

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.



We exceed the standard—people taking personal responsibility along with a group commitment

OPTION #1 ~35 MIN	TYPE OF SERVICE	APPROX. COST	TRAVEL TIME	PHONE	WEBSITE
DIRECT: Richmond to Nanaimo ✈️					
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

OPTION #2 ~2 HRS 30 MIN	TYPE OF SERVICE	APPROX. COST	TRAVEL TIME	PHONE	WEBSITE
INDIRECT: Richmond to Nanaimo 🚌 or 🚗 + 🚢 + 🚌 or 🚗					
STEP 1: Richmond → Horseshoe Bay Ferry Terminal (Vancouver)					
Richmond Taxi	Private Car	\$60	1 hr	1.604.272.1111	www.richmondtaxi.ca
Uber	Ride Share	\$60	1 hr	-	www.uber.com
TransLink	Canada Line + Bus	\$4	1 hr	1.604.953.3333	www.translink.ca
STEP 2: Horseshoe Bay Ferry Terminal (Vancouver) → Departure Bay Ferry Terminal (Nanaimo)					
BC Ferries	Ferry	\$9	1 hr + 15 min	1.888.223.3779	www.bcferries.com
STEP 3: Departure Bay Ferry Terminal (Nanaimo) → Nanaimo					
AC Taxi	Taxi	\$20	20 min	1.250.725.3333	-
BC Transit	Bus	\$4	30 min	1.250.538.4282	www.bctransit.com/nanaimo

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