



**The Butchart Gardens**

•OVER 100 YEARS IN BLOOM•  
NATIONAL HISTORIC SITE OF CANADA

## Tour Staff Guidelines

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Thank you for choosing The Butchart Gardens as a destination for your clients. In preparation for visits, please refer to the included information for updated policies and ensure all of your tour staff are aware of these policies and the following procedures prior to arriving.

We also appreciate your assistance in ensuring your passengers adhere to [The Butchart Gardens' Etiquette](#). (see link for translations in Chinese, Japanese & Korean)

We look forward to working with you if you have any questions, please contact us.

### Driver/Guide Seating Areas

From **May 15th to September 30th** each year, drivers and tour leaders/guides are restricted from sitting in **the following areas** which will be **reserved for the exclusive use of paying visitors** to The Butchart Gardens:

- i) Seating inside and in front of the Coffee Shop.*
- ii) Seating in the Waterwheel Square area.*
- iii) All Food Service Facilities (unless arranged with a group booking).*

A seating area has been created especially for drivers and tour leaders/guides adjacent to the bus parking lot. It is close to washrooms and water fountain, has covered tables, TV and free WIFI. Tour staff can also go enjoy The Gardens and utilize the many seating areas located throughout.

### Smoke & Vapour Free

To allow visitors to fully enjoy our clean air and flower scents, The Butchart Gardens and Parking Lots are entirely Smoke and Vapour Free.

### Selfie Sticks

The use of Selfie Sticks is not permitted in The Gardens and we request tour staff ensure passengers are aware of this prior to arrival.

### Butchart Gardens Tour Staff ID

Tour drivers and tour leaders must present **Butchart Gardens photo identification** to receive and use their complimentary tickets for their group visits. The Gardens provide one driver ticket and one tour leader ticket per bus.

Butchart Gardens Photo ID is complimentary however it needs to be obtained on or prior to the first visit. This ID card is issued prior to entering The Gardens and is available from our Turnstiles Ticket Office. The card is valid for 3 years. Your tour leaders and drivers will need to present their company ID to receive their initial card. Lost or Stolen cards need to be reported to The Gardens.

## Complimentary Admission & Coffee Shop Tokens

The Gardens provide complimentary tokens that entitle a bus driver and one tour leader per bus to coffee and a snack (not applicable to F.I.T.) Coffee Shop Tokens and discounts are gift from The Gardens and for the exclusive use of The Tour Company's drivers, tour leaders and authorized tour guides only. Tour staff **must provide their Butchart Gardens Tour ID Card** in order to **enter** The Gardens at the Turnstiles, **to redeem** their complimentary Coffee Shop Token and **to receive a 10% discount** in the Seed & Gift Store. The token is valid in the Coffee Shop for 1 beverage & 1 snack (from selection below). No substitutions or changes, same day use only and no cash value.

- *Coffee, tea, fountain pop, milk, hot chocolate or hot apple cider*
- *Cookie, cheese biscuit, fruit & nut bar, muffin, pepperoni roll, scone, piece of fruit, ice cream cone or yogurt portion*

## Passenger Counts/Ticketing

**Passenger counts** must be finalized before arrival and accurately recorded on The Tour Company's valid voucher. Tour Staff are asked to verify with The Gardens' admissions staff the number of tickets they have received before they leave the entrance gate.

If the tour company's driver or tour leader/guide declares a ticket discrepancy, but the issued receipt matches the passenger count declared on the voucher, the driver or tour leader/guide must purchase additional tickets or request a refund (for unused tickets) prior to leaving The Gardens.

All drivers and tour leaders/guides are required to wait at the turnstiles until their entire group is admitted inside The Gardens.

Lost tickets are the responsibility of The Tour Company.

Guided tours are not permitted. Passengers will receive a self-guided walking map. ([available in 22 languages](#))

## Operational

To reduce the impact on our visitors and the environment, bus engines must be turned off while in a holding spot waiting for ticket processing and immediately upon parking. In addition, bus engines must remain off until passengers have gathered as a group for boarding. The 3-minute idle zone within our parking lots is a CRD (Capitol Regional District) Bylaw. Bus regeneration is not permitted on the premises.

We ask that all buses be equipped with spill control equipment and that drivers are trained accordingly. In the event of a bus fluid spill, Butchart Gardens' staff must be notified immediately.

While on The Gardens' property (parking lots & gardens) tour drivers and tour leaders/guides are required to follow the direction of The Gardens' staff.

While traveling to and from The Butchart Gardens through the rural community of Central Saanich, we ask for your cooperation in following the Traffic and Highways bylaw 1535 (noted on last page), obeying posted speed limits, school zones and avoiding the use of engine brakes.



## Garden Etiquette

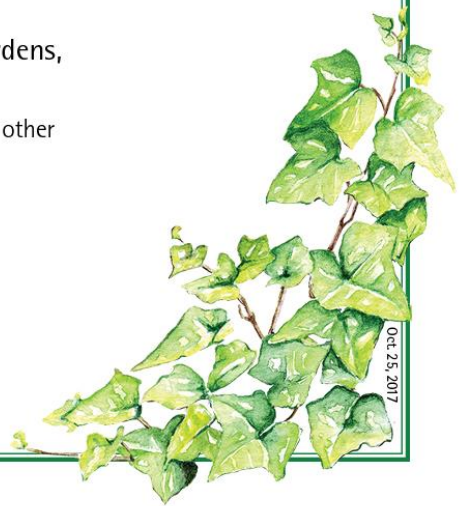
We have established Garden Etiquette for the enjoyment and safety of visitors, and to provide a tranquil atmosphere for all while visiting The Butchart Gardens. We reserve the right to deny entry or remove any person(s) acting in contravention of our rules. Thank you for your cooperation.

