

Tour Staff Guidelines & Policies

July 2019

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](#).

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

Group Services

250-652-4422 (Ext. 320)

GroupRes@ButchartGardens.com

www.ButchartGardens.com

Driver/Guide Seating Areas

From **May 15th to September 30th** each year, **the following areas** are reserved for the **exclusive use of our visitors who have paid to view** 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 pre-arranged with a group booking).*

A seating area has been created for drivers and tour leaders/guides adjacent to the bus parking lot. It is close to washrooms, a water fountain, and has covered tables, TV and complimentary WIFI. In addition to the 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 you make your seat available to our paying visitors.

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. We require Tour Staff to ensure passengers are also fully aware of our policy prior to arrival.

Selfie Sticks

The use of Selfie Sticks is not permitted in The Gardens and we require Tour Staff to ensure passengers are fully aware of our selfie stick policy prior to arrival.

Passenger Counts / Ticketing

Passenger counts must be finalized prior to arrival at The Gardens and accurately recorded on The Tour Company's valid voucher. Tour Staff are asked to verify the number of tickets received with Gardens admission staff prior to departing 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 which is available in 22 languages.

Youth & Child Tour Groups

Tours for **Youth and Child groups must have advance reservations** and adhere to our policies as outlined in the policy and visit instructions.

Butchart Gardens Tour Staff ID

Tour drivers and tour leaders must present **valid Butchart Gardens photo identification** in order to gain entry to The Butchart Gardens. The Gardens provides one driver ticket and one tour leader ticket per bus. ****We reserve the right to deny service to any Driver or Tour Staff for refusal to present Butchart Gardens' photo identification.**

Butchart Gardens Photo ID is complementary and must be obtained on or prior to the first visit. This ID card is available from our Turnstiles Ticket Office. The card is valid for 3 years. Your tour leader and drivers will present their valid company identification to receive their initial card. Lost or Stolen cards must be reported immediately to Visitor Services at The Gardens.

Complimentary Admission & Coffee Shop Tokens

The Gardens is pleased to provide complimentary tokens entitling your 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 for the exclusive use of Tour Company bus drivers, tour leaders and authorized tour guides only. Tour staff **must provide their Butchart Gardens Tour ID Card** in order to **gain entry to The Gardens to redeem** their complimentary Coffee Shop token for a beverage and snack and **to receive their 10% discount** in the Seed & Gift Store. (Coffee Shop selection below). No substitutions or changes, upgrades. Same day use only and tokens have no cash value.

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

Operational Guidelines

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

Idling Restrictions: The Butchart Gardens' bus idling restriction is an important initiative to protect the environment, provide healthy working conditions for our staff, and maintain a high quality, tranquil experience for our visitors.

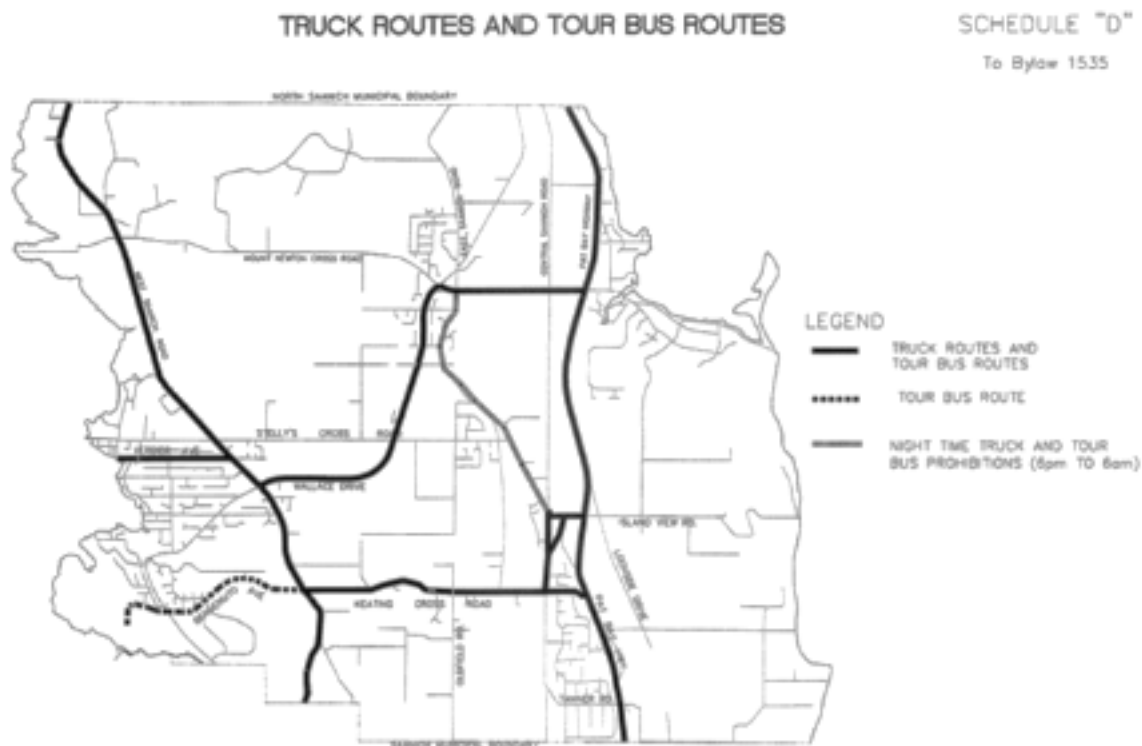
Please:

