



Victoria Cruise Terminal

Cruise Related Operations

USER GUIDE

Updated: February 2026

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GENERAL INFORMATION

Thank you for your interest in providing transportation services to the Victoria Cruise and Deep-Water Terminal at Ogden Point at the Breakwater District (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-October. SSA Marine Canada Ltd. ("SSA Marine") operates and manages the Terminal for Greater Victoria Harbour Authority ("GVHA") pursuant to the Management and Agency Agreement between GVHA and SSA Marine. The service you provide to guests, employees and visitors is vital to cruise operations.

For any information relevant to your specific cruise-related operation or vehicle type that is not covered in this guide, all other terminal uses and activities, or any questions please contact SSA Marine directly. 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 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.

CVSE: Commercial Vehicle Safety and Enforcement

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.

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

ICBC: Insurance Corporation of British Columbia

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

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.

PNWTS: Pacific Northwest Transportation Services 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 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 SSA Marine Canada 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.

SSA Marine Canada: Terminal operator on behalf of the Greater Victoria Harbour Authority.

Taxicab: 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, SSA Marine, traffic management staff, and Terminal security.

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.

Tour: any operator-directed service that is not previously covered under the term SHORE EXCURSION.”

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.

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

PAYMENT TERMS

1. Payments can be made by cash, cheque, or credit card during SSA Marine Canada LTD operating hours. Cheques should be issued to SSA Marine Canada LTD. 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 SSA Marine Canada LTD within 30 days of the invoice being sent.
4. Failure to comply with the payment terms may result in access to the Terminal being denied.

CONTACTS

SSA Marine Canada LTD

185 Dallas Rd Victoria, BC V8V 1A1
250-386-1321 or ogdenpoint@ssamarine.ca
Operations: 250-590-1292

Greater Victoria Harbour Authority

250-383-8300 or gvha@gvha.ca
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.

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

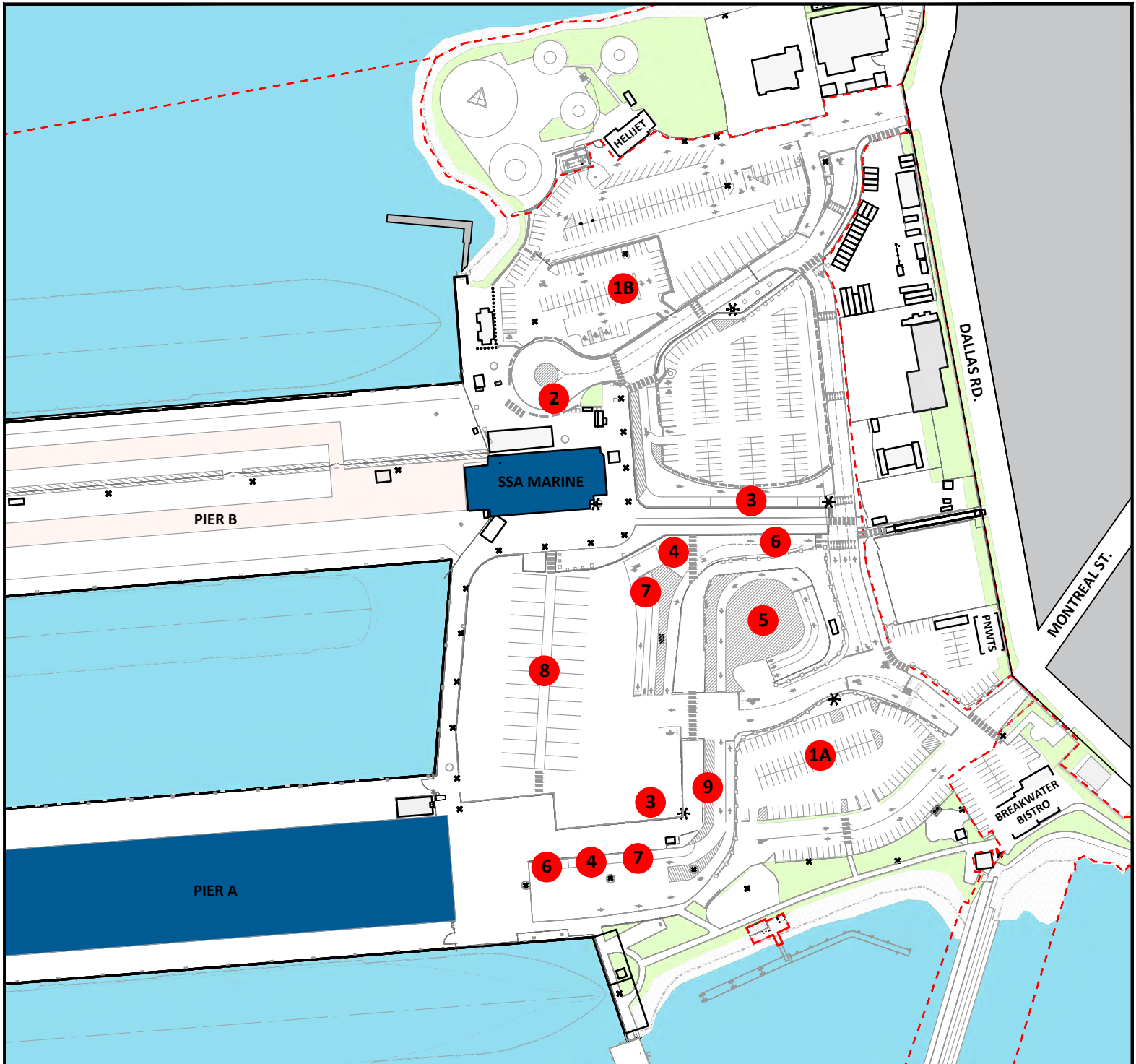
250-361-0300
For information regarding routes off the Terminal and business licenses.

Passenger Transportation Branch of British Columbia

250-387-6121
For information on licensing

VICTORIA CRUISE TERMINAL STAGING MAP

ALL VEHICLES



- | | | | | |
|--|-----------------------------|------------------|------------------------|---------------------------|
| 1A Short Term Pay Parking | 2 Passenger Drop Off | 4 Pedicab | 6 Rickshaw | 8 Shore Excursions |
| 1B Short Term Pay Parking / TNS | 3 Shuttle Bus | 5 Taxi | 7 Private Tours | 9 Horse Trolley |

CITY OF VICTORIA ROUTING MAP FOR CRUISE OPERATIONS



→ → → Charter Buses

→ → → Cruise Shuttle (PNWTS)

→ → → Horse & Carriage
Pedicabs / Rickshaws

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 SSA Marine Canada LTD 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 five million dollars (\$5,000,000.00) Commercial General Liability Insurance naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD as additionally insured. Please see page 33 for 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 or 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 neighboring community.
11. All drivers must accept cash and credit cards as payment.
12. All commercial operators are expected to follow the direction of SSA Marine Canada LTD 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:

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.

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 five million dollars (\$5,000,000.00) Commercial General Liability Insurance naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 issued, your Operator Permit holder may contact SSA Marine Canada Ltd. to request a review of the incident and to understand the reasons for the termination. Please note that this is the only opportunity to request that the permit be reconsidered for reinstatement. Any decision regarding reinstatement rests solely with SSA Marine. 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 deem 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.

VIOLENCE AND HARASSMENT POLICY

We are committed to providing a safe and respectful environment for all individuals at the Terminal, free from violence, harassment, and discriminatory behavior.

Any form of violence, harassment, or intimidation, whether physical, verbal, or psychological, is strictly prohibited. This includes but is not limited to aggressive or threatening language, physical altercations, sexual harassment, and any conduct that creates an unsafe environment.

Any Operator, Driver, or representative found to be in violation of this policy will be subject to immediate corrective action, which may include suspension or revocation of their Permit and access to the Terminal.

We reserve the right to remove any individual or vehicle from the Terminal if their conduct is deemed to be violent, harassing, or disruptive, and the Authority will take all necessary steps to ensure the safety and well-being of all persons involved.

You are responsible for ensuring that all your Drivers and representatives adhere to this violence and harassment policy, and failure to do so may result in penalties or termination of your Permit.

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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 five million dollars (\$5,000,000.00) 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 five million dollars (\$5,000,000.00), naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

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, SSA Marine Canada LTD 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

	2026	2027	2028
Permit Fee	\$290	\$0	\$0

Permit payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent transaction fee.

DECAL PLACEMENT

Vehicles must always clearly display the decal at the top of the driver side windshield, not being impeded by shaded glass. Only the current year's decal is to be displayed.

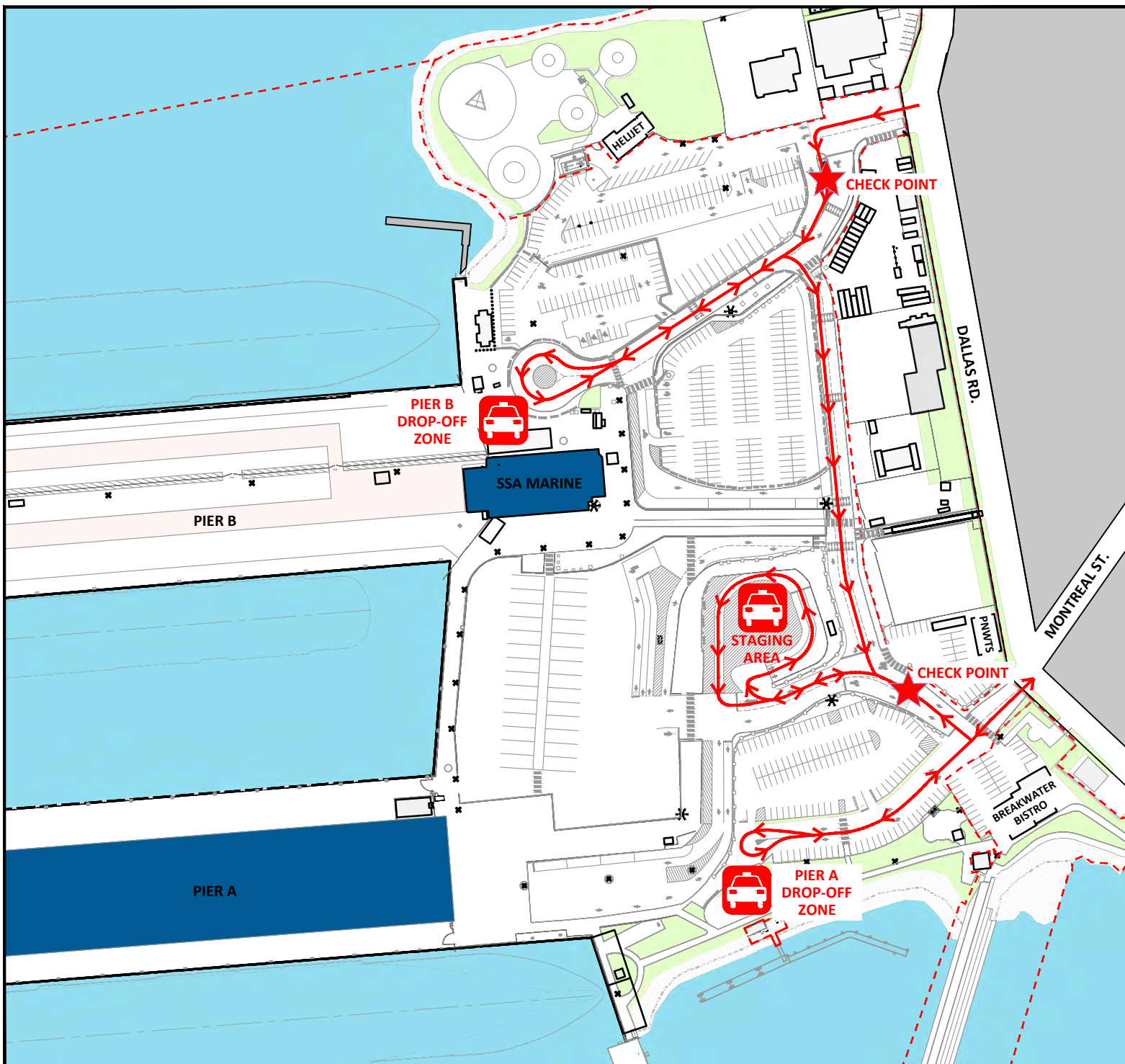
RULES AND REGULATIONS SPECIFIC TO TAXIS

1. While at the taxi stand, unless loading, unloading, or assisting passengers, the driver must remain with the vehicle and keep all doors closed.
2. Taxi drivers must always:
 - 2.1. 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.
 - 2.2. Proceed to the most direct and 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.
 - 2.3. Drop passengers off at the nearest designated drop off area for their cruise ship.
 - 2.4. If the passenger does not specify a route, ensure that the most economical route is taken based on current road and traffic conditions.
3. Taxi drivers must never:
 - 3.1. 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.
 - 3.2. Carry passengers for separate fares.
 - 3.3. Operate a taxi with a defective meter.
 - 3.4. Refuse service to a person with a disability.
 - 3.5. Refuse to take short-haul passengers.
 - 3.6. Refuse to take passengers on account, specifically cruise ship tour providers.
 - 3.7. 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.
 - 3.8. Impose fares, fees or charges not authorized by the Passenger Transportation Board or permitted by Terminal Management.
 - 3.9. 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.
 - 3.10. 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 Terminal and 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



Taxi



Taxi Route



Permit Required to Pick up

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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 five million dollars (\$5,000,000.00) 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 or an intermunicipal license.
6. True copy of current Commercial General Liability Insurance for a minimum of five million dollars (\$5,000,000.00), naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

Note: For 2026, companies are not restricted to how many vehicles they can permit and have operate on the Terminal. All vehicles must have a permit.

