

Information for Passengers with Special Needs

We want to provide our customers with the assistance they require. We ask that customers with special needs self-identify and explain how we can be of assistance.

Please discuss your needs with the Ticket Agent in the vehicle or foot passenger ticket booth to ensure your loading experience goes smoothly. Once onboard the ship please go to the Chief Steward's office (if available on your ship) or the nearest available crew member on ships without a Chief Steward to let them know if you need assistance.

Special Vehicle Loading

If you use a wheelchair or walking aid, or have some other mobility issue that requires you to be located near an elevator, please inform the ticket agent. At the terminal, you will be given a windshield card, which is used to signal the crew that your vehicle should be parked near the elevator.

As you drive onboard, (please use your vehicle's hazard lights) you will be directed to a location that is as close as possible to an elevator. Park so that your vehicle door can be opened for easy exiting and access to the elevator.

There are limited spaces near or adjacent the ship elevators. Depending on when you arrive at the terminal, we may not be able to guarantee direct access to the elevator.

Please note this service does not provide you with assured loading. Because you may be one of the first to board the ferry, you must be in the terminal at least 20 minutes prior to the scheduled departure time. If there is an overload situation, or the elevator is out of order, you will be advised that your vehicle may be loaded on the next available ferry.

Elevator Service & Specially Equipped Washrooms

All ferries travelling between Vancouver Island and the mainland of British Columbia have elevators and specially equipped washrooms for passengers with special needs. Ask any crew member for directions.

Travelling on Shorter Routes

Most of our smaller ferries to the Northern and Southern Gulf Islands do not have elevator service. Please check our website for vessel specific information. Passengers unable to manage stairs will be required to remain on the vehicle deck. These ships operate on routes where the crossing time is short and most passengers remain in their vehicles.

Terminal Parking

Special parking for people with disabilities is available next to the entrance of all major terminals. Check the signs for time restrictions. Special parking is also available in pay-parking areas.

Special Fares

If you have a permanent disability, discount fares are available for you and your escort.

To receive this rate, you must present your **BC Ferries Disabled Status Identification (DSI) Card** when you arrive at the ferry terminal. Discounts apply to passenger fares only, not to vehicle rates.

Take advantage of the disabled persons' rate. This will save you about one-half the regular passenger fare for both you and your travelling companion.

As discounts cannot be given after you have completed your trip, any discrepancies involving the fare you are charged should be resolved prior to sailing. This way we can verify your claim and process a refund right away.

The disabled persons' rate cannot be combined with promotional offers or with other special fares such as BC seniors' discounts.

Applying for Your DSI Card

Complete the attached application form and send it to us by mail or by fax. Please remember to include the documentation requested on the form. It will take 5 – 10 business days for processing the application.

Fare Discounts for Specially Equipped Vehicles

Passengers requiring the use of an “overheight” vehicle equipped with a wheelchair lift or ramp may travel at the posted “underheight” vehicle (or car) tariff, with or without a DSI Card. Please inform the Ticket Agent of your vehicle's special status.

Organized Groups

A group of individuals with permanent disabilities, organized by a recognized association for people with physical or mental disabilities, may follow this procedure:

The leader of the group would write a letter on the Association's letterhead, confirming the number of people who will be travelling (including escorts) and date of travel.

Show this letter to the Ticket Agent at the terminal when you are purchasing tickets. This will confirm your group's eligibility.

Be sure to keep your letter to use it again on the return trip.

Disabled Status Application

Who Qualifies?

A resident of British Columbia with a permanent disability is eligible for special rates.

The impairment must be permanent and severe. For the purpose of these qualifications, severe means the impairment impedes normal daily functioning.

For example, a qualifying impairment may result in the inability to:

- carry out personal care activities such as preparation, serving and eating of meals, dressing, washing, bathing, personal grooming, etc.,
- be mobile without personal assistance,
- manage personal affairs without supervision.

Section 1: Please print and complete in full.

Name of Disabled Person:

Home Address:

Apt. No., P.O. Box, R.R. Number

Number & Street

City, Town or Village

Province

Postal Code

Describe your disability and how it impedes your ability to perform normal daily functions:

I hereby apply for a **Disabled Status Identification Card**. I understand that medical information is required from my physician to ensure the eligibility criteria have been met.

Signature or Mark (X)
of Applicant or Legal Guardian

Date

Area Code & Phone

To be completed if signed by Power of Attorney or Legal Guardian:

Name of Legal Guardian:

Relationship to Applicant:

Home Address:

Apt. No., P.O. Box, R.R. No.

Number & Street

City, Town or Village

Province

Postal Code

