



Independent Tour Operators Rules and Procedure Agreement

This Rules & Procedures Agreement (the “Agreement”) is entered into by and between Charlottetown Harbour Authority Inc. (the “Harbour Authority” or “Authority”) and the undersigned tour operator (the “Tour Operator” or “Operator”).

The purpose of this Agreement is to establish the terms, conditions, and procedures governing the use of the Port of Charlottetown for tour bookings and the conduct of independent tour operators.

License Area Use

The Tour Operator is authorized to use an area designated by the Harbour Authority for the pick-up and drop-off of cruise ship passengers (the “Licensed Area”).

1. License Fee & Term

1.1 Term

This Agreement shall commence on April 20, 2026, and shall terminate on November 2, 2026.

1.2 License Fee

The Tour Operator shall pay the Harbour Authority an annual license fee of \$400.00 CAD per vehicle, plus applicable HST.

1.3 Payment

The license fee is payable in full upon execution of this Agreement. Each vehicle operating at the Port must be separately licensed.

2. Tour Operator Conduct & Compliance

2.1 Solicitation & Unauthorized Operations

- Licensed Tour Operators shall not solicit passengers for unlicensed vehicles.
- Operators shall not direct passengers to off-port or unauthorized tour services.
- Operators with multiple vehicles must hold a valid license for each vehicle.

2.2 Vehicle Safety & Maintenance

- All tour vehicles must meet minimum safety, cleanliness, and operational standards.
- Vehicles must maintain a valid provincial inspection at all times.
- Vehicles found operating in unsafe or unsanitary conditions (including but not limited to worn tires or mechanical deficiencies) shall be suspended from Port operations until repairs are completed and certified.

2.3 Professional Conduct & Customer Service

- Tour Operators must conduct themselves in a professional, courteous, and non-aggressive manner.
- Use of mobile phones for non-emergency personal purposes while engaging passengers is prohibited.
- Operators must maintain a professional appearance at all times (no track pants; proper grooming required).
- Operators must actively engage cruise passengers while in designated tour areas.
- Smoking is NOT prohibited on Port premises. Vehicles must remain clean and free of odours.

2.4 Fair Business Practices

- A standard minimum rate of \$95 CAD / \$80 USD per hour shall be charged for walk-up cruise passenger tours. This requirement does **not** apply to pre-booked tours.
- Operators must accept both cash and credit card payments.
- Refusing short-duration tours (e.g., two-hour tours) or misleading passengers regarding tour options is prohibited.
- Operators must communicate fairly and courteously when managing large groups or referring passengers to another operator.
- Solicitation outside designated areas is strictly prohibited.

2.5 Podium Rotation & Presence

- A maximum of two (2) operators may be present at the podium at any time, in accordance with the rotational draw.
- All other operators must remain in their vehicles until called forward.

3. Parking Regulations

3.1 Epekwitk Assembly CHAI Parking Lot

- Operators parked behind the Epekwitk Assembly CHAI parking lot must remain in their vehicles until their turn.
- Congregating on the main thoroughfare is prohibited.
- Refer to Schedule A for the parking lot diagram.

3.2 Parking Lot B

- Upon arrival in Parking Lot B (Tour Operator Waiting Zone), operators must remain in their vehicles until directed to enter the C-Can.
- Refer to Schedule A.

3.3 Pre-Booked Tours

- Operators with pre-booked tours shall proceed directly to their designated areas as instructed.

- Refer to Schedule A for designated locations.

4. Reporting & Audits

4.1 Records

The Tour Operator shall maintain accurate and complete records of all tour bookings.

4.2 Audits

The Harbour Authority reserves the right to request records and conduct periodic audits to ensure compliance with this Agreement and operational standards.

5. Required Certifications & Training

All Tour Operators must maintain valid and current certifications for the duration of this Agreement, including:

- EMERIT or Aquila Certification, and
- PEI Best Bytes Certification, provided by TIAPEI (Tourism Industry Association of Prince Edward Island).

Failure to maintain required certifications may result in suspension or revocation of Port operating privileges.

6. Enforcement & Penalties

6.1 Non-Compliance

Failure to comply with this Agreement may result in:

- Verbal and/or written warnings.
- Temporary or permanent suspension of Port privileges.
- Fines or additional penalties as determined by the Harbour Authority.

6.2 Revocation

The Harbour Authority reserves the right to revoke operating privileges if the Tour Operator fails to meet required standards.

6.3 Security & Compliance

Operators and their agents must comply with all security checks, operational directives, and procedures required by the Harbour Authority.

7. General Provisions

7.1 Renewal

This Agreement applies to the 2026 cruise season and may be renewed annually upon payment of the applicable license fee and continued compliance.

7.2 Amendments

Any amendments to this Agreement must be made in writing and agreed upon by both parties.

7.3 Documentation & Identification

The Tour Operator shall:

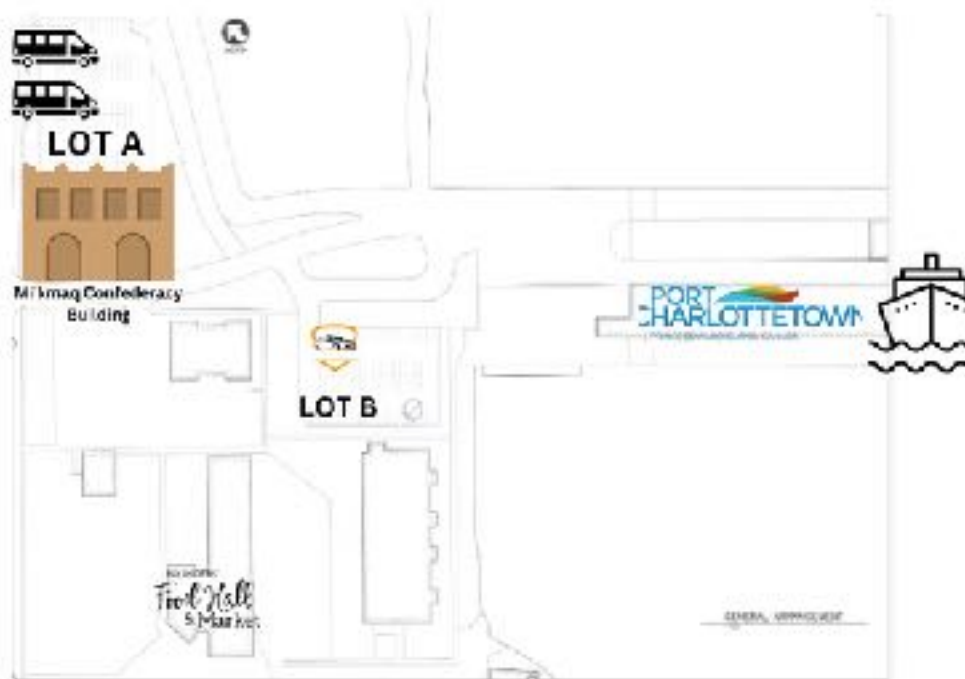
- Always display the Port of Charlottetown-issued vehicle sticker.
- Provide, upon request, a valid driver's license, tour license, vehicle registration, and proof of insurance.

All vehicles and drivers must carry minimum commercial general liability insurance of \$2,000,000 CAD per occurrence.

7.4 Indemnification

The Tour Operator agrees to indemnify and hold harmless the Harbour Authority from any claims, damages, losses, or liabilities arising from the Tour Operator's activities.

Schedule A



 = Tour Operators waiting area

 = Pre-booked tour pick up zone

*Note: Pre-booked tour pick-up zone is 3 spaces, and Tour Operators' waiting area is 4 spaces