- Turn off your bus engine both at our admission gate and when pulled ahead into the numbered spots for the processing of payment.
- Do not idle for more than three consecutive minutes while loading or unloading,
- To speed boarding and minimize the time needed to run air conditioning or heat, so that all passengers board together, on hot days tell your passengers that you will meet them at a designated time and location on the shaded Bus Lot Patio or in Waterwheel Square.

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. Bus regeneration is not permitted on the premises.

Drivers and/or tour staff must orient their group on the patio at the Butchart Gardens sign as groups stopping on the path blocks access for other visitors.

Tour Route to The Gardens: 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, by obeying posted speed limits, school zones and avoiding the use of engine brakes. Tour buses are not permitted on the portions of Wallace Drive which intersect with Benvenuto Avenue.





Garden Etiquette

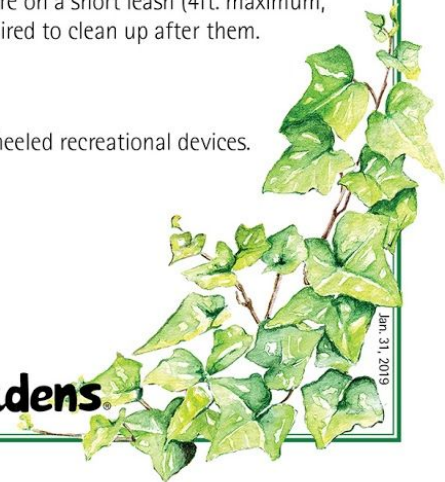
Our Garden Etiquette ensures the enjoyment and safety of visitors and provides a tranquil atmosphere for all while visiting The Butchart Gardens. We reserve the right to deny entry or remove any person(s) acting in contravention of these rules. Thank you for your cooperation.

- All persons on Butchart Gardens' property must follow the direction of staff.
- **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.
- Youths and children must be supervised.
- 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.
- 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.
- 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.
- 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 are not permitted inside The Gardens December 1 – January 6 between 3:00pm and 8:00pm. At all other times of the year pets are welcome to visit provided they are on a short leash (4ft. maximum, no retractable leashes), and under control at all times. Owners are required to clean up after them.

The following are prohibited while visiting The Gardens,

- Throwing, catching or kicking games, running or jogging.
- Wheeled-shoes, rollerblades, bicycles, scooters, skateboards or other wheeled recreational devices.
- Segways.
- 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.
- Use of BBQ's of any kind.

The Butchart Gardens



Jan. 31, 2019

Link to a printable version of our [Garden Etiquette](#)
And Etiquette translations in Chinese, Japanese & Korean can be found [here](#).

We look forward to working with you.



For More Information Contact:

Group Services
at
The Butchart Gardens

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