



TRAINING ★ TOURS ★ DISCOVERY

2025 AQUILA TOUR GUIDE HANDBOOK

**Prepared By and Property Of:
Aquila Tours**

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I. INTRODUCTION

A. AQUILA'S VISION, MISSION & CULTURE

Aquila's Vision:

An Aquilafied cruise industry ecosystem in our own community, and in communities around the world, which is a thriving and sustainable engine for prosperity. The fun and energized Aquila Team continues to grow and be recognized as leaders in our industry by creating moving experiences with integrity.

Aquila's Mission:

To ignite the spirit of discovery. Aquila is committed to exceeding our client expectations and ensuring growth by creating moving experiences.

Aquila's Culture:

Aquila prides itself on being the best and providing memorable experiences for our guests. We always strive for excellence when delivering our shore excursion programs. We are a company that cares about doing the right thing. We believe in creating an environment of diversity and community engagement where our team can flourish. Our culture embraces all backgrounds and is committed to creating safe spaces for our team regardless of what we look like, where we come from, or who we love. We look for reliable, confident, and like-minded individuals to join our team who will come together so that we can reach our shared goals of excellence and "Aquilafying" the world!

B. CONTACT LIST FOR AQUILA TEAM MEMBERS

Team Member	Responsibilities	Cell Phone	E-Mail Address
Danielle Timmons	Cruise Manager/Transportation Manager	506-639-0168	cruisemanager@aquilatours.com danielle@aquilatours.com
Sam MacVey	Cruise Manager/Human Resources Manager	506-647-1890	cruisemanager@aquilatours.com sam@aquilatours.com
Trina Forrest	Cruise Manager/Supplier Manager	506-651-2949	cruisemanager@aquilatours.com trina@aquilatours.com
Kelsey Phinney	Cruise Manager/Charter Manager	506-721-1988	kelsey@aquilatours.com
Angela Samson	Cruise Manager	416-908-3444	angela@aquilatours.com
Barb McAloon	Cruise Manager	506-470-1054	barb@aquilatours.com
Melanie Colpitts	Cruise Excellence	506-636-2127	melanie@aquilatours.com
Lori Patterson	Accounting/All Payroll Inquires	-	lori@aquilatours.com
Jennifer Hay	Inventory Manager	-	jennifer@aquilatours.com
Yessika Veliz	Office Manager/HR Support	-	yessika@aquilatours.com
Beth Hatt	Fearless Leader	-	beth@cruiseexcellence.com
Melissa Villarreal-Martinez	Cruise Excellence	-	melissa@cruiseexcellence.com
Wenzhu He (Wen)	Digital Marketing and Cruise Excellence Support	-	wen@cruiseexcellence.com
Ambra Attus	Director of Impact, Growth & Development, Cruise Excellence	-	ambra@cruiseexcellence.com

Important Email Contacts:

tourguides@aquilatours.com – Schedule availability, conflicts, training, and tour information. This address is for information related to Tour Guide and Pierside Human Resources.

cruisemanager@aquilatours.com – For any information regarding a ship the night before or call your Cruise Manager

lori@aquilatours.com – **ALL** inquiries related to payroll

II. RESPONSIBILITIES OF THE TOUR GUIDE

A. JOB DESCRIPTION:

Tour guides escort individuals and groups on trips, on sightseeing tours of cities and on tours of historical sites and establishments. They also provide special information on matters relating to such things as history, archaeology, monuments and works of art, the environment, culture, natural and built attractions, places of interest and any general matter of interest to the visitor.

The tour guide is pivotal for the success of the tour. No matter how interesting or attractive an itinerary may be, the tour guide will always be a central figure of the excursion. All clients (cruise lines, tour operators, etc.) expect tour guides to leave a lasting impression on their guests.

