this Permit by notice to You,
    - Once the termination letter has been sent your Operator Permit holder can set up a meeting on Your behalf with the Director of Cruise Development at the Greater Victoria Harbour Authority to be held within 10 business days to understand the reasons for the termination. This is your only opportunity to request the permit to be reinstated. For all other questions please refer to the Victoria Cruise Terminal Cruise Related Operations User Guide.
  - to cancel or revoke for a period of time We deems appropriate, any or all privileges in respect of You, the Registered Vehicle, or the Driver involved in the occurrence,
  - to remedy or attempt to remedy any default of You under this Permit for the account of Yourself,
  - to recover from You all actual and documented damages and expenses whether direct, indirect or consequential incurred by Us as a result of any breach of this Permit by You, and
  - use any information lawfully in its possession to enforce its rights or exercise its discretion.



# SCHEDULE “A”: VICTORIA CRUISE TERMINAL DRIVER STANDARDS

## 1. As a DRIVER you must ALWAYS:

- 1.1. Act in a civil, courteous and professional manner at all times, as per your company, association or general industry expectations (whichever is of the highest standard).
- 1.2. Be neatly dressed in the approved company, association, or general industry expectations (whichever is of the highest standard) for: type of dress, grooming, cleanliness, personal appearance and hygiene.
- 1.3. Have in your possession a valid and subsisting:
  - 1.3.1. British Columbia driver’s license,
  - 1.3.2. BC vehicle ownership and vehicle insurance certificate, and
  - 1.3.3. All necessary documents to comply with Permit application requirements.
- 1.4. Follow all directions given by Authority Agents or any peace officer.
- 1.5. Remain with your vehicle in the holding and pick-up areas.
- 1.6. Immediately deliver to the Authority all Terminal passenger property left in the vehicle.
- 1.7. Operate your vehicle in accordance with all applicable Rules and Regulations, ensuring said vehicle is clean, well maintained and of a general condition meeting Your company, association or general industry standards, whichever is of the highest standard.
- 1.8. Address any complaints you may have to your Operator Permit holder and not to the Authority or its representatives.
- 1.9. When requested by an Authority representative, co-operate on any Driver survey.
- 1.10. Maintain a level of awareness and knowledge of the destination to be able to provide accurate destination information on attractions, hours of operation, history, and general knowledge to all passengers.

## 2. You must NEVER:

- 2.1. Operate a vehicle under the influence of alcohol or a drug. ANY sign of alcohol consumption will result in an immediate suspension of you driving privileges at the Terminal.
- 2.2. Engage in improper conduct or threatening behaviour. Improper conduct includes, but is not limited to, boisterous or threatening conversations, profanity, fighting, or refusing to transport a passenger contrary to these Driver Standards.
- 2.3. Operate a vehicle with luggage or other items placed in such a manner to obstruct views or so as to create a safety hazard.
- 2.4. Obstruct or hinder the orderly and efficient operations of ground transportation at the Terminal including blocking any roadway, holding or parking area.
- 2.5. Smoke after being called up from the holding area or while transporting passengers.
- 2.6. Use a telephone after being called up from the holding area or while transporting passengers, except in an emergency.
- 2.7. Accept a fare without first proceeding through the designated line in the holding area and only in the permitted pick-up areas.

**3. With your VEHICLE you must ALWAYS:**

- 3.1. Before commencing your shift or picking up a passenger:
  - 3.1.1. Test vehicle equipment such as lights, brakes, horn, windshield wipers, seat belts, heating, air conditioning, door handles and window openers to ensure proper operation,
  - 3.1.2. Check tire pressure and gasoline, oil, and water levels,
  - 3.1.3. Check for exterior or interior damage or missing parts,
  - 3.1.4. Ensure the vehicle is clean and odour-free, and
  - 3.1.5. Ensure the vehicle is equipped with a properly inflated spare tire ready for use and equipment required to change a wheel.
- 3.2. Ensure all tariff and other required notices are prominently displayed.

**4. You must NEVER:**

- 4.1. Repair your vehicle at the Terminal, except to the extent that such repair is necessary to permit removal of the vehicle from the Terminal.
- 4.2. Operate a vehicle in an unsafe manner or contrary to the Rules and Regulations.
- 4.3. Put your vehicle into motion with doors or trunk lid open.
- 4.4. Back your vehicle into a crosswalk.

**5. With your PASSENGERS you must ALWAYS:**

- 5.1. Act in a civil, courteous and professional manner at all times, as per your company, association or general industry expectations (whichever is of the highest standard).
- 5.2. Open and close doors for all passengers and assist with passenger's luggage at origin and destination of all trips.
- 5.3. Comply with the provisions of the Guide Animal Act.
- 5.4. Accept Canadian and US currency, and at a minimum two major credit cards (Visa and Mastercard). You must display in the vehicle and accept without surcharges any and all credit, charge, or debit cards your company accepts. Accept US currency at an exchange rate not to exceed 3 percent of the Canadian Imperial Bank of Commerce buy rate for cash transactions.
- 5.5. Set the heating or air conditioning levels, turn down or off the music system or radio at a level requested by a passenger.

**6. As a Taxi Driver you must ALWAYS:**

- 6.1. On request, provide a form of receipt approved by the Authority showing date, time of trip, fare charged, company name, company vehicle number and Driver's signature.
- 6.2. Proceed to the most direct, practicable route to the passenger's destination, unless otherwise directed by or agreed to by the passenger. A Driver may use a street directory, GPS or consult dispatch to establish the appropriate route.

