

# TOUR STAFF & DRIVER GUIDELINES

In preparation for your visits to The Butchart Gardens, please refer to the included policies and information for all of your Tour Staff and Drivers.

To ensure a smooth admission process for your groups, all Tour Staff and Drivers must follow the directions of our staff at all times. **The Butchart Gardens does not tolerate any abuse, including verbal abuse, towards our staff or other visitors.** Any Tour Staff or Driver who abuses an employee or visitor will be denied service. Any such behavior by a Tour Staff or Driver will be reported to your tour company and may result in the individual no longer being admitted on the Butchart Garden's property.

## Passenger Counts & Ticketing

**Passenger counts** must be accurately provided to our Admissions staff and recorded on The Tour Company's voucher if applicable. Tour Staff must acknowledge they have received the accurate number of required tickets by signing the itemized ticket receipt. All accompanying Tour Staff are required to wait at the turnstiles until their entire group is admitted inside The Gardens. In the event of a **ticket shortage or overage**, your Tour Staff must purchase additional tickets or request a refund (for unused tickets) prior to entering through the turnstiles into The Gardens. **Lost tickets** are the responsibility of The Tour Company.

## Butchart Gardens Tour Staff ID

The Butchart Gardens provides one complimentary Tour Staff ticket and one complimentary Driver ticket per bus for group visits. In order to receive these complimentary tickets, Tour Staff and Drivers must obtain a **Driver & Tour Staff Butchart Gardens Photo ID** card. Butchart Gardens Photo ID is complimentary and can be obtained on or prior to their first visit by presenting their valid company identification. This ID card is issued at our Turnstiles Ticket Office prior to entering The Gardens, and is valid for 3 years. Lost or stolen cards must be reported to The Gardens. Remember to have your ID card with you for each visit.

## Complimentary Admission & Coffee Shop Tickets

Included with the complimentary Tour Staff and Driver ticket is a **complimentary beverage and snack from our Coffee Shop**, as well as a **10% shopping discount in our Seed & Gift Store**. These Coffee Shop and Seed & Gift Store offerings are a gift from The Butchart Gardens and for the exclusive use of The Tour Company's authorized Tour Staff and Drivers only. A valid Butchart Gardens Tour ID Card must be presented along with the complimentary admission ticket in order to receive the complimentary Coffee Shop beverage and snack, and to receive the 10% discount in the Seed & Gift Store. Beverages and snacks limited to specific menu items, no substitutions or changes, same day use only, no cash value.

## Driver and Tour Staff Seating Areas

During our peak season from **May 15<sup>th</sup> to September 30<sup>th</sup>** each year, all Tour Staff and Drivers are restricted from sitting in the following areas reserved for the exclusive use of paying visitors to The Butchart Gardens:

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

**A designated Tour Staff and Driver seating area** is located adjacent to the Turnstiles Patio area, with covered tables, TV (seasonally), and free Wi-Fi. It is close to washrooms and a water station. Tour Staff and Drivers with valid Butchart Gardens Tour Staff ID are also welcome to enjoy The Gardens and utilize the many seating areas located throughout.

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## General Information

**Visitor washrooms** and a **water refill station** are located adjacent to the Turnstiles Entrance. For guests requiring the use of a Butchart Gardens **wheelchair** during their visit, please advise our Admissions staff upon arrival.

**Guided tours are not permitted.** Orienting your tour group and identifying points of interest can be done prior to entering at the map display on the Turnstiles Patio, or in Waterwheel Square.

## Smoke & Vapour Free

To allow visitors to fully enjoy our clean air and flower scents, **smoking or vaping is not permitted anywhere on the premises**, including parking lots. Smoking is not permitted at or near the entrance to The Butchart Gardens.

## Selfie Sticks

**Selfie Sticks are not permitted** in The Gardens and we request Tour Staff and Drivers ensure their passengers are aware of this prior to arrival.

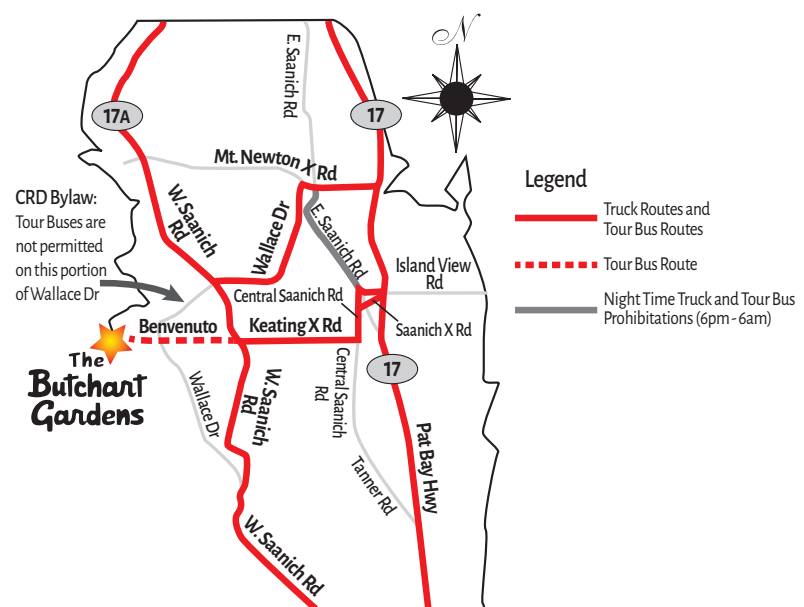
## Operational

While traveling to and from The Butchart Gardens through the District of Central Saanich, follow the designated routing outlined by the **Traffic and Highways Bylaw No. 1535**, obey all posted speed limits, school zones, and avoid the use of engine brakes.

In accordance with the **CRD (Capital Regional District) Bylaw No. 3533**, we enforce the **3-minute idling policy**. Bus engines must be turned off while waiting for ticket processing, and immediately upon parking. Bus engines must then remain off until passengers have gathered as a group for boarding. Bus regeneration is not permitted on the premises. All buses must be equipped with spill control equipment and drivers trained accordingly. In the event of a bus fluid spill, Butchart Gardens' staff must be notified immediately.

**Thank you for your cooperation.**

## Truck Routes and Tour Bus Routes Bylaw No. 1535



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