- **SELFIE STICKS ARE NOT PERMITTED.** Photography is welcome, but should not interfere with the enjoyment of other visitors; do not block pathways with tripods.
- Smoking or Vaping is not permitted anywhere on the premises.
- Visitors must conduct themselves in a respectful manner; obscene language or clothing, abusive behaviour or violence will not be tolerated and may result in removal from The Gardens.
- Costumes/Cosplay of any type, including historic or period dress, masks or attire that may create a distraction are not permitted as they could be mistaken for entertainers or interpreters hired by The Gardens and could detract from the experience of other visitors. Insurance and security considerations require strict adherence to this policy.
- Wedding parties, wedding photos, ceremonies, or clothing resembling wedding attire are not permitted in The Gardens, except as authorized during our Wedding Season, January 15 – March 15.
- Quiet voices are expected in all areas of The Gardens.
- Please stay on paths and be respectful of our plants; do not step in flower beds, pick flowers or fruit.
- No alcohol is allowed on the premises; our restaurants will be pleased to serve you.
- Pets must be kept on a short leash, and under control at all times; owners are required to clean up after them.
- Wheelchairs and children's strollers are available, for a small refundable deposit, at the Information Centre; do not mistreat or use these items for any other purpose.
- By pre-arrangement through our Group Services Department, chaperones responsible for the care and control of child and youth groups may be provided with complimentary admission.
- Visitors with wider than average wheelchairs, mobility scooters, or strollers must be patient and use extra caution as certain areas may not be easily accessible.

The following activities are prohibited while visiting The Gardens,

- Throwing, catching or kicking games, running or jogging.
- Wheeled-shoes, rollerblades, bicycles, scooters, Segways, skateboards or other recreational wheeled devices.
- Use of drones or kites.
- Music or unauthorized musical performances.
- Use of flashes for photographing or filming our Firework Shows.
- Distribution of any outside literature.
- Dispersal of ashes.

**The Butchart Gardens®**

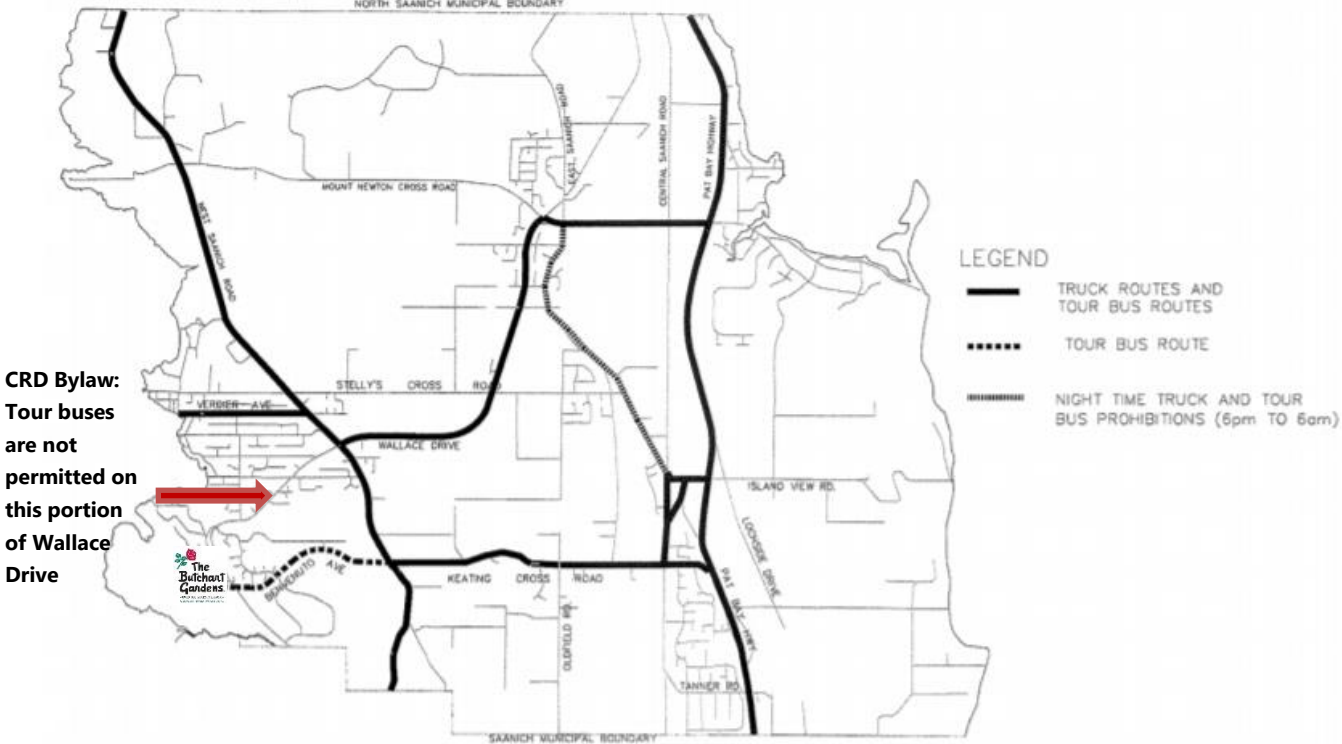


[Garden Etiquette](#) and translations in Chinese, Japanese & Korean can be found [here](#).

**TRUCK ROUTES AND TOUR BUS ROUTES**

**SCHEDULE "D"**

To Bylaw 1535



**We look forward to working with you.**