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.

All applicants should hold a membership with VILA (The Vancouver Island Livery Association) or GVL & TOA (Greater Victoria Limousine and Tour Operators Association).

MINIMUM VEHICLE AGE REQUIREMENTS

	2026	2027	2028
Previously Permitted Private Vehicles for Hire*	2006	2007	2008
New & Replacement Private Vehicles for Hire	2016	2017	2018

*Previously permitted vehicles for hire must be a production year as listed above, and five hundred thousand (500,000) kms or less with two exceptions:

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

	2026	2027	2028
Permit Fee – <i>per vehicle</i>	\$350	\$0	\$0

Permit payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques should be issued to SSA Marine Canada LTD. Credit card payments are subject to a three (3) percent transaction fee.

DECAL PLACEMENT

All vehicles must always clearly display the decal at the top of the driver side 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. Information 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 designated time.

RULES AND REGULATIONS SPECIFIC TO PRIVATE VEHICLES FOR HIRE

1. All permitted vehicles must be operating under a Special Authorization (SA) license.
2. All vehicles must be of a capacity of no greater than 11 passengers.
3. Applicants will be required to have membership with one of Victoria's two limousine associations.
4. Active sales area on each pier is designed to comfortably accommodate up to three (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.
5. Decisions about vehicle order will not be the responsibility of the Terminal.
6. All companies must offer major credit cards as a method of payment.
7. Violations of rules of operation will result in measured and incremental penalties.
8. Each company will be required to maintain driver's records to include criminal record checks and driver's abstracts.
9. 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 SSA Marine Canada LTD.

COMPLIANCE WITH TERMINAL RULES AND REGULATIONS

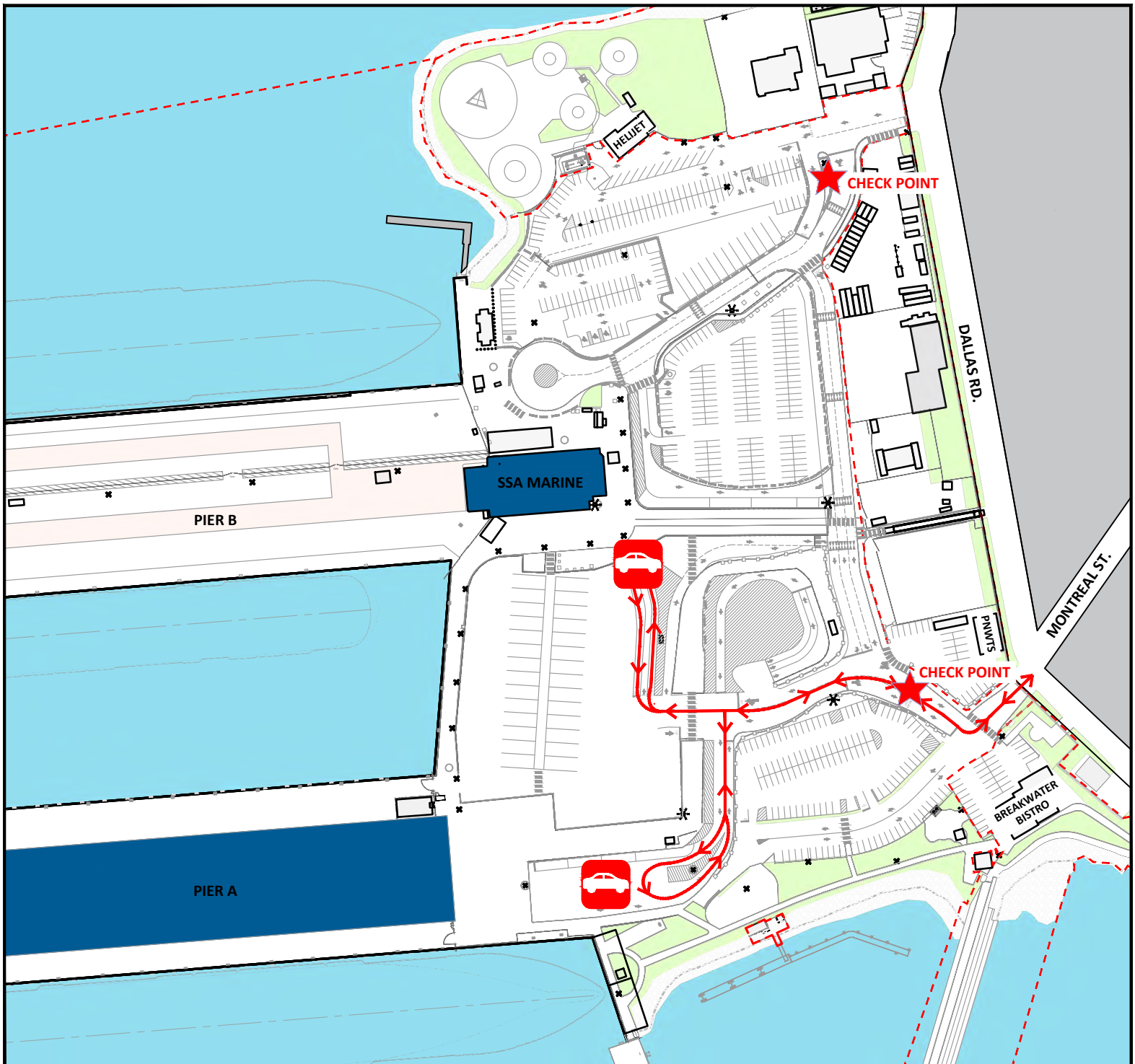
The Terminal rules and regulations have been set in place to ensure the safety of all users at the Terminal, as well as to

provide the highest level of service to 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.

VICTORIA CRUISE TERMINAL STAGING MAP: PRIVATE VEHICLES



Private Vehicle



Private Vehicle Route



Permit Required to Pick up

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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 five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

Note: All applicants should hold membership with the Victoria Pedicab Association

FEES AND PAYMENT

	2026	2027	2028
Permit Fee - per vehicle	\$350	\$0	\$0

Permit payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent 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. Information 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 designated time.

RULES AND REGULATIONS SPECIFIC TO PEDICABS

1. The owners of pedicabs, or companies owning pedicabs, must be responsible for the appearance and comportment of their drivers conducting business at the Terminal.
2. SSA Marine Canada LTD 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 in the staging area, except for one person in the selling area to attract business and any other people engaged with passengers.
4. All non-motorized vehicles such as Pedicabs must be clearly marked with the company logo to be easily identified.

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 Terminal, as well as to provide the highest level of service to 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.

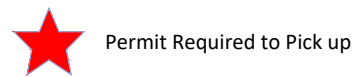
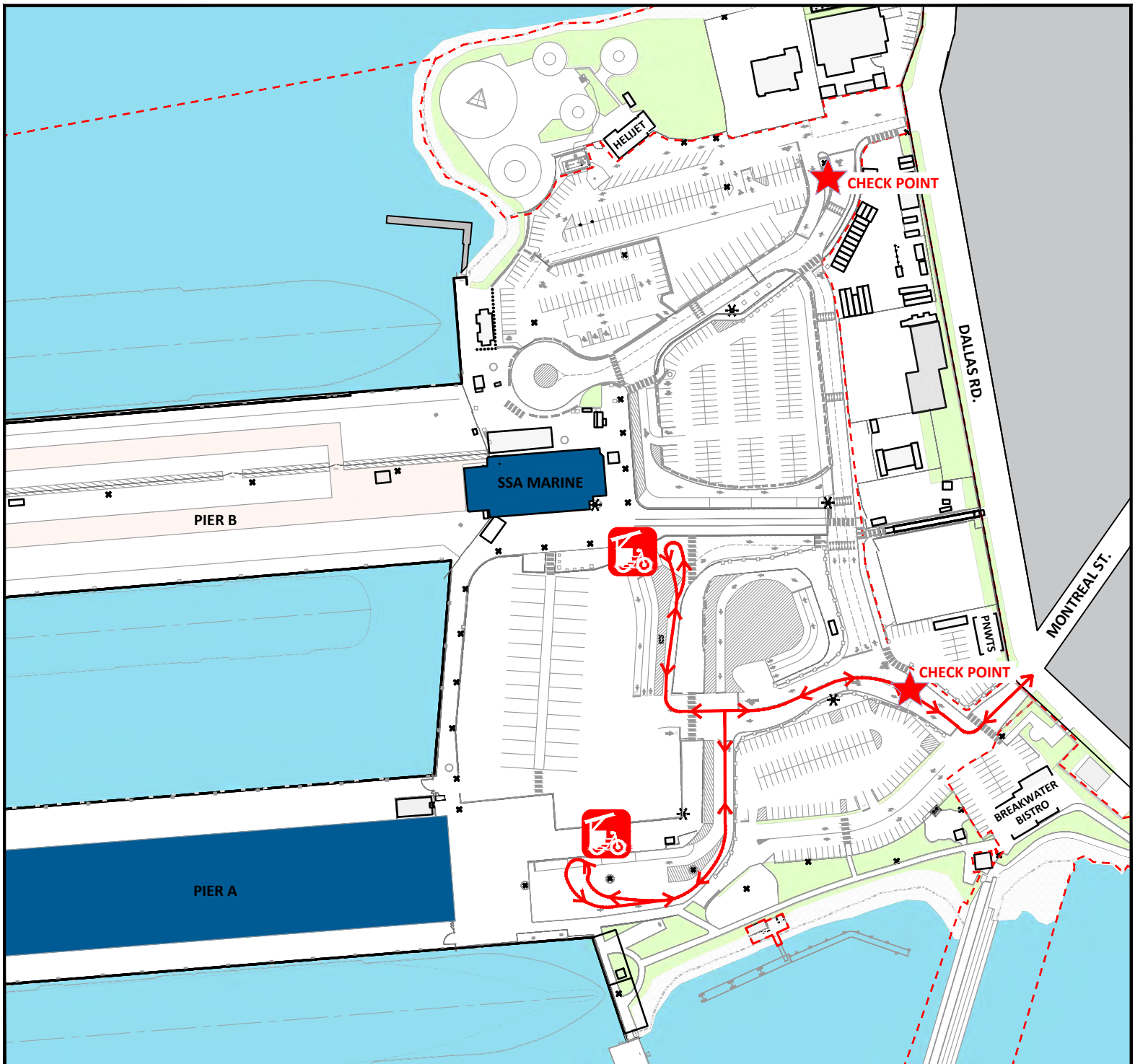
PRE-ARRANGED INDEPENDENT TOURS

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 on-demand service and staging area is shared between pedicabs and rickshaws on Pier A. All vehicles must fit within the designated staging area provided per pier between the two operators.

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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 five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

FEES AND PAYMENT

	2026	2027	2028
Permit Fee – <i>per vehicle</i>	\$350	\$0	\$0

Permit payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent transaction fee.

TERMINAL ACCESS

Rickshaws operating at the Terminal are required to have an operating agreement with SSA Marine Ltd.

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. Information 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 designated time.

RULES AND REGULATIONS SPECIFIC TO RICKSHAWS

1. The owners of rickshaws, or companies owning rickshaws, must be responsible for the appearance and comportment of their drivers conducting business at the Terminal.
2. SSA Marine Canada LTD 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 in the staging area, except for one person in the selling area to attract business and any other people engaged with passengers.
4. All non-motorized vehicles such as Rickshaws must be clearly marked with the company logo to be easily identified.

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 Terminal, as well as to provide the highest level of service to 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.