The following attributes make Aquilamazing tour guides:

- Friendly, pleasant and caring disposition
- Lively and enthusiastic in their commentary
- Knowledge of the history, culture, and other pertinent information of the place being visited
- Understanding the needs and the interests of the passengers and having the ability to convey information in a style that suits their needs. They should not overemphasize the intellectual or historical aspects of the sites.
- Able to lead a group of people gracefully but firmly and steer any unexpected situation back on track with a sense of control.
- Demonstrates respectful and equitable treatment of all guests regardless of background including, but not limited to, those represented by culture, race, sex, age, physical disabilities, sexual orientation, gender identity, neurodiversity, political affiliation, and socioeconomic status.
- Good interpersonal relations and able to work in a team.
- Guide should act as a storyteller and impart their talk in a light and easy style, which brings the place to life and inspires the imagination of our passengers.

B. RESPONSIBILITIES OF THE TOUR GUIDE:

Before Your Tour

- Check the guide schedule and tour information posting before your scheduled cruise ship day.
- Check in at pier at least 45 minutes prior to your first tour departure time and be ready to be at your bus.
- Wear your Aquila Name Badge and Aquila Issued Port Pass. Display your Port Saint John Parking Pass in your car.

- Ensure you carry your Tour Packet including all needed information for the tour: timing, addresses, contact numbers for places visited, lunch menu, and other important tour details.
- Mobile Phones should be on **silent/vibrate mode**. Cell phones are useful in the case of an emergency or to contact a Cruise Manager/Aquila Supplier; however, personal calls may not be made or taken during the tour program.
- Always carry a blank incident report form.

Buses & Drivers

- Check the bus for the following and report any issues to Aquila immediately (where applicable):
 - air conditioning
 - microphone
 - cleanliness
 - overall condition
- While drivers are responsible for assisting guests when entering and exiting the coach, guides should do this in the event the driver does not.
- Guides are responsible to give the driver directions during the tour. Always go over the tour details prior to tour departure.
- Saving front seats is managed by the Transport Team.

Tour Content & Logistics

- Count, count and count again, (at the pier as guests board the motor coach and each time guest disembark the motor coach) if passengers are missing, have the guests stay together while you look for the missing guest(s). Notify the Cruise Manager if unable to locate the missing guest(s) prior to leaving your stop.
- Greet and welcome the guests and introduce the driver.
- At the beginning and end of your commentary, say “On behalf of Aquila...”
- Do not modify the tour itinerary, route or stops without approval by the Cruise Manager, even if requested by a guest. Exceptions: If safety is a concern or for road construction.
- No shopping stops are permitted except those planned and approved in advance by the cruise lines. When stops are made, it must only be to pre-planned quality stores. Under no circumstances are guides permitted to arrange visits to any stores owned or operated by a friend or relative.
- Never put itinerary decisions on tour to a group vote.
- The front seat guests often try to monopolize the guide’s attention – guides must be wary of this and divide their attention equally.
- Guest questions on the coach should be repeated by the guide over the microphone system and answered for the enjoyment of all.
- Under no circumstances should a guide advocate or discuss the merits or disadvantages of any particular religion or form of political ideology. Focus on the positive things that guests are seeing.
- Guides should never discuss in front of guests the difference in the tour they are receiving compared to another line (i.e. is this the line that includes ice cream on the walking tour).
- Guides should keep the guests informed of upcoming restroom stops and other stops.
- On tours including a meal, introduce the restaurant and the menu stressing its typical features and the traditions associated with the dishes to make the meal stop more attractive. Ensure guests are seated comfortably before seating yourself.
- Stay with group at all times and be a “Silent Partner” when an interpreter is present.
- Do not ask suppliers for personal discounts while on a tour.
- When a stop is made – the Tour Guide must advise guests of the following:

- Remind guests to watch their step entering/exiting the motor coach.
- Location where the motor coach will re-board guests.
- What time the motor coach will re-board guests. Indicate “30 minutes from what your watch/clock says” so as not to confuse the guests in terms of ships/local time.
- Approximately how much walking/stair climbing will be involved in the visit, so that those who prefer may elect to remain on the coach.
- Remind guests of the coach number/color they are on.
- Count the number of guests before leaving the stop
- Never say, “Hurry, we’re running late” or imply they are running behind schedule.
- Under no circumstances is it acceptable for guides to smoke in view of guests.
- Never promise or imply a refund to a guest’s complaint, if you cannot resolve the complaint. Direct any guest complaint(s) or issue(s) to the Cruise Manager immediately. Inform guest you will bring Manager to them immediately.

