

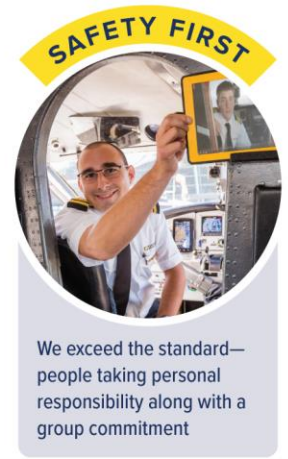
# Keeping You Moving

Your safety and comfort is Harbour Air's top priority, and when operations are impacted by inclement weather, we do our best to assist by presenting some alternative transportation options.

Please rest assured, if your flight is cancelled due to weather you will receive a full refund. If you would prefer to rebook on an alternate Harbour Air flight, you may do so with no change or cancellation fees.

Below you will find alternate transportation options; please note, all travel times and costs listed are approximate and do not factor in travel time to and from the alternate operators' locations, or check-in and departure times.

For assistance, please do not hesitate to approach us at the front counter or call us at 1.800.665.0212. We would be pleased to provide suggestions for you to reach your destination as soon as possible.



| OPTION #1   ~35 MIN                    | TYPE OF SERVICE | APPROX. COST | TRAVEL TIME | PHONE          | WEBSITE                |
|--|-----------------|--------------|-------------|----------------|------------------------|
| <b>DIRECT: Richmond to Victoria</b> ✈️ |                 |              |             |                |                        |
| Pacific Coastal                        | Aircraft        | \$190        | 25 min      | 1.800.663.2872 | www.pacificcoastal.com |
| WestJet                                | Aircraft        | \$300        | 30 min      | 1.888.937.8538 | www.westjet.com        |
| Air Canada                             | Aircraft        | \$300        | 30 min      | 1.800.247.2262 | www.aircanada.com      |
| <b>DIRECT: Richmond to Victoria</b> 🚁  |                 |              |             |                |                        |
| Helijet                                | Helicopter      | \$240        | 35 min      | 1.604.273.3333 | www.helijet.com        |

| OPTION #2   ~4 HRS 30 MIN                 | TYPE OF SERVICE | APPROX. COST | TRAVEL TIME    | PHONE          | WEBSITE              |
|---|-----------------|--------------|----------------|----------------|----------------------|
| <b>DIRECT: Richmond to Victoria</b> 🚌 + 🚢 |                 |              |                |                |                      |
| BC Ferries Connector                      | Bus             | \$71         | 4 hrs + 30 min | 1.888.788.8840 | www.bcfconnector.com |

| OPTION #3   ~5 HRS  | TYPE OF SERVICE   | APPROX. COST | TRAVEL TIME   | PHONE          | WEBSITE               |
|---|-------------------|--------------|---------------|----------------|-----------------------|
| <b>INDIRECT: Richmond to Victoria</b> 🚌 or 🚗 + 🚢 + 🚌 or 🚗                                   |                   |              |               |                |                       |
| <b>STEP 1: Richmond → Tsawwassen Ferry Terminal (Vancouver)</b>                             |                   |              |               |                |                       |
| Uber  | Ride Share        | \$40         | 35 mins       | -              | www.uber.com          |
| Vancouver Taxi  | Private Car       | \$40         | 35 mins       | 1.604.871.1111 | www.vancouvertaxi.cab |
| TransLink   | Bus + Canada Line | \$9          | 1 hr          | 1.604.953.3333 | www.translink.ca      |
| <b>STEP 2: Tsawwassen Ferry Terminal (Vancouver) → Swartz Bay Ferry Terminal (Victoria)</b> |                   |              |               |                |                       |
| BC Ferries  | Ferry             | \$9          | 1 hr + 40 min | 1.888.223.3779 | www.bcferrries.com    |
| <b>STEP 3: Swartz Bay Ferry Terminal (Victoria) → Victoria</b>                              |                   |              |               |                |                       |
| Uber  | Ride Share        | \$45         | 40 mins       | -              | www.uber.com          |
| Victoria Taxi   | Taxi              | \$45         | 40 mins       | 1.250.383.7111 | www.victoriataxi.com  |
| BC Transit  | Bus               | \$4          | 1 hr          | 1.250.382.6161 | www.bctransit.com     |

## HARBOUR AIR PROMISE AS OUR GUEST, WE PROMISE TO:



ENSURE YOUR SAFETY IS ALWAYS OUR TOP PRIORITY

PROVIDE A TRUSTED AND FRIENDLY TRAVEL EXPERIENCE

APPROACH ALL SITUATIONS WITH EQUALITY, FAIRNESS, SINCERITY AND RESPECT

SHOW YOU A BRIGHT SMILE, EVEN ON A GREY DAY