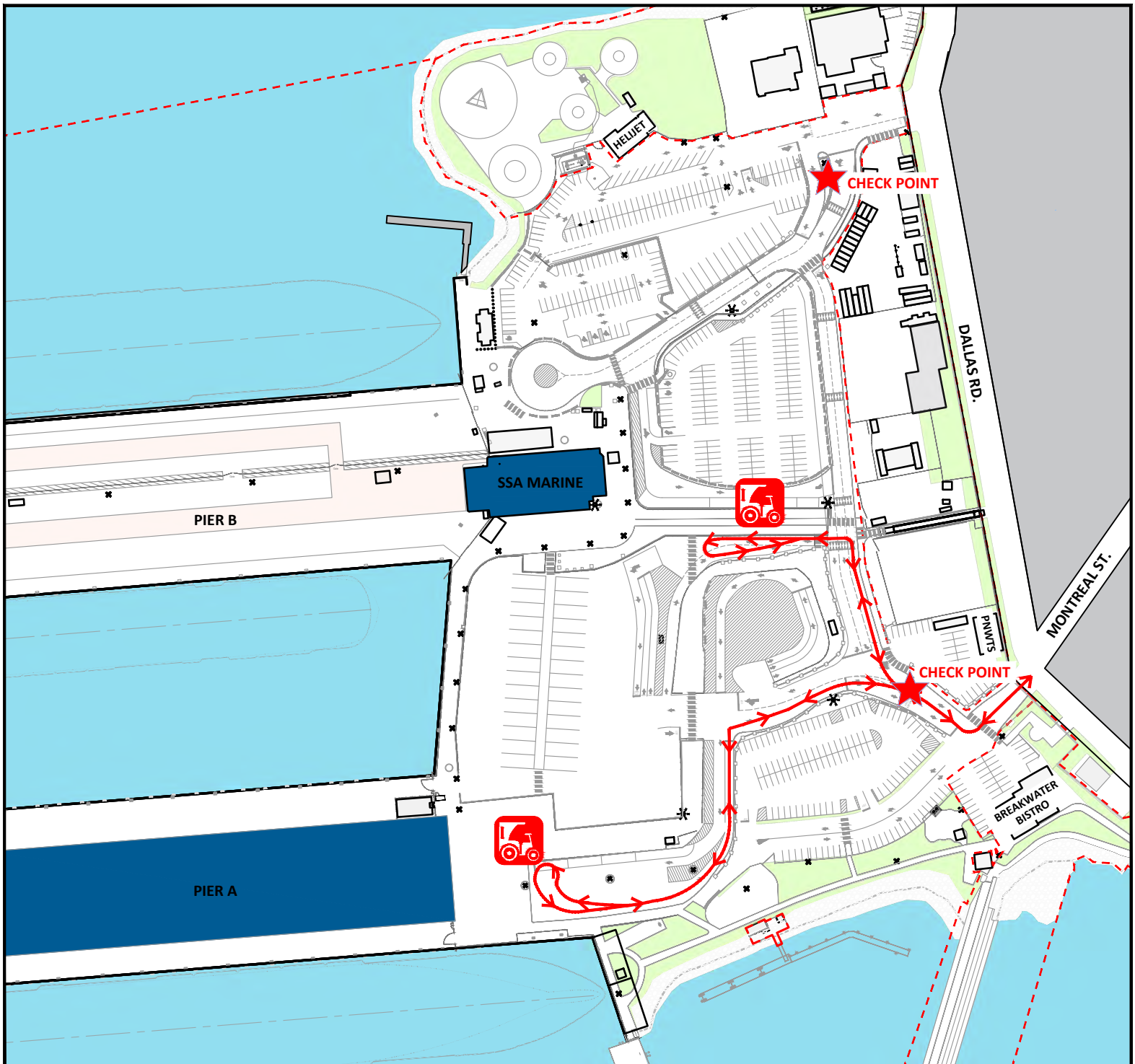
PRE-ARRANGED INDEPENDENT TOURS

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 on-demand service and staging areas is shared between pedicabs and rickshaws on Pier A. All vehicles must fit within the designated staging area provided per pier between the two operators.

VICTORIA CRUISE TERMINAL STAGING MAP: RICKSHAW



Rickshaw



Rickshaw Route



Permit Required to Pick up

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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.

Please review the Shore Excursion sections listed below for detailed information and requirements applicable to your operation type:

- Marine Vessels
- Horse Trolley
- Vehicles 16+ Passenger Capacity
- Shore Excursion: Other Service Modes

FEES AND PAYMENT

	2026	2027	2028
Permit Fee – per vehicle	\$75	\$0	\$0
Terminal Operator ID Pass – per employee	\$75	\$0	\$0

Payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent transaction fee.

DECAL PLACEMENT

All Vehicles must always clearly display the decal at the top of the driver side windshield, not being impeded by shaded glass. Only the current year's decal is to be displayed.

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 SSA Marine Canada LTD immediately and will be replaced for a \$10 fee. **All identification cards must be returned by the end of the operating season.**

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. Information 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 designated time.

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

1. It is the responsibility of the tour operator to ensure the safety of their guests during the tour embarkation and disembarkation process.
2. 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.
3. Crowd management and staging before tour departure times is the responsibility of shore excursion operators and subcontractors. Passengers waiting for their tour to start must be efficiently directed to the side, out of the main walkways. For larger groups, passengers should be moved to an alternate staging location to prevent overcrowding in the main shore excursion meeting areas.
4. RV's and Trailers are not permitted on the Terminal and may not be used for office space.
5. All office vehicles are required to park in either the North or South Robbins parking lots on the Terminal.

PARKING & STAGING AREAS

SSA Marine Canada LTD will designate parking and staging areas once shore excursion operators and sub-contractors have purchased permits and ID badges for the season. SSA Marine Canada LTD and PNWTS will determine the staging location of shore excursion vehicles based on the safest procedures.

MARINE VESSELS

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 SSA Marine Canada LTD 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/>.

Only vessels servicing shore excursions to the cruise lines at the Terminal are able to operate from the Multi-purpose Float at the Terminal and must have a permit for each vessel. 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 SSA Marine Canada LTD 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.

The application must include:

1. True copy of current Charter Insurance for each registered vessel with a minimum of five million dollars (\$5,000,000.00) third party liability.
2. True copy of current Transport Canada Inspection Certificate for each registered vessel and/or Certificate of Registry
3. Photo of the Vessel
4. Current WorkSafeBC Clearance Certificate.
5. True copy of current City of Victoria Business License or an intermunicipal license
6. True copy of current Commercial General Liability insurance for five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 employee who will be operating at the Terminal as requested by SSA Marine Canada LTD.

FEES AND PAYMENT

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

	2026	2027	2028
Permit Fee – per vehicle	\$75	\$0	\$0
Terminal Operator ID Pass – per employee	\$75	\$0	\$0

Payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent 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 SSA Marine Canada LTD immediately and will be replaced for a \$10 fee. **All identification cards must be returned by the end of the operating season.**

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. Information 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 designated time.

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

- It is the responsibility of the tour operator to ensure the safety of their guests during the tour embarkation and disembarkation process.
- 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.
- Crowd management and staging before tour departure times is the responsibility of shore excursion operators and subcontractors. Passengers waiting for their tour to start must be efficiently directed to the side, out of the main walkways. For larger groups, passengers should be moved to an alternate staging location to prevent overcrowding in the main shore excursion meeting areas.

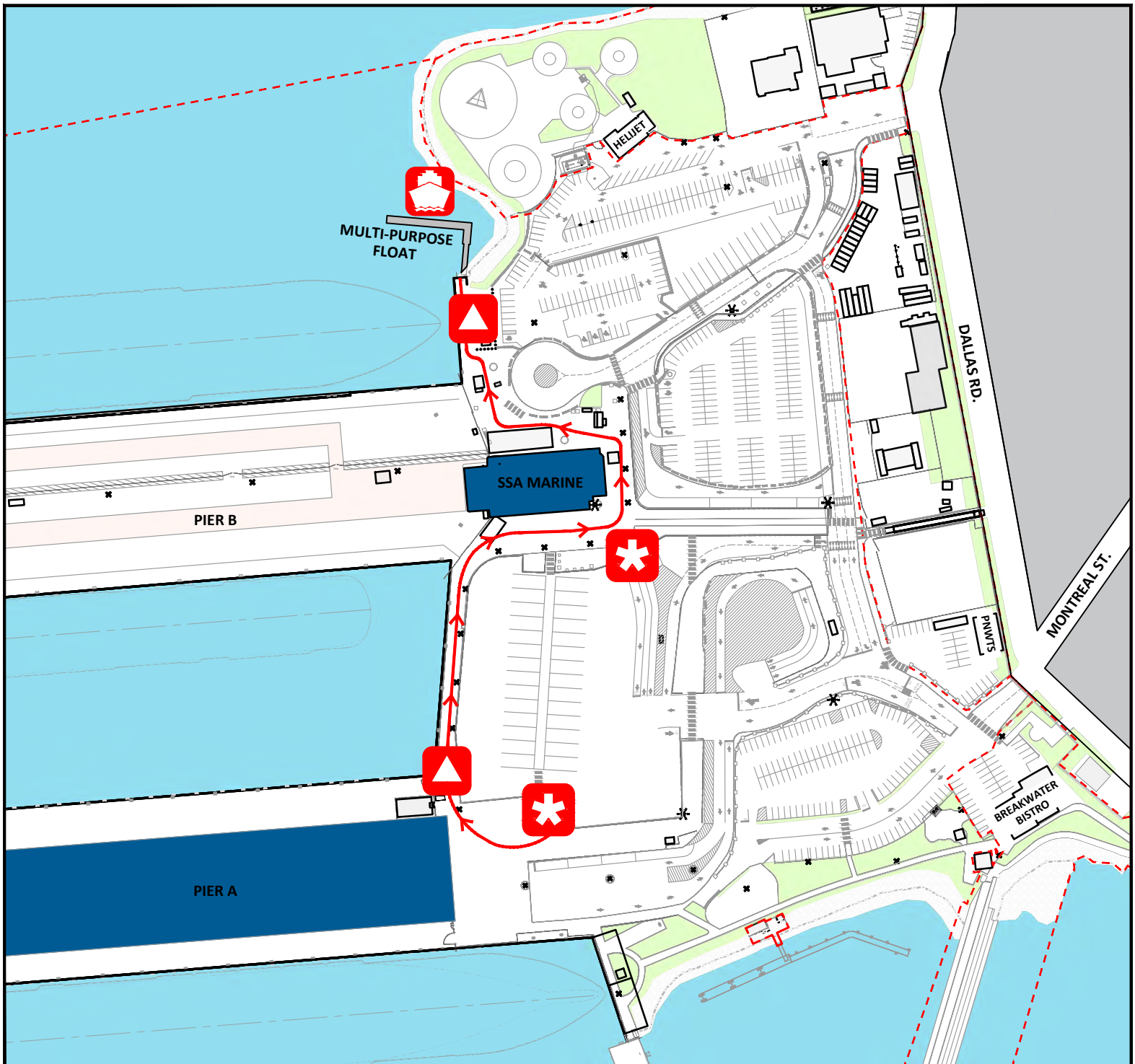
MULTI-PURPOSE FLOAT OPERATIONAL PROCEDURES

- 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.
- SSA Marine Canada LTD reserves the right as Terminal Manager to immediately cancel operations if they determine there is a safety risk.
- SSA Marine Canada LTD will close access to the dock when weather conditions become unsafe.
- Operators will provide vessel and office contact info to SSA Marine Canada LTD.
- The door to the MPF must always remain closed and latched. It must never not be left open and unattended.
- SSA Marine Canada LTD contact information during cruise operations:
 - Terminal Security, Pier B: 250-896-1478
 - SSA Marine Canada LTD office: 250-386-1321
 - SSA Marine Canada LTD 24/7 Operations: 250-590-1292

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, 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.

VICTORIA CRUISE TERMINAL STAGING MAP: MARINE VESSELS



Vessel



Walking Route



Meeting Point



Gather Point

HORSE TROLLEY

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 SSA Marine Canada LTD 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/>.

Only horse trolleys servicing shore excursions to the cruise lines at the Terminal are able to operate at the Terminal and must have a permit for each vessel. 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 SSA Marine Canada LTD 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.

The application must include:

1. Current WorkSafe BC Clearance Certificate.
2. True copy of current City of Victoria Business License or an intermunicipal license.
3. True copy of current Commercial General Liability insurance for five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

FEES AND PAYMENT

	2026	2027	2028
Permit Fee – per vehicle	\$75	\$0	\$0
Terminal Operator ID Pass – per employee	\$75	\$0	\$0

Payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent 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 SSA Marine Canada LTD immediately and will be replaced for a \$10 fee. **All identification cards must be returned by the end of the operating season.**

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. Information 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 designated time.

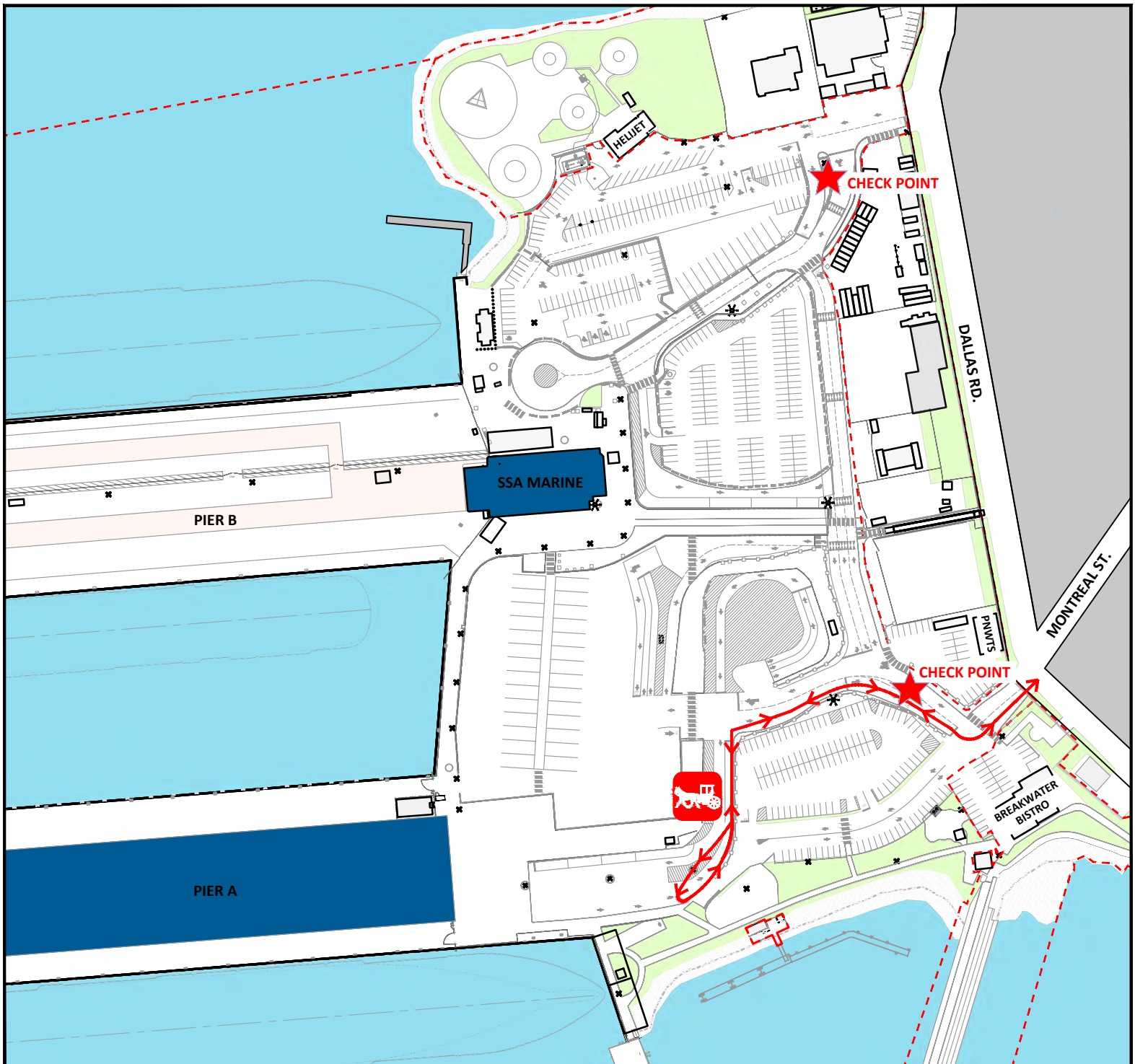
RULES AND REGULATIONS SPECIFIC TO HORSE-TROLLYS

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 SSA Marine Canada LTD in advance are not permitted to operate on the Terminal.

