

Tour Staff Guidelines & Policies

April 2022



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

Group Services

250-652-4422 (Ext. 320)

GroupRes@ButchartGardens.com

www.ButchartGardens.com

Covid Protocols, Operational Rules & Garden Etiquette

The Gardens is following all the rules of the Provincial Health Officer, the British Columbia Centre for Disease Control (BCCDC) and WorkSafe BC. We have [COVID-19 protocols](#) and Rules in place to keep visitors and staff safe. While on The Gardens' property (including parking lots) tour drivers and tour leaders are required to follow the direction of The Butchart Gardens Staff at all times. For the safety and enjoyment of all our visitors, we've established [Etiquette](#) for The Gardens.

Operational Guidelines

- After identifying your group to the Admission Gate staff, you will be directed to pull ahead and park. The tour leader is required to walk back to the admission gate for payment and tickets.
- Please turn off the engine while waiting.
- For guests requiring the use of a The Gardens' wheelchair, please advise Admission Gate staff at this time and The Gardens will do their best to accommodate.
- Once tickets are issued, (**see passenger counts/ticketing section below*), tour vehicles will be directed to the bus lot.
- Visitor washrooms and a water refill station are located adjacent to the Turnstiles Entrance.
- The Gardens recommend distributing tickets to passengers as they disembark as tickets are required at the Turnstiles Entrance.
- Visitors scan their admission ticket (bar-code facing up) to open an individual turnstile
- All drivers and tour leaders/guides are required to wait until their entire group has entered The Gardens.
- Guided tours are not permitted. Orienting the tour group and/or identifying points of interest can be done prior to entering at the map on the patio by the public washrooms or in the main Waterwheel Square area.
- Garden maps are handed out upon arrival at the gate or are available for download on our website.
- Pre-print ticket phone line is currently unavailable.

Idling Restrictions: The Butchart Gardens' bus idling restriction follows the District of Central Saanich Policy No. 02.PW. Do not idle for more than three consecutive minutes while loading or unloading.

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.

Spill control/Safety: 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, notify Butchart Gardens Staff immediately. Bus regeneration is not permitted on the premises.

***Ticketing/Passenger Counts**

Passenger Counts must be finalized and accurately recorded on the tour company's approved/valid voucher prior to arrival or counts confirmed with admission gate staff when paying. Tour staff will verify and sign for the tickets received.

Lost tickets are not the responsibility of The Butchart Gardens.

Complimentary admission tickets are only provided to the tour driver and one tour leader per vehicle. Chaperones from school groups are not considered tour staff. Taxis or Limo drivers do not qualify for complimentary admission tickets.

Youth & Child Tour Groups

Tours which include **Youth and Child groups, must have advance reservations.** Specific policies apply to these groups and need to be arranged prior to arrival.

DATS Cards: Driver & Tour Staff ID



All drivers and tour directors are issued a DATS card (Driver and Tour Staff Identification) on their first visit. DATS cards are required for entering The Butchart Gardens and required to be shown along with a valid admission ticket at the turnstiles. DATS cards can be presented in the Gift Store for a 10% discount on personal purchases and shown to redeem the Coffee Shop token. DATS cards are complimentary and issued from our Turnstiles Ticket Office. They are only valid for identification purposes and can only be used for company business at The Gardens. Tour company identification is required to receive an initial card which is valid for 3 years. Lost or Stolen DATS cards must be reported immediately to Visitor Services at The Gardens. If a replacement card is needed more than once, a \$2.00 charge applies. We reserve the right to deny service to anyone for refusal to present Butchart Gardens' photo identification (DATS card).

Driver/Guide Seating Areas

A Tour Staff Seating Area is provided adjacent to the bus parking lot. Visitors will always have priority in the seating areas. **From May 15 - September 30th certain seating areas** are reserved for the **exclusive use of our visitors who have paid to view The Butchart Gardens**. Having a personal 12 month pass or purchasing food does not exempt Tour Staff from the restrictions.

*** **NOTE:** the following restrictions are in effect from **May 15th to September 30th** and tour staff are not permitted to utilize the following seating areas :

- i) *In front of the Coffee Shop*
- ii) *Waterwheel Square*
- iii) *Coffee shop, Blue Poppy and Dining room (unless pre-arranged with a group booking).*
- iii) *Patio table s by Annabelles' Cafe next to the Carousel*
- iv) *Seating at the fireplace in the Coffee Shop is reserved for our visitors at all times.*

Complimentary Admission & Coffee Shop Tokens for Valid Tour Staff

Tour Staff are given one Coffee Shop token per day. To redeem, DATS cards must be presented. Tour staff who present a valid DATS card to a Gift Store cashier, receive a 10% discount on purchases for personal use. This offer cannot be combined, or extended to another person. Tour staff are extended a complimentary *beverage and snack item at The Coffee Shop. The Coffee Shop will take a portion of the ticket and return it to tour staff for same day readmission if needed. See the Coffee Shop selections below. Substitutions, exchanges or upgrades are not permitted and tokens have no cash value.

<u>Choice of beverage:</u>	<u>Choice of snack:</u>
Coffee	Scone or Cheese biscuit
Tea	Cookie
Hot chocolate	Muffin
Milk	Soft serve cone (seasonal)

Selfie Sticks



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

Smoke / Vapour Free



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.

For safety, The Gardens exit road cannot be used as a pedestrian exit or entrance and is strictly for vehicles. Drivers, and any tour staff wishing to exit The Gardens on foot, must leave from Waterwheel Square and use the pedestrian path that passes the Admission Gate and leads to the entrance of The Gardens. Tickets are required to re-enter. Please note that smoking is not permitted at or near the entrance to The Butchart Gardens.



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For More Information Contact:

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at

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