

CANADA PLACE TERMINAL

After collecting your luggage and clearing customs you will exit into the main body of Canada Place Terminal. You will see signs on the ceiling pointing to the left for “Shuttle Ticketing”

Directly in front of you on the left you will see a big booth for “Tourist Information” and Shuttle tickets between the doors marked “A” please proceed to this booth to purchase your tickets.

Please inform the agent of your name and destination.

RESERVED PASSENGERS, VOUCHERED RIDERS, OR PREPAID INDIVIDUALS AND GROUPS

Proceed out the doors located on the left hand side of the terminal marked “A”. Follow the walkway to the left and go all the way to the end, there are signs on the pillars saying, “Airport and Hotel Shuttles”. Please come to the “Vancouver Shuttle” booth to check in with Curtis.

BALLANTYNE TERMINAL

After collecting your luggage and clearing customs you will exit into the main body of Ballantyne Terminal. Go immediately to your right and proceed to the “Sightline” booth to purchase your tickets. Please inform the ticket agent of your name and destination.

After purchasing your tickets you will be directed to your loading area.

VOUCHERED RIDERS, RESERVED OR PREPAID INDIVIDUALS AND GROUPS

After clearing customs proceed out the doors in front of you, go to the left and across the crosswalk to the shuttle loading area. Proceed to the “Vancouver Shuttle” booth to be assigned to a shuttle.

ADDITIONAL INFO FOR BOTH TERMINALS

Representatives of Vancouver Shuttle and Charter are also present at both locations once you exit the customs area with hand signs saying, “Shuttle to airport and airport hotels”. These representatives can also assist you with where to purchase your tickets.

Passengers traveling to hotels are scheduled on our 10:30am departure; if you do get off the ship early please proceed to the “Tourist Information Booth” and you will be ticketed on the first available shuttle leaving the terminal.

Passengers traveling to the airport are given priority as they have flights to catch.

If you have not shown up at either the “Sightline Booth” to purchase tickets (Located inside either terminal) or at the Vancouver Shuttle booth (Canada Place) to check in by 10:25am your seats will be released and you may have to wait until the 12:30pm departure from the terminal.

If you have any problems or need to confirm you’re booking please call 604-841-2121