



CITY CRUISES CANADA POLICIES AND PROCEDURES

POLICY

POLICY: **A-13**
SUBJECT: **CREW VISIT**
EFFECTIVE: **JANUARY 1, 2024**
SUPERCEDES: **JANUARY 1, 2023**

POLICY

City Cruises Canada crew members are expected to conduct themselves in a professional manner while off duty and visiting any City Cruises Canada location.

1.0 CREW VISITS

- 1.1 Crew members are permitted to visit a City Cruises Canada location at any time during business hours provided they are off duty, swiped out, and not wearing their uniform or ID badge while visiting. Crew members may not access any back of the house area while visiting.
- 1.2 For home port visits, crew members must advise their manager or supervisor on duty that they are on the property.
- 1.3 Crew members are expected to conduct themselves in a professional manner while visiting the facility. Crew members may consume alcohol in moderation while visiting.
- 1.4 Crew members are permitted to ride the vessel provided they are using the applicable ticket either purchased or complimentary.
- 1.5 Crew members must follow proper boarding procedures. Tickets must be scanned and the crew member and anyone visiting with them must be counted and loaded through regular loading procedures.

2.0 CREW COMPLIMENTARY TICKETS – SITE SPECIFIC

- 2.1 Returning crew members are entitled to receive one complimentary ticket after their first pay period of the start of their season. Returning crew members will accrue one complimentary ticket each pay period thereafter

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to a maximum of eight (8) tickets per season. Complimentary tickets are for the following cruise offerings:

- Niagara City Cruises crew – Voyage to the Falls Boat Tour
- City Cruises Gananoque crew – One-hour 1000 Island Cruise
- City Cruises Toronto crew – One hour Harbour Tour

2.2 New crew members for the season are entitled to receive one (1) complimentary ticket after their third (3rd) pay period. New crew members will accrue one (1) complimentary ticket each pay period thereafter to a maximum of eight (8) tickets per season.

2.3 For crew working at Niagara City Cruises, site-specific complimentary tickets are to be requested through Human Resources. For crew working at City Cruises Gananoque, or City Cruises Toronto, site-specific complimentary tickets are requested by completing the online request form (located on Crew Connect Canada).

2.4 Crew members are not permitted to request tickets on behalf of another crew member.

2.5 Crew members are to give seventy-two (72) hours notice when requesting complimentary tickets.

2.6 Crew members may give their complimentary tickets to friends, family or donate them.

2.7 Crew members are strictly prohibited from reselling their complimentary tickets to a third party for the purpose of resale. Violation of this policy will result in the crew member losing access to the Crew Complimentary Ticket program.

3.0 CREW MEMBER CONDUCT

3.1 Crew members visiting may not distract any fellow crew member from performing their work.

4.0 CREW USE OF PARKING

- 4.1 Crew members who utilize parking lots approved by the company are not permitted to park in those locations while off duty.

5.0 CREW COMPLIMENTARY TICKETS – OTHER SITES

- 5.1 Returning crew members are entitled to access complimentary tickets at other locations after their first thirty (30) days worked for the season.
- 5.2 New crew members are entitled to access complimentary tickets at other locations after they have completed their Introductory Period.
- 5.3 Crew members are permitted to visit other City Cruises properties at any time during business hours provided they are off duty, swiped out, and not wearing their uniform while visiting.
- 5.4 Crew members will request complimentary tickets to a City Cruises site, other than their own, by logging onto the Crew Connect Canada. Crew members will access the Crew Discount Program by selecting the City Cruises Canada menu option. Complimentary tickets are for the following cruise offerings:
- Niagara City Cruises crew – Voyage to the Falls Boat Tour
 - City Cruises Gananoque crew – One-hour 1000 Island Cruise
 - City Cruises Toronto crew – One hour Harbour Tour
- 5.5 Crew member will request their complimentary tickets by filling out the online form. A maximum of four (4) complimentary tickets are issued per calendar year.
- 5.6 Online form must be completed and approved prior to visiting the other City Cruises location.
- 5.7 Crew members must provide seventy-two (72) hours' notice when requesting complimentary tickets at another port/location.



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- 5.8** Crew members visiting other City Cruises locations are responsible for any site or port fees, gratuities, reservations, and travel expenses associated with getting to/from the vessel or experience. Site specific black out periods to apply.

Further interpretation of this policy is the responsibility of the Vice President, Operations. The Company reserves the right to make, modify, revoke, suspend, terminate, or change any policy or procedure, in whole or in part, at any time.

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