Safety

- Stress safety when embarking and disembarking the motor coach, on walkways etc.
- Do not allow guests to stand on a moving coach.
- In the event that a person becomes ill or is injured during a program, or if there is some other accident during a shore excursion, the Tour Guide must immediately obtain necessary medical attention for the person and notify the Cruise Manager, and report passengers Cabin #.
- Offer medical assistance for injury or accident of any kind, no matter how minor. If guest declines, have them sign the incident report. At the end of tour, notify Cruise Manager of incident or call Cruise Manager if it is an emergency and medical assistance is required
- Complete incident reports immediately on or following a tour. Get guest name and signature and a witness (driver is a good witness).

After Your Tour

- Guides must remind guests to remove all belongings at the conclusion of the tour. Once all guests have exited the bus, the Guide and Tour Escort should check the motor coach again.
- Check in with Aquila Cruise Manager when you return and pass in your completed Tour Summary Packet.

More information on safety can be found under Crisis Management in this manual. Other company policies and guidelines can be found on our resource website.

C. DRESS CODE POLICY

All guides will be issued one (1) Aquila Name Badge, (1) one Aquila issued Port Pass, (1) one branded polo shirt, and one (1) Saint John Port Parking Pass. If it is lost, a new name badge or parking pass can be issued by Aquila (as they are mandatory); however, the cost of the name badge will be deducted from the guide’s next pay (approximately \$10 per name badge and \$40 per Port Parking Pass).

All tours are open to both **Loyalist and Non-Loyalist Dress Code**. We are still encouraging those who want to wear their Loyalist costumes to do so and can interchangeably use Option 1 or 2 below to your preference. It just means that those who would prefer not to participate in Loyalist dress code have an option with guidelines to follow. On tours such as Hopewell, Whale Watching, and Moosehead Brewery we

will continue to encourage Non-Loyalist Dress Code for safety/comfort reasons, but otherwise it will be the decision of each tour guide and their individual preference. Our dress code is as follows:

Minimum Standards for Loyalist Costumes (must have):

Option # 1

- Dark Footwear (no sneakers, closed in toes)
- Full Length Dress with sleeves and no ankles showing
- Basket or Cloth Bag
- Aquila Name Badge
- Brooch or Shawl or Cape or Apron or Bonnet/Cap
- Aquila Name Badge and Aquila Issued Port Pass must be visible at all times, worn on outer layer

Option # 2

- Tri Corn Hat
- Knickers are preferred, but long dark pants are acceptable
- Dark Shoes (no sneakers, closed in toes)
- Light Wool Socks
- White Dress Shirt
- Vest
- Frilly Bib
- Aquila Name Badge
- Aquila Name Badge and Aquila Issued Port Pass must be visible at all times, worn on outer layer

Required Dress for Non-Loyalist Costume Dress Code (option for ALL tours):

- Pants or Capris (no denim, no shorts) in *Navy or Black*
- Aquila branded polo shirt (short or long sleeve). One shirt will be provided to each tour guide upon starting with Aquila.
- Jackets must look professional with no visible logos, preferably in solid colours
- Aquila Name Badge and Aquila Issued Port Pass must be visible at all times, worn on outer layer
- If you have these items they are also acceptable:
 - Aquila Yellow logo hat
 - Aquila Navy Polos or Windbreakers
 - Any future branded items from Aquila
- Comfortable, appropriate, *closed-toe* shoes
- Clothing and shoes must be in good, professional condition (sneakers are acceptable)

Our goal with this policy is to make life a little easier for our Tour Guides, and to give you a bit more flexibility to choose what you think will help you be the most successful. There will be an option to purchase some additional branded clothing throughout the year on your own should you prefer, but this will not be required. It will only be an option if you would like to have some branded items. Any requests for clothing are to be made through our Office Manager and HR Support, Yessika Veliz.