VICTORIA CRUISE TERMINAL STAGING MAP: HORSE TROLLEY



Horse-Drawn Carriage



Horse Trolley Route



Permit Required to Pick up

VEHICLES 16+ PASSENGER CAPACITY

Pacific Northwest Transportation Services (PNWTS) has an agreement with GVHA to provide exclusive dispatch and shuttle service from the Terminal and 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

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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.

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 five million dollars (\$5,000,000.00) 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 five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

MINIMUM VEHICLE AGE REQUIREMENTS

	2026	2027	2028
Shore Excursion Vehicle	2010	2011	2011

FEES AND PAYMENT

	2026	2027	2028
Permit Fee – <i>per vehicle</i>	\$75	\$0	\$0
Terminal Operator ID Pass – <i>per employee</i>	\$75	\$0	\$0

Payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent 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 SSA Marine Canada LTD immediately and will be replaced for a \$10 fee. **All identification cards must be returned by the end of the operating season.**

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. Information 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 designated time.

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.

- FIRST occurrence on the Terminal = \$5.00 +GST per available seat
- SECOND occurrence on the Terminal = \$7.50 +GST per available seat
- THIRD occurrence on the Terminal = \$10.00 +GST per available seat
- FOURTH occurrence on the Terminal, and thereafter = \$12.50 +GST per available seat

For further information and billing inquiries contact PNWTS at 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 SSA Marine Canada LTD 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.

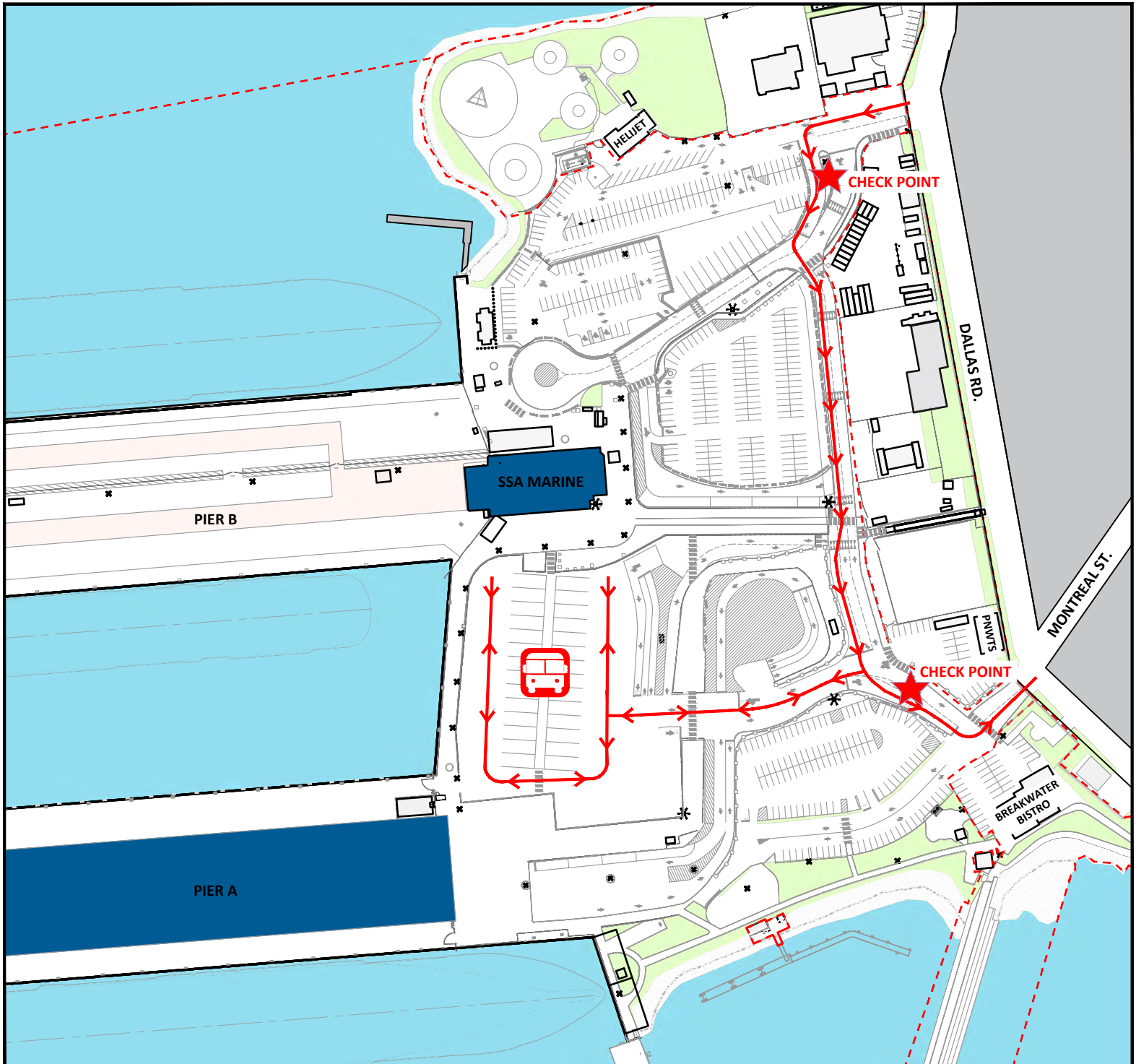
PRE-ARRANGED INDEPENDENT TOURS

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



Bus



Bus Route



Permit Required to Pick up

SHORE EXCURSION: OTHER SERVICE MODES

The modes of service and 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

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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.

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 five million dollars (\$5,000,000.00) 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 or an intermunicipal license.
6. True copy of current Commercial General Liability insurance for five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

MINIMUM VEHICLE AGE REQUIREMENTS

	2026	2027	2028
Shore Excursion Vehicle	2010	2011	2011

FEES AND PAYMENT

	2026	2027	2028
Permit Fee – <i>per vehicle</i>	\$75	\$0	\$0
Terminal Operator ID Pass – <i>per employee</i>	\$75	\$0	\$0

Payments can be made by cash, cheque, or credit card to SSA Marine Canada LTD upon permit approval. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent 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 SSA Marine Canada LTD immediately and will be replaced for a \$10 fee. **All identification cards must be returned by the end of the operating season.**

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. Information 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 designated time.

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 SSA Marine Canada LTD 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.

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.

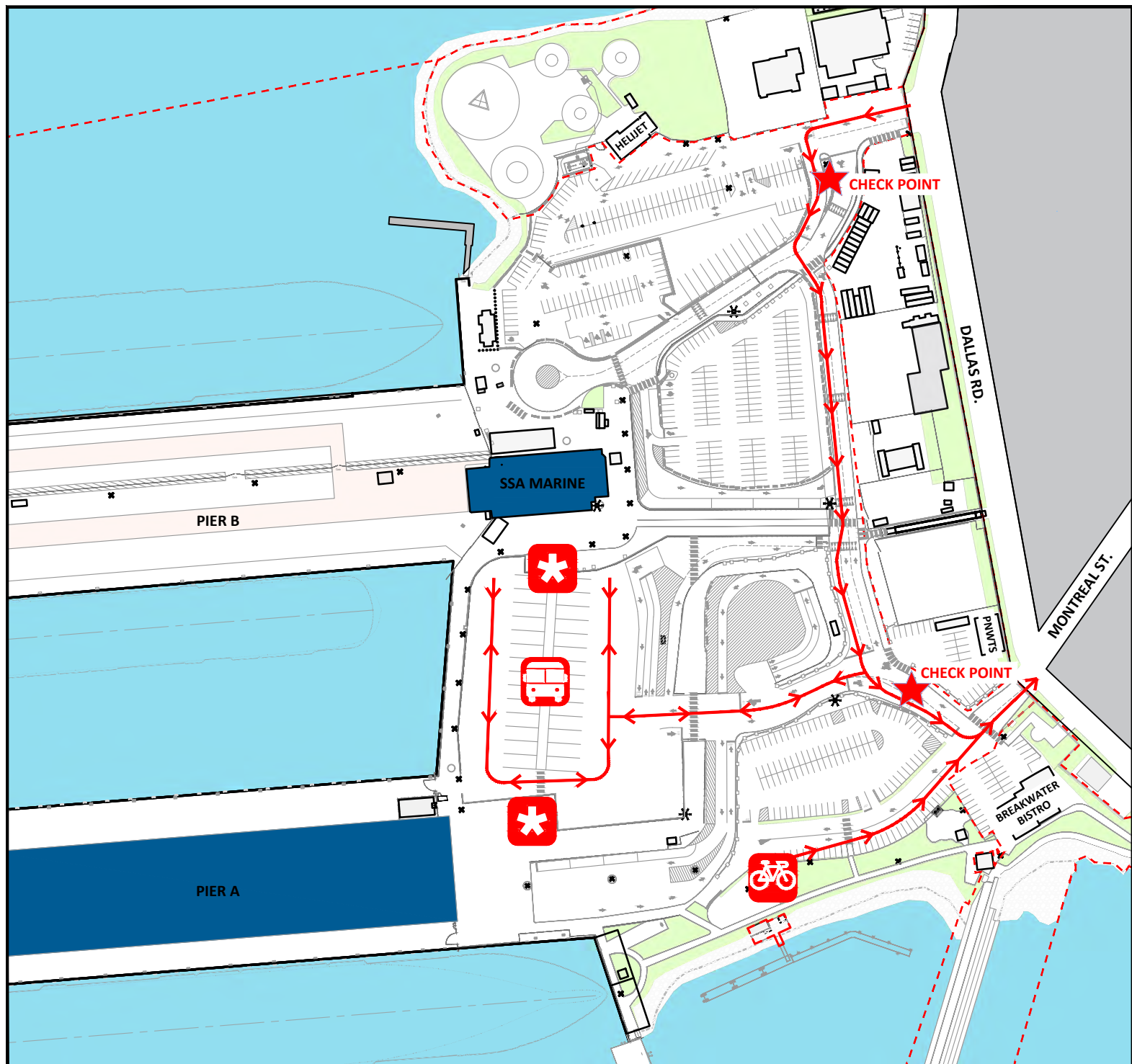
COMPLIANCE WITH TERMINAL RULES AND REGULATIONS




The Terminal rules and regulations have been set in place to ensure the safety of all users at the Terminal, as well as to provide the highest level of service to 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.

VICTORIA CRUISE TERMINAL STAGING MAP: OTHER SHORE EXCURSION MODES



-  Bike Shore Excursion Staging Area
-  Vehicle
-  Meeting Point (Non-Motorized)
-  Route
-  Permit Required to Pick up

SHUTTLE

Pacific Northwest Transportation Services (PNWTS) is the exclusive provider of shuttle service between the 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 SSA Marine Canada LTD 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/>.

Vehicles that provide shuttle services at the Terminal must have a permit. Applications are typically available one month before the first cruise ship of the season. Permit applications are available online at <https://gvha.ca/cruise/cruise-operations/>. Appointments will be required for all persons wishing to apply for a permit. SSA Marine Canada LTD will email the permit application along with directions to schedule a processing appointment. In order to process your permit during your appointment, the application must be completed in advance. You must bring your completed application to your appointment for SSA Marine Canada LTD to process it.

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 five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

MINIMUM VEHICLE AGE REQUIREMENTS

	2026	2027	2028
Shore Excursion Vehicle	2010	2011	2011

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. Information 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 designated time.

RULES AND REGULATIONS SPECIFIC TO SHUTTLES

1. If mechanical issues arise or the shuttle fleet for any reason requires additional vehicles to meet demand, PNWTS will report those occurrences to SSA Marine Canada LTD at the end of every month.
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.
5. 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.

