



NATIONAL HISTORIC SITE OF CANADA

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December 21, 2016

Dear Tour Operator,

Thank you for choosing The Butchart Gardens as a destination for your clients. In preparation for the coming year, we wish to advise you of a few important changes and key reminders.

In the past year we made The Gardens completely Smoke and Vapour free. There is no smoking or vaping permitted on the property; this includes all parking lots and all areas of The Gardens. This has been a positive move to make sure everyone is able to enjoy our clean air and flower scents.

As of January 1st, 2017 we will prohibit use of selfie sticks. Please ensure that your drivers and tour staff are aware of this new policy in addition to our Garden Etiquette which is included for your reference.

As an important improvement, The Gardens will implement a new policy in January 2017 to ensure all drivers and tour staff are provided with photo identification to use for admission, redemption of food and beverage tokens in the Coffee Shop and to receive a 10% discount in the Seed and Gift Store. This photo pass will be issued on their first visit of the year and will be provided at no cost. Once issued, it will be required for all group visits. If you have multiple drivers and tour staff, each one will receive a pass upon their first visit of the year. If the pass is lost, the first replacement will be issued at no charge, however subsequent replacements will cost drivers or tour staff a nominal fee. The pass issued will be valid for a period of up to three years. Please provide your drivers and tour staff with identification that shows they work for your company. This can be a business card or a letter, on company letterhead, introducing your tour staff and drivers. **Please make your tour staff and drivers aware of this improvement.**

To ensure a smooth transaction each time your groups arrive, we request that your drivers and tour staff follow the instructions of our Admissions and parking staff who will guide them through our entry procedures. We are pleased to offer a discounted admission rate for groups of 25 or more adults, arriving by bus and paying in one lump sum; the full admission price will apply for groups of 24 or less. There is no charge for your bus driver and one tour escort. Upon arrival at our admission gate your tour escorts will be required to show their Gardens' photo identification that also shows your company business name.

Please refer to the attachment that outlines our expectations for drivers and tour staff in respect to seating within The Gardens during our busy season.

Please contact us if you have questions or concerns. We look forward to serving you and your clients.

Kind regards,

Dave Cowen, General Manager
THE BUTCHART GARDENS LTD.



DEAR DRIVERS & TOUR STAFF:

We are committed to ensuring our visitors are afforded the best possible experience at The Butchart Gardens and appreciate your cooperation in helping us to achieve this.

During our busy season, certain seating areas are reserved for visitors who have paid to view The Butchart Gardens.

From *May 15 to September 30 at all times, the following areas are reserved for paying visitors:

- All seating in Water Wheel Square
- All seating inside and outside the Coffee Shop

In addition to the bus driver/tour staff seating area in the Bus Lot, all other public areas in The Gardens are available for your use.

****At any other time of the year if seating is limited in these popular areas, we ask that you make your seat available to our paying visitors.***

We reserve the right to deny service to any Driver or Tour Staff for refusal to present Butchart Gardens' photo identification.

This notice is subject to change at any time.

Thank you for your cooperation,

THE BUTCHART GARDENS LTD.
Tel: 250-652-4422

ButchartGardens.com



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.

- Smoking or Vaping is not permitted anywhere on the premises.
- Visitors must conduct themselves in a respectful manner; disruptive behavior, obscenities or activities unsuitable to The Gardens are not permitted.
- 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 15th – March 31st.
- 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, scooters, or strollers must be patient and use extra caution as certain areas may not be easily accessible.
- Photography is welcome, but should not interfere with the enjoyment of other visitors; do not block pathways with tripods or selfie sticks. Please note that selfie sticks will be banned as of January 1, 2017.

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 kites or drones.
- Music or unauthorized musical performances.
- Use of flashes or selfie sticks for photographing or filming our Firework Shows.
- Distribution of any outside literature.
- Dispersal of ashes.

The Butchart Gardens