D. TIP POLICY

Aquila's Tip Policy is to split tips 50/50 with your driver. This is the policy for all tours, with only two exceptions. First for private tours conducted in cars. In that instance, the guide and the driver each keep

whatever tips they are given. If a tour includes a guide, driver and an Aquila translator/language guide that have all been booked by Aquila, tips are split 3 ways, and the same conduct outlined applies. If the translator is provided by the ship, we do not include that translator or any other shipboard personnel (i.e. escort) in tip-splitting. For all other tours, tips are split 50/50.

Both the driver and the guide must be present when the tip collecting, counting, and splitting takes place. At the conclusion of the tour, both the driver and guide are to pool all tips that have been collected and sit together to count the tips. The tips should then be split 50/50 between the guide and driver. There should be no handling of tips if one or the other of the guide and/or driver is not present. If two or multiple tours are back-to-back with the same guide & driver, and the turnaround time is too tight, the tip collecting, counting, and splitting should take place after the last tour.

If at any time you have a concern about a driver, please mention it on your report/tour summary sheet. At no time are passengers to see the driver and guide “splitting” the tips at the pier. Also, at no time are guides or drivers to ask for a gratuity; however, guides are permitted to place a Tip Basket on the dash of their coach to help encourage tips.

III. RESPONSIBILITIES OF AQUILA

A. HUMAN RESOURCES MANAGER

Samantha MacVey will be handling Human Resources with support from Yessika Veliz. In relation to tour guides, job responsibilities for Human Resources Manager are hiring, training, scheduling, evaluation, feedback and handling guide suggestions and or concerns.

B. CRUISE MANAGERS

Danielle Timmons, Samantha MacVey, Trina Forrest, Kelsey Phinney, Angela Samson, and Barb McAloon will be Aquila’s Cruise Managers this season. In relation to tour guides, job responsibilities for Cruise Managers are ensuring smooth delivery pier side for all cruise programs. There will be the assistance of Pier Managers from time to time.

C. PAYROLL

Lori Patterson is responsible for all payroll. If you have ANY payroll related questions, please contact her directly. As well, she will be collecting all TD1 Forms.

D. COMMUNICATION

- There will be a pre-season meeting held in the Spring each year depending on when the first cruise ship arrives
- There will be a mid-season meeting/check-in August
- End of Season Wrap Up
- Winter E-Newsletter
- Regular email communication from your Human Resources Manager

IV. RISK MANAGEMENT & CRISIS MANAGEMENT

A. FIRST AID & CPR TRAINING

In our ongoing effort to deliver excellence and take our risk management to even greater heights, Aquila has a First Aid & CPR training policy. Aquila will cover the cost of ensuring that all of our Aquila Guides and Aquila Drivers are certified in CPR & First Aid. In order to guide and/or drive for Aquila, you must have a valid, up-to-date certification in First Aid and CPR (Workplace Standard First Aid Course). The cost of this First Aid course will only be covered once the Guide or Driver has finished one complete cruise season and will be returning for a second season. Confirmation of certification is provided directly to Aquila from Connecting First Aid; however, if we do not have your certificate on file we will ask that you bring your card to the Aquila office to be photocopied (or send a photo). Expiry date must be after the last ship of the season.

If you don't have one (or it expires before the end of the season) you must take the course. Aquila will pay for the course **once every three years**; however, not for the time it takes. We have made arrangements with Connecting First Aid Solutions, and you may book your course directly with them, indicating that you are with Aquila. This will now require approval from Aquila, so eligible team members are provided to Connecting First Aid on a list.

Connecting First Aid - Janice Crilley-Mason

Phone: 506-608-1192

training@connectingfirstaid.ca

Canadian Law states that if an employer has paid for your CPR & First Aid Training, that while you are at work, you are obligated to use your training if a situation comes up. If you are not at work, you are not obligated to use your training.

