



Persons with Disabilities

BC Ferries provides a variety of services for persons with disabilities to ensure a safe and comfortable journey for our passengers.

Persons with disabilities who will require special assistance, in the event of an emergency, are asked to advise the ticket agent on arrival at the terminal. Once you have boarded the vessel please discuss your specific needs with the Chief Steward or request to speak with the ship's First Officer.

SPECIAL FARES

Discount fares are available for residents of British Columbia who have a permanent disability (this applies to passenger fares only). To receive the discounted fare you must apply for a BC Ferries Disabled Status Identification (DSI) Card, which you will present to the Ticket Agent when you arrive at the terminal.

Please call us at 1-888-223-3779 for details, or you can download the [Information for Passengers with Special Needs Brochure](#).

Please note: If the above documentation is not provided upon arrival at the ticket booth you will be charged the regular fare.

ACCESSIBLE SERVICES WITHIN BC FERRIES

Signage:

Appropriate informational signage can be found at key points, both within the terminals and on board the ferries.

Passenger Areas & Cafeteria:

Most general passenger areas, including the cafeteria, are designed to be completely accessible to persons with disabilities. If additional assistance is required please ask one of our friendly staff to assist you.

Manual Wheelchairs:

All terminals and vessels are equipped with a manual wheelchair and are available to customers upon request.

Let us know if BC Ferries can assist in any way to make your experience travelling onboard as a foot passenger more comfortable. Please contact our Customer Service Centre at 1-888-BC FERRY (1-888-223-3779) 48 hours prior to your intended departure date to arrange for assistance and additional information on the range of services provided to our customers with varying disabilities.

Assistance from Personnel:

Persons with disabilities who will require special assistance, in the event of an emergency, are asked to advise the ticket agent on arrival at the terminal. Once you have boarded the vessel please discuss your specific needs with the Chief Steward.

Designated Parking Spaces:

Upon arrival at terminal, please advise ticket agent that designated parking is required to ensure close proximity to elevators onboard the vessel. Please ensure you arrive at least 30 minutes in advance of your intended sailing. There are limited vehicle spaces next to the elevators, so if parking next to an elevator is mandatory you may need to wait for the next available sailing.

Please note that in conditions of extreme weather, passenger elevators on the vessels may be unavailable due to safety regulations.

First Aid Stations:

Available on main passenger deck. We would like to inform our passengers that although we do not have medical personnel onboard our vessels, we do have a first aid room containing a bed and medical supplies in case of emergencies. For your safety we ask for you to have any necessary medical supplies with you in case of an allergic reaction. BC Ferries does carry such items as Epi-pens on board the vessels in the case of an emergency.

JOINT COMMITTEE ON ACCESSIBILITY

BC Ferries is committed to improving accessibility. There is a joint committee with representatives from various organizations for persons with special needs to better understand how BC Ferries can improve service for our customers with disabilities. The purpose of this committee is to review accessibility issues at BC Ferries and institute procedural and structural changes to improve accessibility.

While vessel modifications are often restricted by the age and physical structure as well as financial considerations, our new ferries are being built with barrier-free transportation in mind.

QUESTIONS

Any questions, or comments, regarding accessibility with BC Ferries can be directed to the knowledgeable staff at any of the terminals or the toll-free number: 1-888-BCFERRY (223-3779). Or punch in *BCF (*223) on Rogers or Telus Mobility networks. From outside North America, call (250) 386-3431. TTY users can contact BC Ferries through TELUS Relay Services at either: 711 or 1-800-972-6509.