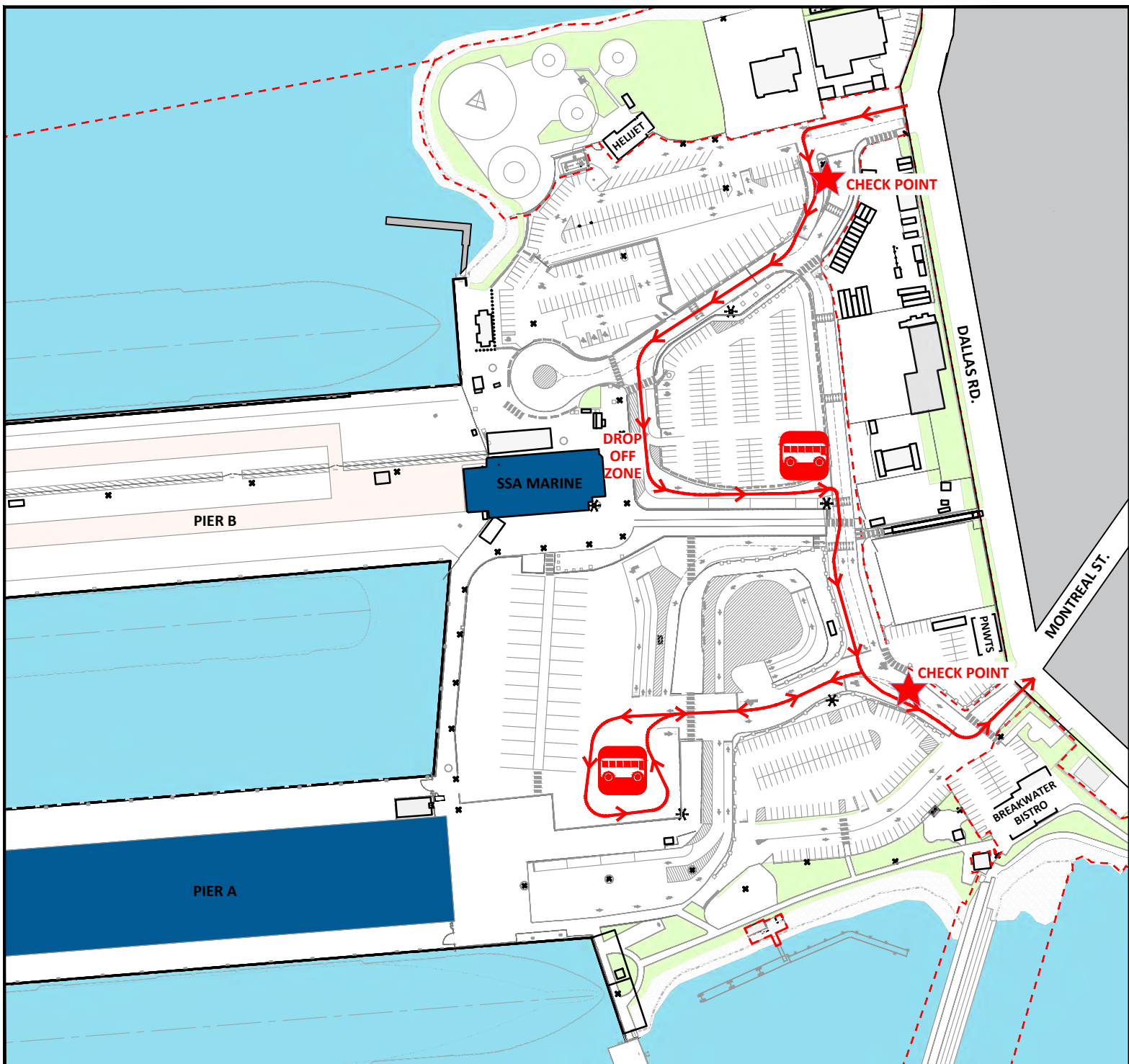
Pier A:

- Pick up and drop off at same location on the north-east 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



Shuttle



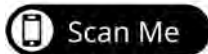
Shuttle Route



Permit Required to Pick up

PRE-ARRANGED INDEPENDENT TOUR

For 2026, pre-arranged independent tours will require a booking through our Voyage Control platform prior to obtaining access to the Terminal. Please email SSA Marine Canada LTD at ogdenpoint@ssamarine.ca with a subject line of "Prebook Procedure Inquiry – *Company Name*" if you require assistance or if it's your first time coming to site.



<https://victoriaterminal.voyagecontrol.com>

Note: Voyage Control bookings should be accurate for billing purposes.

Each person operating/working at the Terminal must 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 **motorized vehicles and walking tours**. For all other modes of transportation, please contact SSA Marine Canada LTD at least 48 hours in advance of the tour.

FEES AND PAYMENT

	2026	2027	2028
Passenger Fee – 8 years and older	\$7.15	\$0	\$0
Passenger Fee – 0-7 years old	\$7.15	\$0	\$0

- Fees are based on the number of passengers as recorded in the Terminal's vehicle booking software, Voyage Control. 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, or credit card during SSA Marine Canada LTD operating hours. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to a three (3) percent transaction fee.
- Payments are due 30 days after the invoice is sent. Invoice questions or concerns must be addressed with SSA Marine Canada LTD within 30 days of the invoice being sent. Failure to comply with the payment terms may result in access to the Terminal being denied.

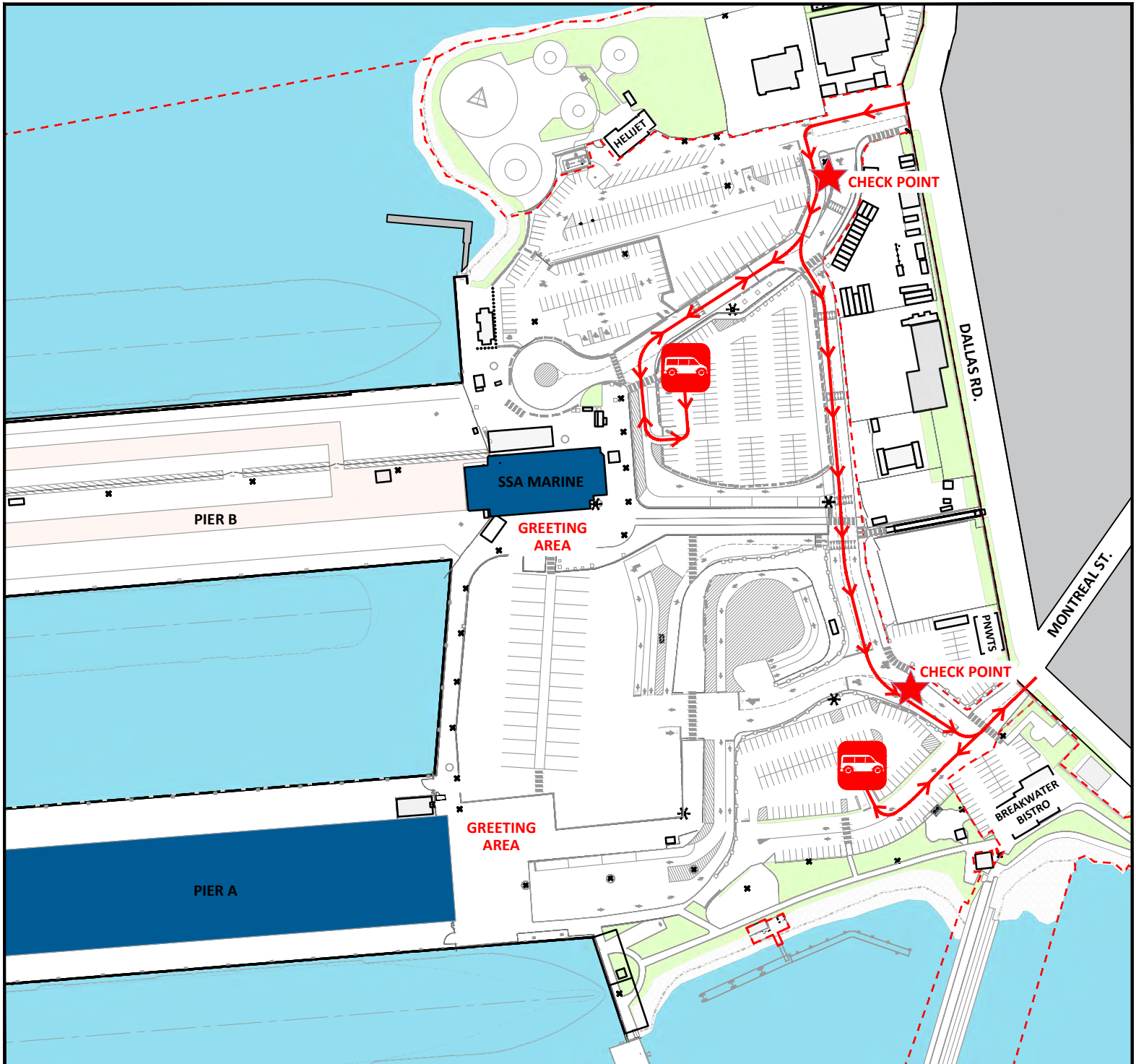
DISPATCH FEES

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.

- FIRST occurrence on the Terminal = \$5.00 +GST per available seat
- SECOND occurrence on the Terminal = \$7.50 +GST per available seat
- THIRD occurrence on the Terminal = \$10.00 +GST per available seat
- FOURTH occurrence on the Terminal, and thereafter = \$12.50 +GST per available seat

For further information and billing inquiries contact PNWTS at info@pnwts.com.

VICTORIA CRUISE TERMINAL STAGING MAP: PRE-ARRANGED INDEPENDENT TOURS



Note: Vehicles over 15PAX capacity must contact PNWTS for staging location



Pre-Arranged Independent Tour



Independent Tour Route



Permit Required to Pick up

BIKE RENTAL

PERMIT APPLICATION

Each person operating/working at the Terminal is 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 an operating agreement with SSA Marine LTD. to offer said service. Contract application information is available at SSA Marine's office. Contracts must be complete before permission to access the Terminal can be granted.

FEES AND PAYMENT

	2026	2027	2028
Permit Fee – per vehicle	\$0	\$0	\$0
Per Passenger Fee	\$2.77	\$0	\$0

Invoices will be issued at the end of each month. Payments can be made by cash, cheque, or credit card during SSA Marine operating hours. Cheques must be issued to SSA Marine Canada LTD. Credit card payments are subject to three (3) percent transaction fee.

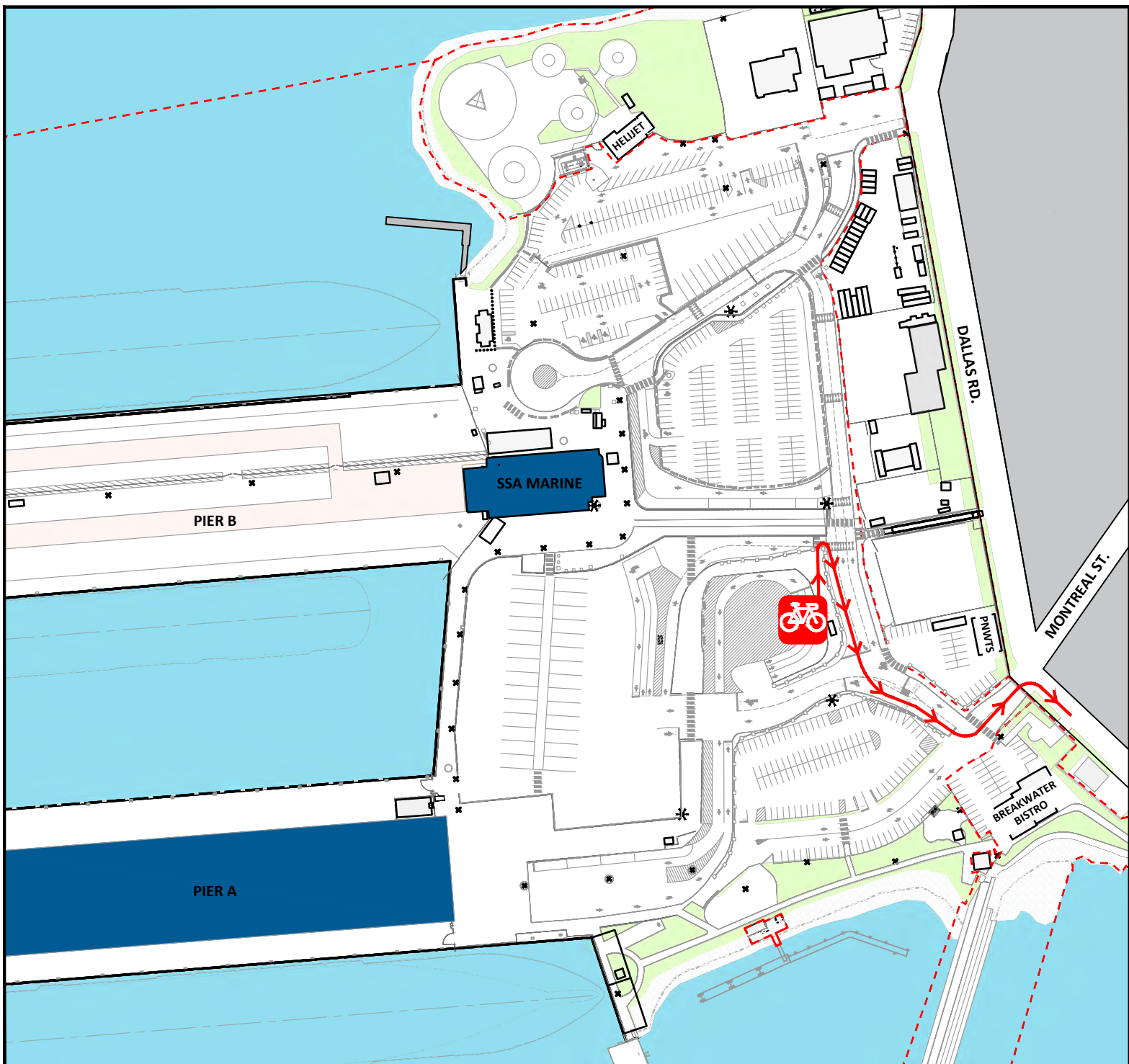
REPORTING AND DATA COLLECTION

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. Information 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 designated time.