First Aid Kits: Aquila has a First Aid kit at the tour booth & in the office. The buses and trolleys are all equipped with First Aid kits. We have small travel-size First Aid kits for guides to take on walking tours. We are working on educating our suppliers to ensure that they all have a standard First Aid kit on their premises. If at any point you have questions or concerns about First Aid Kits on your tour, please tell your Cruise Manager or Human Resources Manager

B. SAFETY BRIEFINGS ON TOUR

Please be advised that safety briefings are to be said at the beginning of **EVERY** tour program. We ask that you memorize the script (*you may have the safety briefing bullets on a small card if necessary*), recognizing that you may need to add bullets to suit the tour you are providing. You are able to personalize the introduction and conclusion, but you must say the relevant bullets as well as any additional points that suit the tour you are providing, and you must ask that all bumps and bruises be reported to you, even if they're small. The complete and most recent safety briefing can be accessed on the resource website at:

<https://cruiseexcellence.com/aquila-policies-and-guidelines/>

C. HANDLING INCIDENTS ON TOUR – TOUR GUIDE'S ROLE

The tour guide and/or driver will normally be the first one with knowledge about a crisis, so you play a key role in the crisis management procedure.

- Stress traffic safety for coach and for passengers when they are exiting the coach. If the coach breaks down, ensure passenger safety; keep them entertained until a replacement arrives.
- Remain calm
- Stop the vehicle and assess damage. If possible check for injuries and hazards (risk of fire, hazardous materials, gas, glass, fire, water).
- Your first priority is to assist all persons on the vehicle and/or impacted by the situation. If other vehicles are involved, check for injuries.
- Evacuate the vehicle if passengers are at greater risk inside the vehicle. Ensure passengers gather in a safe location away from traffic or other hazards if they evacuate the vehicle.
- Call (or ask your driver to) for emergency assistance if necessary (police, fire, ambulance)
- Provide precise information as to your location (direction of travel, mileage marker, nearest intersection or landmark).
- Call (or ask your driver to) Aquila at the numbers provided in this handout or on your wallet card. Provide them with; your name, vehicle involved, location, injuries, extent of damage and the details of the accident. Keep the communication line open with Aquila. Do not hang up.
- Tend to passengers as best you can. Don't attempt to move injured persons unless they are in danger.
- Keep passengers from wandering onto the roadway.
- Never search passengers for identification, only emergency personnel should do this.
- If you can, minimize traffic obstruction by moving vehicles off the road. If the collision results in injuries, fatality, or property damage over \$1000, vehicles should NOT be moved until directed by police.
- Write down names, phone numbers & insurance information of all drivers involved.
- Write down the names and phone numbers of all witnesses, including passengers.
- Share information with drivers of other vehicles involved.
- You are authorized to discuss accident circumstances with Aquila and law enforcement officers ONLY. You are not to speculate about causes or who was at fault.
- NEVER admit blame for the accident.
- If a reporter asks for information, simply state: "A company representative will be available to answer your questions shortly." Avoid making negative comments like "I'm not authorized to talk to you" because that will only generate more media interest and pressure for information from you.
- There are many phone numbers associated with Aquila. As such, calls from the media could come to our office or our afterhours emergency number. Regardless of where the calls are received, you are not to give any information to the media. It is company policy to refer media inquiries to the company's designated media spokesperson (**Beth Hatt, Melanie Colpitts or Danielle Timmons**).

D. HANDLING INCIDENTS ON TOUR - AQUILA'S ROLE

- Ensure that the team member calling in is kept calm and reassured. Cruise Manager or Emergency Response Contact will gather information of incident including:
 - Who is involved?
 - What happened?
 - Where did it happen?
 - When did it happen?
- Aquila will send assistance right away for onsite team members (if necessary). This will be the daily assigned Emergency Contact (Beth, Melanie, Danielle, or occasionally a Cruise Manager)

- Aquila has a full crisis management plan in place that comes into effect depending on the degree needed based on the situation. If required, the Emergency Contact assigned will take over scene, accompany individual(s) to the hospital or assist in returning them to this ship.
- Aquila has processes in place for the protocols & procedures for various foreseeable risks, such as ships with illness on board; operating boat tours under windy and/or rainy conditions; etc. These are in line with what the cruise lines expect from their Tour Operators.
- If you wish to know more about Aquila's full Risk Management Plan, please contact your Human Resources Manager.

