

Parking made easy.

Customer Service or Dispute Contacts

Lower Mainland Terminals

Imperial Parking Canada Corporation
#300 - 601 West Cordova Street
Vancouver, BC V6B 1G1

General Office 8:00am to 5:00pm: (604) 681-7311

Dispute Resolution 8:00am to 4:30pm:
(604) 331-7200 or 1 (800) 315-7275

Vancouver Island Terminals

Robbins Parking Services Ltd.
1102 Fort Street
Victoria, BC V8V 3K8

General Office 7:30am to 5:00pm: (250) 382-4411

Dispute Resolution 7:30am to 5:00pm:
(250) 382-4439 or 1 (866) 382-4439

Additional Information about parking and travel with
BC Ferries is available at bcferries.com

*BC Ferries is not responsible for loss or
damage to a vehicle or its contents.*

051345



Parking made easy.

Stall Number: _____

Expiration Date/Time: _____

BC Ferries



Information about parking at BC Ferries' Tsawwassen,
Horseshoe Bay, Swartz Bay, Departure Bay and
Duke Point Terminals.

BC Ferries
Experience the difference™



Two Parking Options

Short Term Parking Lot

Please place your receipt on the dash of your vehicle. You cannot extend parking time in the short term lot.

Long Term Parking Lot

Remember your parking stall number. As you are not required to display the receipt on your vehicle's dash, take your luggage with you and lock your car. Please keep your receipt with you in case you need to extend your parking time.

Two Payment Options

At the Ticket Dispenser

1. Enter your parking stall number.
2. Select the amount of parking time you require.
3. Choose your method of payment (credit card or cash).



By Phone *(Long Term only except for Horseshoe Bay)*

1. Call toll-free 1 (866) 277-5446.
2. Follow the automated prompts or access the operator.
3. Make your payment by credit card or cash.

To extend your time *(Long Term only except for Horseshoe Bay)*

Simply call 1 (866) 277-5446, note your parking stall number and when your time expires (shown on your receipt), then follow the automated prompts to add time to your ticket. *You can pay by credit card or cash.*

How do you pay with cash over the phone?

When paying by cash, an honour envelope will be left on your windshield.

Parking made easy.

To buy or extend your time call toll-free 1 (866) 277-5446. Have your parking stall number and expiry date/time handy (on your receipt). *You can pay by credit card or cash.*

For parking inquiries or Customer Service at BC Ferries' **Vancouver Island terminals** call Robbins Parking (250) 382-4411 or visit robbinsparking.com. For Lower **Mainland terminals** call Imperial Parking (604) 681-7311 or visit impark.com.