

HOW TO FIND YOUR CHARTER COACH AT

CANADA PLACE PIER or BALLANTYNE PIER

Your very first step to locating your *Charter Bus Lines* motor coach is on board the ship during your cruise.

On the ship, locate the Front Desk and advise the staff that you have a chartered motor coach waiting for you at Canada Place Pier (or Ballantyne Pier). Make sure that you have as much of the following information ready:

- The name of your group
- Number of passengers
- Very Important:** Name of the charter company (**Charter Bus Lines**)
- Your Charter Bus Lines' Reservation number
- Proof of flight departure information (if applicable)

This information is then relayed via satellite to the Ground Operations division at Canada Place Pier (or Ballantyne Pier) during your cruise.

Once you have cleared customs aboard your ship in Vancouver, a member of the cruise line will be in the hall area to greet you. He or she will have the charter information which you provided during your cruise. ***You must have your entire group ready to depart before our coach(es) are dispatched by Ground Operations to approach Canada Place or Ballantyne.***

At Canada Place, you will be advised as to which Bay to take your group. Allow a few minutes for our coach to arrive at your location.

At Ballantyne, our coach will be instructed to pull up in front of the building where your group will board.

Please Note: the cruise ship companies govern our pick up allowances at both Canada Place and Ballantyne Piers. We check in with Ground Operations at the Pier with the same information that you gave to the Front Desk. At Canada Place, all charter buses report to a holding area approximately 1/4 mile away from the cruise ship terminal. We wait there until we are given instructions when to pick up your group.

Don't forget to re-confirm your Reservation Number with us prior to your departure!

MAKING CONTACT: If you wish to speak to someone at **Charter Bus Lines**, please feel free call our sales staff at **(604) 940-1707, extension 289** any time between 9:00am to 5:30pm, Monday through Friday. Evenings and weekends please call our dispatch office at **604-940-1707, extension 288**. **PLEASE NOTE** that our staff will not be able to have your coach called up for you, but would be more than happy to assist you with any further questions that you may have.