E. HEALTH CANADA ILLNESS ADVISORIES

As we navigate this season, there may be times when ships arrive in our port operating at a heightened level of health protocols for reasons including, but not limited to, Norovirus or COVID-19. They may be issued a colour coded illness advisory – Yellow, Orange, or Red – from Health Canada. We hope this does not occur, but it is a possibility we need to be prepared for. In this case, Aquila would continue to follow the highest health and safety standards, while following additional recommendations from both Health Canada and the Cruise Lines.

On these days our process includes advising everyone on our Aquila Team (Tour Guides, Drivers, and Pierside) prior to the cruise day of the situation. We will clarify what specific protocols we have been advised to follow such as additional sanitization. A sample of some possible additional protocols on days with Illness Advisories would be:

- In some cases, there may be cruise line representatives involved in sanitization of the tour buses before guests embark. Buses may be provided with additional supplies from Cruise Lines (usually provided in form of a "Quick Response Kit").
- Passengers who report nausea or illness whilst on tour should be escorted off the bus or to an area away from the group and provided alternative transportation back to the ship. Tour Guides would contact their Cruise Manager who will arrange transportation with the Port Agent.
- Cruise Manager should be informed as soon as possible of the names & cabin numbers of any passengers who are ill on tour.

As part of regulatory oversight, Health Canada may conduct inspections or evaluations of our tours to ensure compliance with health and safety standards. These evaluations may occur without prior notice, and team members should always be prepared to demonstrate adherence to established protocols.

V. SCHEDULING & WAGES

A. SCHEDULING PROCESS

- All guides are required to provide the Human Resources Manager with their requested times off for the summer by **May 31st, 2025** and for the fall season by **July 31st, 2025**. (Or earlier if you know in advance)
- Tentative Schedules will be done on a monthly basis. Each month's schedule will be posted by the middle of the previous month.
- Aquila depends on all our team members for large single, double, and triple ship days. Please avoid scheduling appointments or vacation for any multiple ship days.
- Final schedule and tour information will be posted on the resource website the day before a scheduled ship. Tour Guides can also choose to be added to a WhatsApp notification group for finalized tour schedules and information.

It is noted that for the cruise industry, it is challenging as the office only receives final numbers the day/night before arrival. Aquila will do its utmost to have the guideline recorded by 8:00 pm the day before a ship arrives and earlier if at all possible.

Aquila does not adhere to seniority in its scheduling process. While we will do our utmost to be fair, our primary concern for scheduling is to ensure that the client is being served well, while maintaining a balance for our team of guides. Step on Guides for tours other than cruise ships are required infrequently; however, they will be scheduled as required in a rotating pattern.

B. 2025 PAY SCALE

Cruise Programs

Pay Scale for our Tour Guides is paid at a flat rate of either half days or full days. A half day is any tour 4 hours or less and a full day is more than 4 hours. Tour Guides are asked to arrive 45 minutes before their tour departs (unless otherwise indicated by the cruise manager). These rates will be provided at the start of every season by the Human Resources Manager. There are two tours for which a premium rate will be provided. This premium rate is due to the additional training, tour length, and level of responsibility for the tour guide. These additional tours and rates are:

- Top 10 Tour/Best of Saint John - \$12.50 additional per tour
- Hopewell Rocks Tidal Discovery/Coastal Adventure - \$25.00 additional per tour

Other Saint John Programs (i.e., Step-On Tours)

Pay is flat half day cruise rate if tour(s) executed are 4 hours or less, and full day cruise rate if tour(s) executed are more than 4 hours.

Meetings

Guides will be paid \$18/hour for any meetings they are asked to attend or additional tour specific training opportunities. Guides will not be paid if they volunteer to participate in a forum, evaluation, shadowing, or optional training.

- