

DISCLAIMER:

For the purposes of this policy, "The Company" refers to the BC Connector, BC Ferries Connector, Mount Washington Ski Bus, Tofino Bus, VI Connector, YYJ Airport Shuttle, and YYJ Hotel Shuttle services and their operating companies.

The Company assumes no liability for injury, damage or loss as a result of travel on the any of our buses, participating in any and all activities connected with The Company or for services provided by a third party, such as BC Ferries and attractions.

BC Ferries Connector Contact Information

- **Reservations Phone Line (8am-3pm Pacific Time)** - 1-888-788-8840
- **Reservations Email** – reservations@bcfconnector.com
- **Languages Spoken:** English

UNACCOMPANIED MINORS & INFANTS:

Children/Youth/Students must be 13 years of age or older to travel unaccompanied by an adult on any scheduled services. The Company will not be responsible for unaccompanied minors while they are aboard our buses, transferring buses, or aboard the BC Ferries.

Unaccompanied Minors age 13-18 must travel with a photo ID that includes their name and birth date, in order to prove they are of sufficient age to travel alone when checking in with the driver.

PETS:

Unfortunately, at this time The Company cannot accommodate pets on-board any of its buses.

Exception -- People with Disabilities may have service animals accompanying an individual inside the coach. Valid Guide or Service Dog Certification must be presented, and the 'Service Dog' selection must be checked off on your booking.

Baggage Policy

Bags Per Passenger

- 1 Free personal item per person
- 1 Free checked bag (up to 50lbs) per person
- Additional Bags are \$10.50 CAD per additional bag, paid directly to the BC Ferries Connector. Additional Bags must be 50lbs or less. Please inquire prior to travel about space availability for additional bags.

Full Baggage Policy

All baggage must be tagged with an appropriate destination baggage tag and contact information of passenger. BC Ferries Connector assumes no liability for lost, damaged, or stolen baggage. Baggage is the responsibility of the traveler.

Complimentary baggage is limited to 2 pieces per traveler, 1 checked bag [(22.5 kg/50 lbs or less) up to 61 x 61 x 114cm or 24" x 24" x 45"] in size and 1 carry-on personal item [(20lbs or less) up to 43.5 cm x 33 cm x 15.5 cm or 17" x 13" x 6"]. Please note that bus overhead bins are smaller than airline overhead bins, so the dimensions of a standard airline sized carry-on bag would not fit in an overhead bin onboard the bus. If your carry-on is too large for the overhead bins, it may need to be stored underneath the bus during the trip for safety reasons.

If you wish to travel with more than one checked bag, or travel with specialty baggage such as golf clubs, bicycles, surfboards, skis or snowboards, additional and specialty bags can be transported for an extra fee payable directly to the BC Ferries Connector. Please inquire with the BC Ferries Connector prior to your travel to find out prices and space availability for your additional or specialty baggage.

It is the responsibility of the traveler to ensure their baggage is allowed to be transported as baggage before traveling on the BC Ferries Connector. A list of restricted and prohibited baggage is available on BC Ferries Connector's website: bcfconnector.com. If you are unsure if your baggage qualifies as restricted or prohibited baggage, you must inquire with BC Ferries Connector if you are allowed to bring that baggage and how it should be transported.

Baggage liability in the event of loss or damage is limited to a maximum of \$100.00 per traveler for travelers over the age of 11 and is limited to a maximum of \$50.00 per traveler aged 11 and younger. Loss or damage to baggage must be reported within ten (10) days after the date of travel.

Baggage over the weight of 22.5kg/50lbs is not accepted on any service and must have its weight reduced before it can be transported. BC Ferries Connector reserves the right to deny boarding to passengers with baggage that weighs more than the weight limit.

TRAVEL:

No smoking, vaping, or consumption of alcohol is permitted on any of The Company's buses.

Please be considerate to your fellow passengers. Unruly or disruptive behavior will not be tolerated and may result in removal from the bus. There will be no compensation or refund to passengers removed from a bus, and The Company will not be responsible for any onward transportation arrangements.

SEATBELTS/RESTRAINTS:

The Company has a variety of vehicles in its fleet, some of which are equipped with seatbelts/lap restraints. If the vehicle assigned to your trip is equipped with such, it is mandated under the B.C. Motor Vehicle Act that all passengers must wear the provided seatbelts/lap restraints at all times while on board the bus.

CHILD RESTRAINT SYSTEMS/CAR SEATS:

Children weighing up to 18 kg (40 lbs.) who board a seatbelt equipped vehicle are required to ride in an approved CMVSS car seat supplied by the child's parent or caregiver, and be secured to the vehicle using

the seatbelt (lap belt). Children over 18 kg (40 lbs.) are required to use the lap belt restraint system; however, booster seats are not to be used with only a lap belt restraint system. In the event a passenger brings a car seat and the vehicle is not equipped with seatbelts or restraints, The Company will store the car seat with the checked luggage for no charge. Visit the ICBC website for specific details on child car seats. ICBC Website: <https://www.icbc.com/brochures/Pages/child-car-seats.aspx>

It is the responsibility of the child's parent/caregiver to provide car seat(s) where required. The Company is not responsible for supplying car seats, nor can The Company guarantee compatibility of any car seat with its vehicles, if equipped with seatbelts/restraints.

SCHEDULING & MISSED CONNECTION DISCLAIMER:

Travel times are approximate, and may vary based on ferry wait times, as well as weather and road conditions. Please plan accordingly and give yourself ample time to make your connections or destination. While The Company endeavors to conduct our buses as indicated in promotional materials and the websites, all buses are subject to change without notice.

The Company is not responsible for any missed flights, ferries, tours, or other travel connections. The Company is not responsible for providing refunds or compensation due to Weather, Road Conditions, BC Ferries Delays/Cancellations, or any other Acts of God or Force Majeure but may, at The Company's discretion, issue a voucher for future travel.

PARKING:

Please do not park in any of the prohibited parking spaces at the pick-up locations. We remind our guests to please respect the businesses in these areas, and that parking illegally may result in ticketing and/or towing. The Company is not responsible for vehicles ticketed, towed, or damaged while using our service.

LOST & FOUND:

If you lose something on a bus, please call Lost & Found at 1-800-567-3288 or email lostandfound@gowilsonsgroup.com. Found articles may be claimed during business hours at the location they are being held.

Found articles are kept for up to 30 days. If you call us and we have the article we will hold it for a maximum of seven days unless otherwise arranged. All unclaimed articles will be donated to charitable organizations.