RULES AND REGULATIONS SPECIFIC TO BIKE RENTALS

1. The contract will stipulate any service provider must follow the guidelines for safe operations at the Terminal as enforced by SSA Marine Canada LTD 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.

VICTORIA CRUISE TERMINAL STAGING MAP: BIKE RENTAL



 Bike Rental (Seacan)

 Bike Route

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 SSA Marine Canada LTD 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 SSA Marine Canada LTD 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 five million dollars (\$5,000,000.00) minimum, naming both the Greater Victoria Harbour Authority and SSA Marine Canada LTD 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 SSA Marine Canada LTD.

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

FEES AND PAYMENT

	2026	2027	2028
Permit Fee – <i>per vehicle</i>	\$350	\$0	\$0
Per Passenger Fee	\$0	\$0	\$0

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

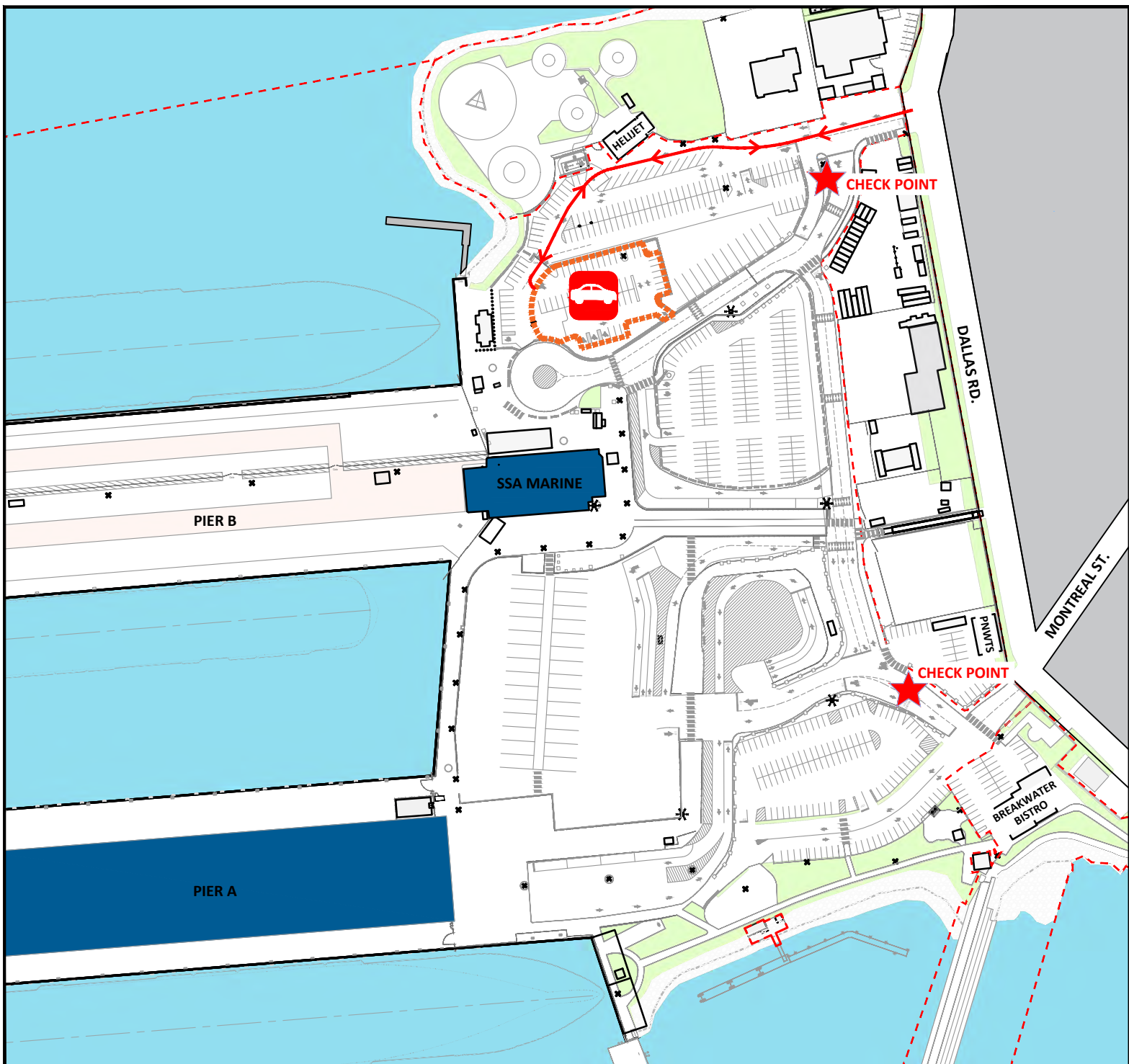
REPORTING AND DATA COLLECTION

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. Information 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 designated time.

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



Rental Car Pickup



Rental Car Route



Permit Required to Pick up

TNS (RIDESHARE)

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 SSA Marine Canada LTD 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 Terminal, please contact SSA Marine Canada LTD.

FEES AND PAYMENT

For fee and payment details for TNS vehicles that wish to participate in services at the Terminal, please contact SSA Marine Canada LTD.

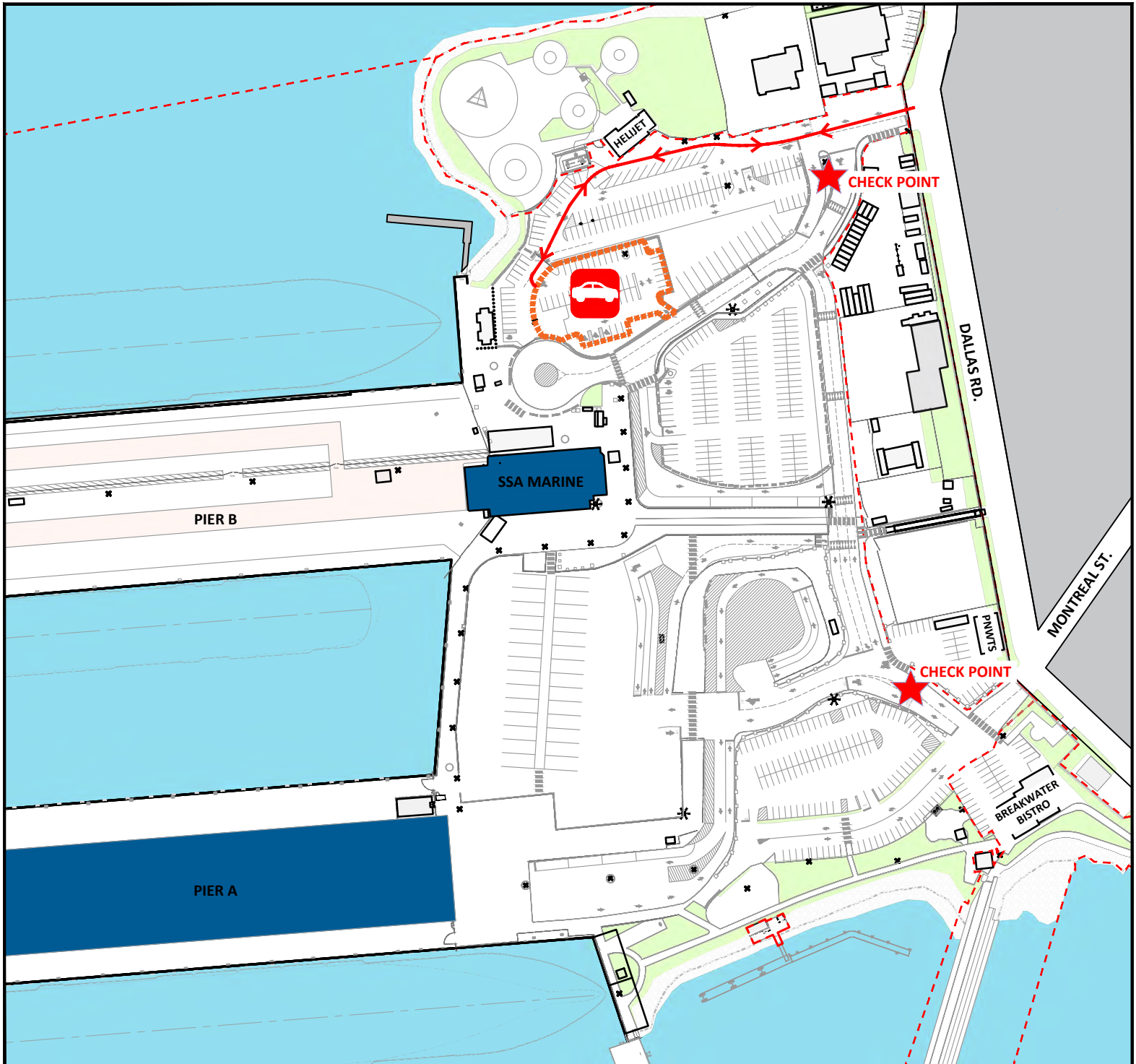
REPORTING AND DATA COLLECTION

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. Information 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 designated time.

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 Terminal, please contact SSA Marine Canada LTD.

VICTORIA CRUISE TERMINAL STAGING MAP: TRANSPORTATION NETWORK SERVICES (TNS)



TNS



TNS Route



Permit Required to Pick up

LARGE GROUP TOURS PROCEDURE

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 SSA Marine Canada LTD and within the Security Plan as approved by Transport Canada. With the increase of ship tours, the following procedures have been put in place:

- SSA Marine Canada LTD 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.
- Canadian Border Services Agency (CBSA) must approve all tours.
- Ship visitor lists must be submitted to SSA Marine Canada LTD no later than 72 hours prior to ship arrival for CBSA approval.
- Location of tour check-in will be in a location as indicated by SSA Marine Canada LTD 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.
- SSA Marine Canada LTD 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.
- Tours may be delayed and/or cancelled without notice due to security or operational requirements.

SCHEDULE “B”: PERMIT INFRACTION NOTICE PROCEDURE

As a Terminal permit holder, you have signed the Cruise Operators Access Agreement. 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 are set forth earlier in this document. Non-compliance with any of the Terminal’s Terms and Conditions or Rules and Regulations will be recorded and documented as follows, except as provided otherwise in the Cruise Operator Access Agreement.

- 1st Infraction:** Written warning emailed to permit holder and company or association representative. The warning will include the date 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 request a review of the incident and to understand the reasons for the termination. The company representative is welcome to contact SSA Marine Canada LTD within 10 business days of the date the termination letter was sent. Please note that this is the only opportunity to request that the permit be reconsidered for reinstatement. Any decision regarding reinstatement rests solely with SSA Marine.

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 and working at the Terminal, it is required to complete the online Terminal Training **in advance of arrival**.

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

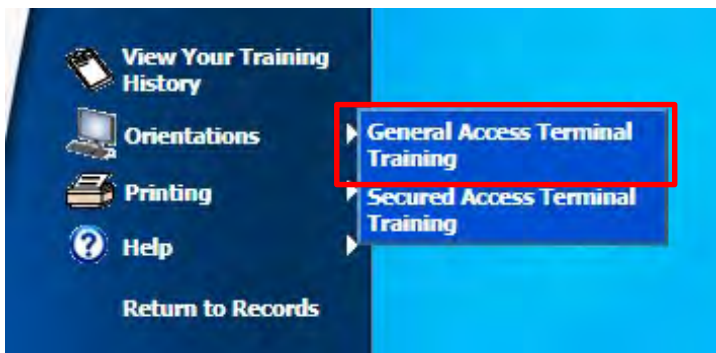
NOTE: Your web browser must be set to allow popup windows.

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



A login screen with a blue background. It features two input fields: "Client Id:" with the text "wsvictoria" and "Password:" with the text "contractors". Below the fields is a "Continue" button.

2. After setting up your profile, choose the training that matches your visiting requirements. Select "General Access Terminal Training" unless you will be entering controlled or restricted areas.



3. Start with Introduction and complete each section.




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

Secured Access Terminal Training Evaluation

Congratulations

22



0

You have successfully completed the quiz.

Read To Me Click Here to Continue Replay Stop Quiz

SCHEDULE "D": VOYAGE CONTROL DISPATCH SYSTEM

Sign Up Instructions

Please follow the steps below to create your account.

