

SAFETY POLICY



The safety of all Moose Bus travellers is of the utmost importance. This Safety Policy document outlines the safety standards and procedures we follow to minimize risk to our travellers and staff while on a Moose Bus Adventure. It also provides safety recommendations for you to follow prior to and during your trip.

Please read this document carefully and if you have any questions or comments about it, contact us at info@moosebus.travel.

1. Pre-trip Preparation

- We strongly recommend that you purchase comprehensive travel insurance to cover your entire trip, including emergency medical coverage, trip cancellation, interruption and delay coverage, baggage theft and damage coverage, and coverage for any adventure activities you may participate in.
- Please advise us of any pre-existing medical conditions (including food allergies) at the time of booking, or as soon as possible afterwards.
- Advise family/friends of your itinerary and let them know you'll be travelling with Moose.
- Make digital and hard copies of your passport and other important documents such as travel tickets. Upload digital copies to your cloud. Send a copy to a trusted family member or friend. Carry a paper copy with you and store separately from the original documents.
- Check that your mobile phone works in Canada (and the USA if necessary) and/or research acquiring a local SIM card once in Canada.

2. Moose Office in Vancouver

- All travellers will be brought to the Moose Bus Adventures office, located within the Samesun Backpackers at 1018 Granville St, prior to departing Vancouver.
- The Moose reception desk is located on the ground floor, immediately inside and adjacent to the main outside entrance to the building. This entrance is the primary fire exit and leads directly on to the street. There is a secondary fire exit out the back of the building. Exits routes are marked with illuminated EXIT signs, arrows, and floor markings as necessary. There is a fire extinguisher within 5 metres of the Moose reception desk.

3. Transportation - Moose Operated Vehicles

- Your Moose driver/guide is a trained professional driver with a commercial driver's licence. The qualification standards for this licence are more stringent than for a regular driver's licence, and also require the driver to pass a medical examination every couple of years to be able to maintain the licence.
- Please pay attention during your driver's vehicle safety briefing, which will be given before departing any location where travellers can join a tour (Vancouver and Banff).
- All Moose vehicles are equipped with seat belts, which you are required to wear while travelling in the vehicle.
- You must remain seated at all times while the bus is moving.
- All Moose vehicles are equipped with emergency exit windows and/or doors, a fire extinguisher, and a first aid kit. Moose vehicles with a capacity over 13 passengers also have an escape hatch in the roof. Your driver will point out these features during the safety briefing.
- Moose staff monitor road conditions for major events such as wildfires, landslides, and avalanches. We will reroute around problem areas as required.

We're a licensed motor carrier in the provinces of BC & Alberta, as well as in the USA as follows:

- Moose Run Adventures (2011) Ltd. is certified under the National Safety Code as administered by the province of British Columbia.
- Moose Run Adventures (2011) Ltd. holds a valid Passenger Transportation Licence issued by the province of British Columbia.
- Moose Run Adventures (2011) Ltd. holds a valid Extra-Provincial Operating Authority Certificate and a valid Intra-Provincial Operating Authority Certificate issued by the province of Alberta.
- Moose Run Adventures (2011) Ltd. holds a valid Motor Carrier Certificate issued by the U.S. Department of Transportation.

4. Transportation - BC Ferries

- Moose uses BC Ferries for ferry transportation between Vancouver and Vancouver Island on our Island Explorer tour (and on combination tours that include the Island Explorer).
- Plan ahead to take seasickness medication if you are susceptible and the weather conditions may result in rough seas.
- Please pay attention during the ferry safety briefing, which will be given at the start of the journey.
- For the BC Ferries safety policy, please visit the following website:
https://www.bcferrries.com/about/corporate/safety_first/

5. Accommodation

- Moose reserved accommodation is always in shared dorm rooms, however most of the time you will only be sharing with your fellow Moose passengers. We do still recommend locking your valuables in a hostel locker or in a secure place at reception.
- Review the emergency plan in your hostel room, and know where your nearest fire exit is located.
- All accommodation properties reserved by Moose have been inspected by our staff.
- All properties are registered businesses with the municipal and provincial authorities, and are licensed as accommodation providers.
- These properties must meet government regulated standards for fire safety and building/construction codes.
- All properties have pest management programs and rules for dealing with bed bugs and other pests.
- If you book your own accommodation, please check the quality and safety standards of your chosen accommodation. Moose is not responsible for any deficiencies in accommodation you have booked yourself.

6. Activities

- Always follow safety instructions given by your Moose guide or activity provider.
- Please consider your own capabilities before participating in any activity.
- Participation in included activities is completely voluntary. Please advise your Moose guide if you do not wish to participate for whatever reason.
- All included walks/hikes offered by Moose guides are on commonly used front country trails that are designed for regular use by tour groups, and do not require special equipment or a guiding licence. Note that some of these walks/hikes may be at an altitude at or above 2,000 metres. Always wear proper footwear and carry more water than you think you may require. Stay with the group - do not run ahead or fall behind. Pay attention to your Moose guide regarding what to do if you encounter wildlife.
- All other included activities are operated by registered businesses that must meet government regulated safety standards for their activity. Where required, activity guides are certified by a regulatory authority.
- Please note that optional activities are not operated by Moose Bus Adventures. Moose arranges the activity as an agent of the local supplier. If you choose to participate in an optional activity, your contract will be with the activity provider and their conditions will apply.
- Optional activities are operated by registered businesses that must meet government regulated safety standards for their activity, and activity guides are certified by a regulatory authority if required.

7. General Health & Safety

- Always follow safety instructions given by your Moose guide, whether it be for wilderness or urban areas.
- Always keep well hydrated during your trip! Summer temperatures can reach 40+°C in some parts of Western Canada and the USA.
- Tap water is safe to drink in Canada and the USA, unless specifically indicated at the water facility (e.g. in some wilderness areas). We recommend and encourage you to bring a reusable water bottle that you can refill on the go.
- Always. Wear. Sunscreen.
- We recommend consulting a doctor or travel medical professional prior to travelling, even to destinations like Canada and the USA.
- Wildlife is wild. Never approach or try to feed animals.