



CITY CRUISES CANADA POLICIES AND PROCEDURES

POLICY

POLICY: A-13
SUBJECT: CREW VISIT
EFFECTIVE: MAY 1, 2026
SUPERCEDES: JANUARY 1, 2024

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** Additional package offerings can not be added to the Crew Complimentary tickets
- 1.6** 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.
- 1.7** Food discounts while off shift are not eligible while visiting Niagara City Cruises and City Cruises Toronto.

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2.0 CREW COMPLIMENTARY TICKETS – SITE SPECIFIC

2.1 After thirty (30) days worked and upon request, returning crew members are entitled to receive two (2) complimentary tickets each month to a maximum of eight (8) tickets per season.

2.2 New crew members for the season are entitled to receive one (1) complimentary ticket after completing their Introductory 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 Complimentary tickets are for the following cruise offerings during the periods indicated below:

Niagara City Cruises crew

- Voyage to the Falls Boat Tour
- Tickets can be used anytime, except for holidays and holiday weekends (Friday to Monday)

City Cruises Gananoque crew

- One-hour 1000 Island Cruise – departing from Gananoque or Ivy Lea
- Tickets can be used anytime during the shoulder season
- From Father’s Day weekend to Labour Day, tickets can only be used Monday to Friday
- Tickets are not redeemable on any holiday, holiday weekend, including the Friday and Monday

City Cruises Toronto crew

- One hour Harbour Tour
- Tickets can be used anytime during the shoulder season
- From Father’s Day weekend to Labour Day, tickets can only be used Monday to Friday
- Tickets are not redeemable on any holiday, holiday weekend, including the Friday and Monday

2.4 Crew can request their complimentary tickets by emailing canadahr@hornblower.com.

2.5 Crew members are required to give seventy-two (72) hours notice when requesting complimentary tickets. Crew members will not be provided their complimentary tickets with less than seventy-two (72) hours notice.

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- 2.6 Crew members are not permitted to request tickets on behalf of another crew member.
- 2.7 Crew members may give their complimentary tickets to friends, family or donate them.
- 2.8 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 CANADIAN SITES

- 5.1 Returning crew members are eligible to receive complimentary tickets at other Canadian locations after their first thirty (30) days worked for the season.
- 5.2 New crew members for the season are not eligible for complimentary tickets at other Canadian locations.
- 5.3 Eligible crew members will request complimentary tickets by emailing canadah@hornblower.com. A total of four (4) complimentary tickets to other Canadian locations will be issued per season. Complimentary tickets are for the following cruise offerings:

- Niagara City Cruises – Voyage to the Falls Boat Tour
- City Cruises Gananoque – One-hour 1000 Island Cruise – departing from Gananoque or Ivy Lea
- City Cruises Toronto – One hour Harbour Tour

Crew members are permitted to split their four (4) complimentary tickets to receive two (2) tickets for each Canadian port.

- 5.4 Crew members must provide seventy-two (72) hours' notice when requesting complimentary tickets at another port/location.

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- 5.5 Crew members must arrive at the Canadian port with complimentary tickets in their possession.

- 5.6 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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