1. Click "Sign Up" at the top right corner



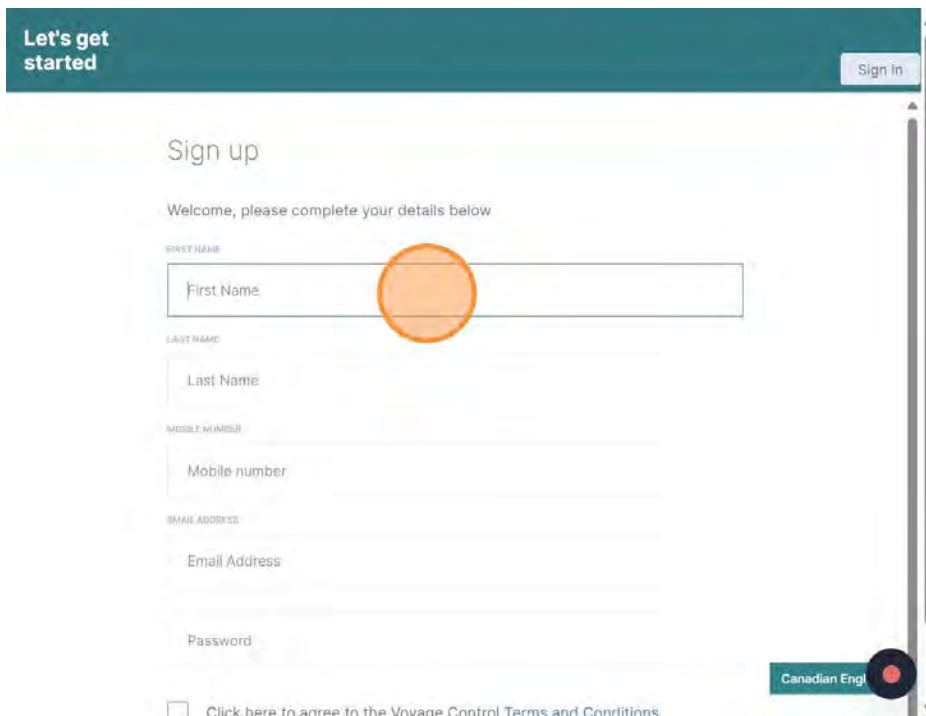
Log in

Welcome back, please enter your details

EMAIL ADDRESS

PASSWORD

2. Enter required information on this page



3. Read through and agree to Terms and Conditions

7809107076

EMAIL ADDRESS

signuptesting2024@gmail.com

.....

PASSWORD MUST CONTAIN AT LEAST ONE NUMBER

Click here to agree to the Voyage Control Terms and Conditions

Register

4. Click "Register"

7809107076

EMAIL ADDRESS

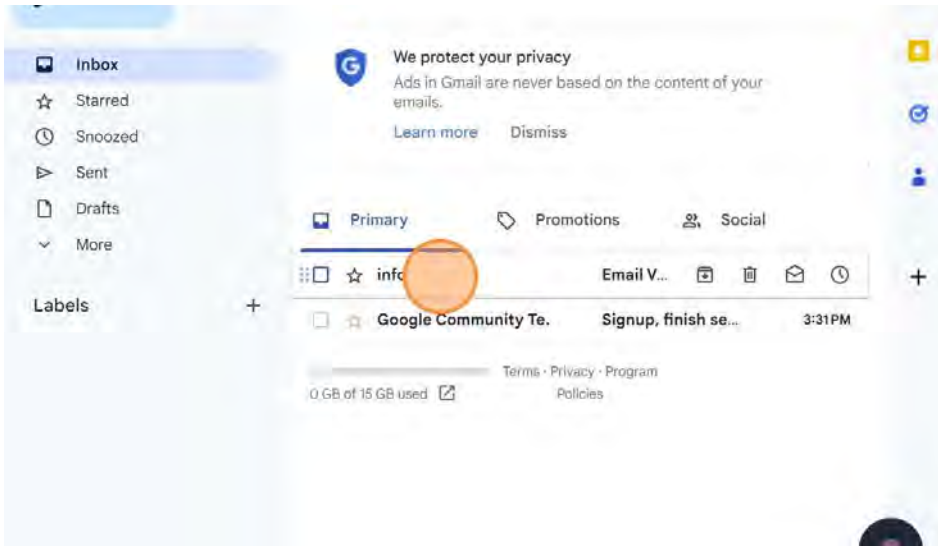
signuptesting2024@gmail.com

.....

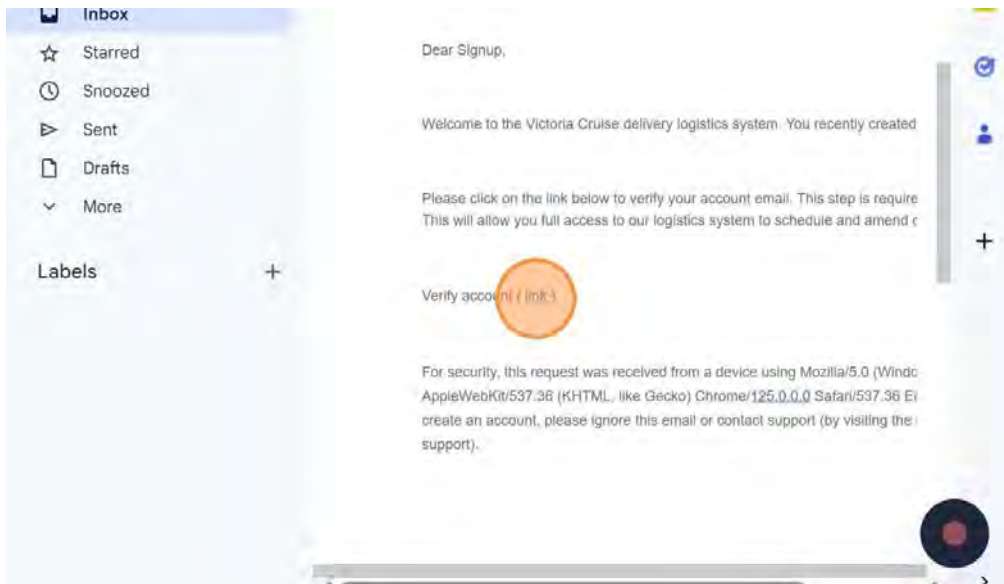
Click here to agree to the Voyage Control Terms and Conditions

Register

5. You will now be sent an email for verification. Head over to your email inbox to verify the account. Email will show up as noted below.



6. Click "link"



7. Click to Log In

Welcome back, please enter your details

EMAIL ADDRESS

PASSWORD

Forgot password?



8. Enter your Company Name

Sign up

YOUR COMPANY NAME

PLEASE ENTER YOUR CORRECT COMPANY NAME (IF NOT SUGGESTED/DIFFERENT FROM THE ABOVE).

9. Click "Confirm"

Sign up

YOUR COMPANY NAME

PLEASE ENTER YOUR CORRECT COMPANY NAME (IF NOT SUGGESTED/DIFFERENT FROM THE ABOVE).

10. You may be required to log in once more.

Log in

Welcome back, please enter your details

EMAIL ADDRESS

Email Address



PASSWORD

Password

Forgot password?

LOG IN

11. You will now have access to Voyage Control!

Welcome!

The screenshot shows the SSA Marine Voyage Control interface. At the top, a dark blue header displays the "VOYAGE CONTROL" logo on the left and "Victoria Terminal -" on the right. A dark blue sidebar on the left contains a list of navigation items: Information Page, Calendar, Existing Pre-Arrival, Analytics, Submit a Reservation, Access points units, Settings, Hub Management, Canadian Eng (with a dropdown arrow), and Support. The main content area features the SSA Marine logo (a green circle with two white arcs) and the text "SSA Marine". Below the logo, a welcome message reads: "Welcome to the Victoria Cruise Terminal Vehicle Dispatch System". A red link is provided: "Please click here for terminal safety/security training program", followed by a note: "- all operators will be required to complete before first arrival to the terminal -". Further instructions state: "To proceed, please click on 'Submit a Pre-Arrival' on the left hand side navigation bar, or click on 'Existing Pre-Arrival' to view existing pre-arrival notifications." Contact information is provided at the bottom: "If you have any additional questions, please email: ogdenpoint@ssamarine.ca or call: 250-386-1321".

CREATING A BOOKING (PRE- ARRENGED INDEPENDENT TOUR)

12. Go to voyage control website and log in. <https://victoriaterminal.voyagecontrol.com/>

13. Enter "Email Address" and "Password" field.

Log in

Welcome back, please enter your details

EMAIL ADDRESS

PASSWORD

[Forgot password?](#)

14. Click "LOG IN" button

EMAIL ADDRESS

PASSWORD

[Forgot password?](#)

15. Make sure all the personnel have completed the Terminal Training as it is a mandatory requirement to access our premises. The link to the training is in the main page.



SSA Marine

Welcome to the Victoria Cruise Terminal Vehicle Dispatch System

[Please click here for terminal safety/security training program](#)
- all operators will be required to complete before first arrival to the terminal -

To proceed, please click on "Submit a Pre-Arrival " on the left hand side navigation bar,
or click on "Existing Pre-Arrival" to view existing pre-arrival notifications.

If you have any additional questions, please email: ogdenpoint@westeve.com
or call: 250-386-1321

16. Go to the left side bar Menu and Click on "Submit a Pre-Arrival"

VOYAGE CONTROL

Victoria Terminal

- Information Page
- Existing Pre-Arrival
- Submit a Pre-Arrival**
- Settings
- Canadian Eng
- Support

SSA Marine

Welcome to the Victoria Cru

[Please click here for termi](#)
- all operators will be required to c

To proceed, please click on "Submit a P
or click on "Existing Pre-Arrival"

17. Click the "Date" field.

The screenshot shows a booking form with a green header bar containing 'Select Date' and 'Arrival Information'. Below the header is a light green bar with 'Booking 1' and '+ Add New'. The main form area is titled 'Booking 1' and has a 'Date' label on the left. The date input field contains the text 'Please select a date' and is highlighted with an orange circle. Below the input field is a 'Next' button.

18. Select the first day for your recurring booking

The screenshot shows a date picker calendar for November 2024. The calendar is displayed over a date input field that contains 'Please select a date'. The calendar grid shows days from Sunday to Saturday. The date 27 is highlighted with an orange circle. The calendar grid is as follows:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
44	27	28	29	30	31		
45							
46							
47			19	20	21	22	23
48	24	25	26	27	28	29	30
49	01	02	03	04	05	06	07

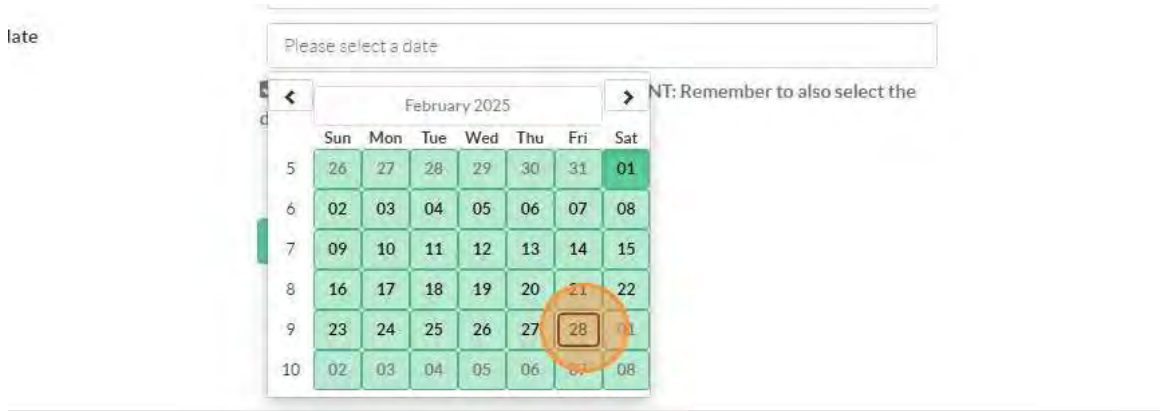
19. If you want to create a recurring booking, Click the "recurring booking" checkbox.

The screenshot shows a web interface for creating a booking. At the top, there is a green progress bar with 'Select Date' on the left and 'Arrival Info' on the right. Below this is a header bar with 'Booking 1' and a '+ Add New' button. The main form area is titled 'Booking 1'. It contains a 'Date' label next to a date input field showing '27-Nov-2024'. Below the date field is a checkbox with a circular arrow icon, labeled 'Make this a recurring booking. IMPORTANT: Remember to also select the days of the week.' Below the checkbox is a green button labeled 'Estimated arrival times' and a grey 'Next' button.

