

Customer Service or Dispute Contacts

Tsawwassen Terminal:

Imperial Parking Canada Corporation

300 - 601 West Cordova St. Vancouver, BC V6B 1G1

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

Dispute Resolution - 8am to 4:30pm (604) 331-7200

or 1-888-556-5511

Swartz Bay, Departure Bay or Duke Point Terminals:

Robbins Parking Services Ltd.

1102 Fort St. Victoria, BC V8V 3K8

General Office (250) 382-4411

Dispute Resolution (250) 382-4439 or 1-866-382-4439

Hours for both services - 7:30am to 5:00pm



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

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

Parkit!
it's easy it!

Space Number: _____

Expiration Date/Time: _____

please recycle 

Parkit!
it's easy it!



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



2 easy payment options

- 1 Park** - Remember your parking space number and take your luggage with you. *Please keep your receipt with you in case you need to extend your time - you are not required to display the receipt on your vehicle's dash.*

Option 1 - at the Ticket Dispenser:

- 2** Enter your parking space number.
- 3** Select the amount of parking time you require.
- 4** Choose your method of payment (credit card or cash).
- 5** Collect your receipt and proceed to the terminal.

To extend your time

Simply call 1-866-277-5446, note your parking space 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 or mailed to your home address.

Option 2 - by Phone:

- 2** Call toll-free 1-866-277-5446.
- 3** Follow the automated prompts or access the operator.
- 4** Make your payment by credit card or cash.
- 5** Proceed to the terminal.



To buy or extend your time:

call toll-free 1-866-277-5446

Have your parking space 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' Swartz Bay, Departure Bay or Duke Point Terminals** call Robbins (250) 382-4411 www.robbinparking.com
- at **Tsawwassen Terminal** call Imperial Parking (604) 681-7311 www.impark.com