**7. As a Taxi Driver you must NEVER:**

- 7.1. Charge a flat rate or any rate other than the metered rate. For estimated total provided to destinations (such as Butchart Gardens), clearly indicate to the passenger amounts are estimates and you ONLY charge metered rates.
- 7.2. Carry passengers for separate fares.
- 7.3. Operate a Taxi with a defective meter.
- 7.4. Refuse service to a person with a disability.
- 7.5. Refuse to take short-haul passengers.
- 7.6. Refuse to take passengers on account, specifically cruise ship tour providers.

- 7.7. Induce a passenger to engage your service by false or misleading information about fare, distance, hours of operation, or amenities and services to any destination.
- 7.8. Impose fares, fees or charges not authorized by the Passenger Transportation Board or permitted by the Authority.
- 7.9. Permit a passenger's credit, charge or debit card to be processed so the passenger's billing statement will indicate the name of the business other than the authorized company's business or trade name.
- 7.10. Misuse or disclose (except for the purpose of processing the passenger payment transaction) any passenger credit, charge or debit card information.

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Name (Please Print)

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Signature

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Company

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Date

**Compliance with Terminal Rules and Regulations:**

The Terminal rules and regulations have been set in place to ensure the safety of all users at the Victoria Cruise Terminal, as well as to provide the highest level of service to our cruise passengers. Operators who do not comply with the Terminal rules and regulations will receive notification and possible removal of their permit, as set out in schedule B.

## SCHEDULE “B”: PERMIT INFRACTION NOTICE PROCEDURE

As a Victoria Cruise Terminal permit holder, you have signed the Terms and Conditions and Rules and Regulations of the Terminal. Any of your employees operating this/these Registered Vehicle(s) (including drivers and guides) are subject to the application while engaged in services originating at the Terminal. It is Your responsibility to ensure said personnel are informed and in full agreement before operating at the Terminal.

The Terms and Conditions and Rules and Regulations for the Terminal can be found earlier in this document. Non-compliance with any of the Terminal’s Terms and Conditions or Rules and Regulations will be recorded and documented in the following manner:

- 1st Infraction:** Written warning emailed to permit holder and company or association representative. The warning will include the date and time of the infraction, and an explanation of how to ensure a second infraction does not occur.
- 2nd Infraction:** A second written warning emailed to permit holder and company or association representative. The company or association representative will be asked to contact the permit holder to discuss the infractions directly.
- 3rd Infraction:** Permit revoked and termination letter emailed to the permit holder and company or association representative. If a permit holder would like an opportunity to have their permit reinstated, the company representative is welcome to contact the Director of Operations, Greater Victoria Harbour Authority within 10 business days of the date the termination letter was sent. Contact details will be included in the letter.

**Note:** A documented infraction of local, provincial, or federal law may result in immediate termination of an operator’s permit and may prohibit an operator from purchasing permits for forthcoming seasons.

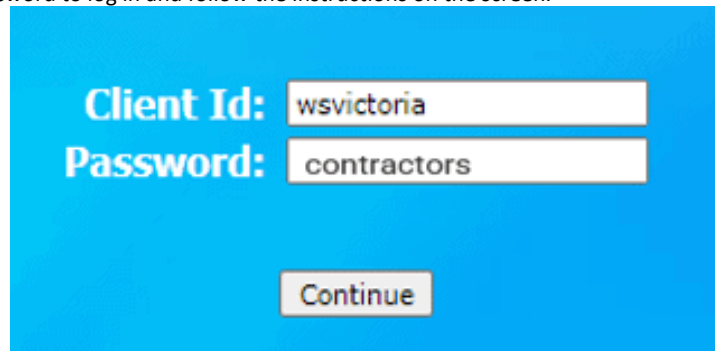
# SCHEDULE “C”: TERMINAL TRAINING PROGRAM

To ensure the safety of all personnel visiting The Terminal, it is a requirement to complete our online Terminal Training **before visiting**.

Click here to access the orientation: <https://cvt.eclipsetrainingsolutions.com/ClientSites/Default.asp>

- NOTE: Your web browser must be set to allow popup windows.

1. Use below Client ID and Password to log in and follow the instructions on the screen.

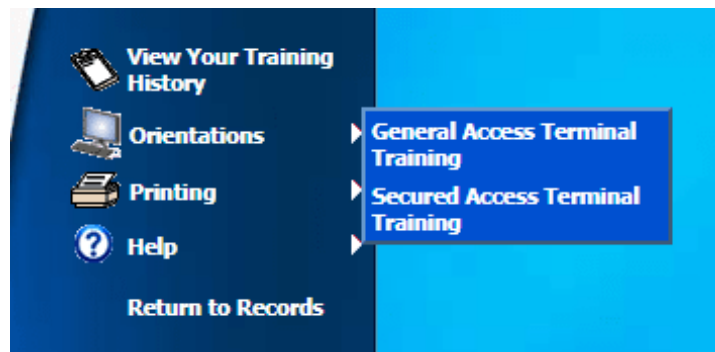
A blue login screen with the text "Client Id:" and "Password:" in white. Below "Client Id:" is a text box containing "wsvictoria". Below "Password:" is a text box containing "contractors". At the bottom center is a "Continue" button.

Client Id: wsvictoria

Password: contractors

Continue

2. Once you have set up your profile, click on the appropriate training for your visiting requirements. If unsure, select “Secured Access Terminal Training”



3. Start with Introduction and complete each section.



4. Once each section is completed and you complete the evaluation, you have completed the orientation. Print and save your certificate (paper or PDF).