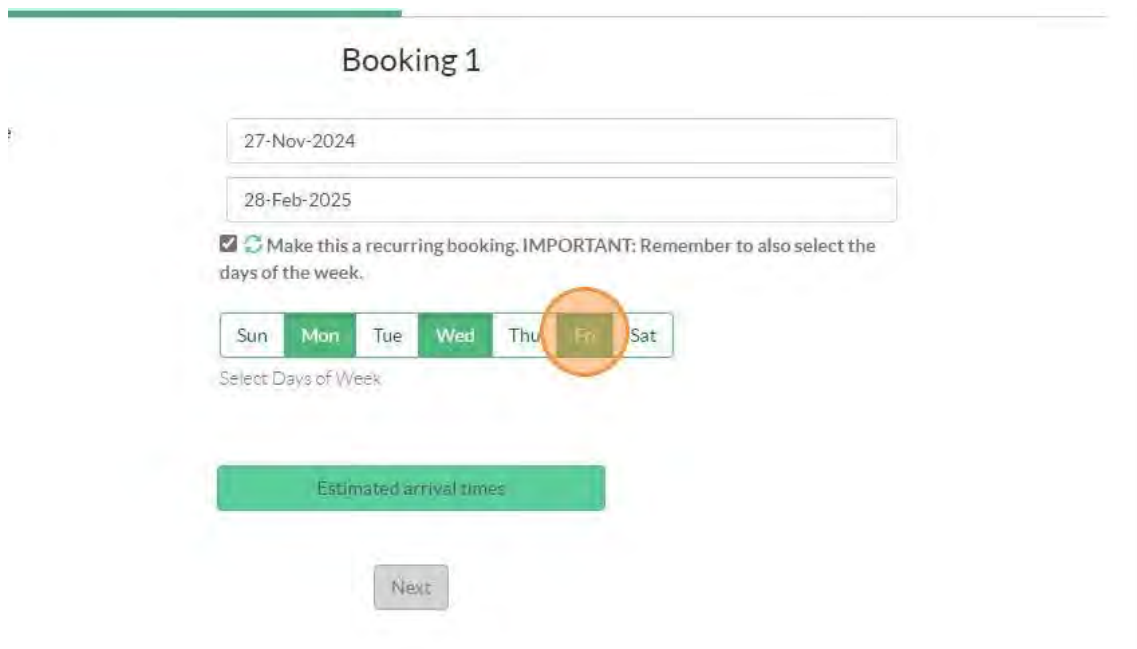
20. Click the "End date" field.

The screenshot shows the same booking form as in step 19. The 'Start Date' field is filled with '27-Nov-2024'. The 'End date' field is empty and contains the placeholder text 'Please select a date'. The 'Make this a recurring booking' checkbox is now checked. The 'Estimated arrival times' button and 'Next' button are also visible.

21. Select the last day of your recurring bookings; for eg, if you want to create a booking from Nov 27 until Feb 28 the "End Date" will be Feb 28.



22. Select the days of the week that you want to create recurring bookings. Eg. every Monday, Wednesday and Friday.




23. Now select the ETA for those bookings. You will only be able to select one time slot for all the bookings. If this is different, then you will have to create two recurring bookings. Eg. for example, if Fridays have a different ETA, then you can do a recurring booking for Mondays and Wednesdays at 11:00 and then do

another recurring booking for Fridays at 14:00.
Click "Estimated arrival times"

End date

28-Feb-2025

 Make this a recurring booking. IMPORTANT: Remember to also select 1 days of the week.

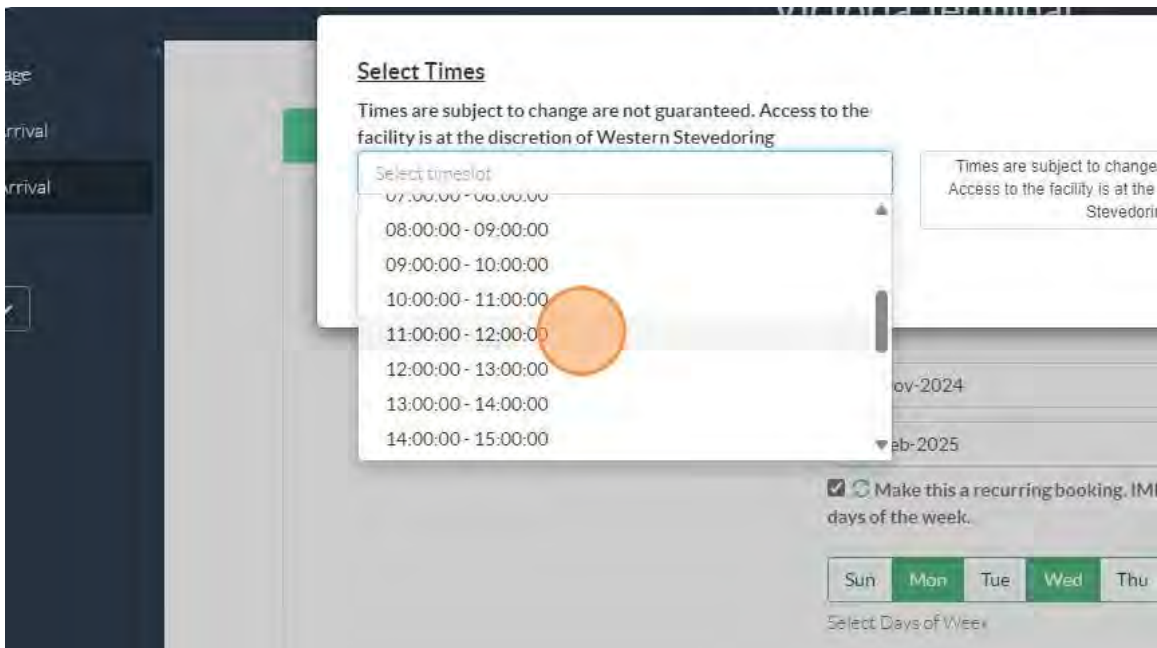
Sun Mon Tue Wed Thu Fri Sat

Select Days of Week

Estimated arrival times

Next

24. Select the timeslot for the bookings by clicking in the drop-down menu.



Select Times

Times are subject to change are not guaranteed. Access to the facility is at the discretion of Western Stevedoring


Select timeslot

- 07:00:00 - 08:00:00
- 08:00:00 - 09:00:00
- 09:00:00 - 10:00:00
- 10:00:00 - 11:00:00
- 11:00:00 - 12:00:00
- 12:00:00 - 13:00:00
- 13:00:00 - 14:00:00
- 14:00:00 - 15:00:00

Times are subject to change
Access to the facility is at the
Stevedori

ov-2024

Feb-2025

 Make this a recurring booking. IMI days of the week.

Sun Mon Tue Wed Thu

Select Days of Week

25. Click the "OK" button.

The screenshot shows a web interface for Victoria Terminal. A modal window titled "Select Times" is open. It contains a dropdown menu with "11:00:00 - 12:00:00" selected. Below the dropdown is a green "OK" button. To the right of the dropdown is a text box with the disclaimer: "Times are subject to change are not guaranteed. Access to the facility is at the discretion of Western Stevedoring". Below the modal, the main interface shows "Start Date" as 27-Nov-2024 and "End date" as 28-Feb-2025. There is a checkbox for "Make this a recurring booking" which is checked. Below that is a row of day selection buttons: Sun, Mon, Tue, Wed, Thu, Fri, Sat. The "Wed" button is highlighted in green.

26. If you need to go back, you can click "Estimated arrival times"; to continue Click "Next"

The screenshot shows a screen titled "Select Days of Week". At the top, there is a green button labeled "Estimated arrival times". Below this button is a grey box containing the text: "- ALL DRIVERS MUST REPORT TO SECURITY GATE UPON ARRIVAL -" followed by "To adjust your arrival time please click estimated arrival times again" and "11:00:00 -- 12:00:00". At the bottom of the screen is a green "Next" button.

27. Click the "Use my details" field or type in the Company name, Recipient name, Email address and mobile number.

The screenshot shows a web interface for a booking. At the top, there are two tabs: "Select Date" and "Arrival Infor". Below the tabs is a header bar with a red notification icon on the left and booking details on the right: "Booking 1", "27-Nov-2024", and "11:00:00 - 12:00:00". The main title "Booking 1" is centered. Underneath, there are two sections: "Company Details" and "Driver Information". The "Company Details" section includes a "Use my details" button (highlighted with an orange circle), and input fields for "Company Name", "Recipient Name", "Email Address", and "Mobile number". The "Driver Information" section is currently empty.

28. Select a Driver from your list of Drivers or add a new Driver by clicking the "Add Driver" button.

This screenshot shows a form for driver selection. It includes a "Mobile number" field with the value "7809107076". Below this is the "Driver Information" section, which contains a "+ Add Driver" button and a list of drivers. The list includes "Test Testing" (highlighted in blue), "Luke Luke1" (highlighted with an orange circle), and "Nick Nick1". There is also a "+ Add Vehicle" button. The "Vehicle Information" section is partially visible, showing a dropdown menu. At the bottom, there is a section for "Please confirm your reason for access *" with an "Info" dropdown menu.

29. Select a Vehicle from your list of Vehicles or add a new one clicking the "Add vehicle" button.

Driver Information

+ Add Driver

Luke Luke1

Vehicle Information

+ Add Vehicle

awdad

MO402B

PW662D

access *

30. Select the reason for access from the drop-down menu.

create a new entry

Vehicle Information

+ Add Vehicle

Test010

Please confirm your reason for access *

Pick-up Persons

Please confirm vehicle type *

Which ship are your passengers disembarking from? *

Are you collecting Passengers or Crew? *

Who hired you? *

Please provide the necessary vehicle information. This is important to ensure your vehicle is allowed on site.

31. Select the Vehicle type from the drop-down.

+ Add Vehicle

Test010

Please provide the necessary vehicle information. This is important to ensure your vehicle is allowed on site.

Info

Please confirm your reason for access * Pick-up Persons

Please confirm vehicle type * **Vehicle (1 - 15 passengers)**

Which ship are your passengers disembarking from? * This field is required

Are you collecting Passengers or Crew? * This field is required

Who hired you? * This field is required

32. Select the Vessel name your passengers, or crew will be disembarking from.

Test010

Please provide the necessary vehicle information. This is important to ensure your vehicle is allowed on site.

Info

Please confirm your reason for access * Pick-up Persons

Please confirm vehicle type * Vehicle (1 - 15 passengers)

Which ship are your passengers disembarking from? * **DISCOVERY PRINCESS**

Are you collecting Passengers or Crew? * This field is required

Who hired you? * This field is required

What is the scheduled pick-up time? * This field is required

33. Click Select if you are picking up "Passengers" "Crew members" or others.

Info

Please confirm your reason for access *	Pick-up Persons
Please confirm vehicle type *	Vehicle (1 - 15 passengers)
Which ship are your passengers disembarking from? *	DISCOVERY PRINCESS
Are you collecting Passengers or Crew? *	Passengers
# Passengers 8+ years old? *	
# Passengers 0-7 years old? *	
# Total Passengers (Adults and Children) *	
Who hired you? *	

34. Select the total number of passengers above 8 years old.

access *	Pick-up Persons
Please confirm vehicle type *	Vehicle (1 - 15 passengers)
Which ship are your passengers disembarking from? *	DISCOVERY PRINCESS
Are you collecting Passengers or Crew? *	Passengers
# Passengers 8+ years old? *	9
# Passengers 0-7 years old? *	
	This field is required
# Total Passengers (Adults and Children) *	
	This field is required
Who hired you? *	
	This field is required

35. Select the total number of passengers under 8 years old.

Please confirm vehicle type	Vehicle (1 - 15 passengers)
Which ship are your passengers disembarking from? *	DISCOVERY PRINCESS
Are you collecting Passengers or Crew? *	Passengers
# Passengers 8+ years old? *	9
# Passengers 0-7 years old? *	None
# Total Passengers (Adults and Children) *	
	This field is required
Who hired you? *	
	This field is required
What is the scheduled pick-up time? *	
	This field is required

36. Select the total number of passengers; the sum of the previous two fields.

Which ship are your passengers disembarking from? *	DISCOVERY PRINCESS
Are you collecting Passengers or Crew? *	Passengers
# Passengers 8+ years old? *	9
# Passengers 0-7 years old? *	None
# Total Passengers (Adults and Children) *	9
Who hired you? *	
	This field is required
What is the scheduled pick-up time? *	
	This field is required
Please confirm your destination *	

37. Select who booked your tour from the drop-down menu.

Are you collecting Passengers or Crew? *	Passengers
# Passengers 8+ years old? *	9
# Passengers 0-7 years old? *	None
# Total Passengers (Adults and Children) *	9
Who hired you? *	Passenger
What is the scheduled pick-up time? *	
	This field is required
Please confirm your destination *	
	This field is required
How many additional people in the vehicle *	

38. Select when the pick-up time is for your tour.

Crew:	
# Passengers 8+ years old? *	9
# Passengers 0-7 years old? *	None
# Total Passengers (Adults and Children) *	9
Who hired you? *	Passenger
What is the scheduled pick-up time? *	
	This field is required
Please confirm your destination *	
	This field is required
How many additional people in the vehicle *	

39. Type the destination of your tour.

Crew:	
# Passengers 8+ years old? *	9
# Passengers 0-7 years old? *	None
# Total Passengers (Adults and Children) *	9
Who hired you? *	Passenger
What is the scheduled pick-up time? *	20:30
Please confirm your destination *	<input type="text"/>
	This field is required
How many additional people in the vehicle *	<input type="text"/>
	This field is required

40. Enter any additional passengers in the vehicle apart from the driver and the passengers that will be picked up.

Crew:	
# Passengers 8+ years old? *	9
# Passengers 0-7 years old? *	None
# Total Passengers (Adults and Children) *	9
Who hired you? *	Passenger
What is the scheduled pick-up time? *	20:30
Please confirm your destination *	Empress Hotel
How many additional people in the vehicle *	None

41. Click "Submit"

	None	▼
# Total Passengers (Adults and Children) *	9	▼
Who hired you? *	Passenger	▼
What is the scheduled pick-up time? *	20:30	▼
Please confirm your destination *	Empress Hotel	
How many additional people in the vehicle *	None	▼

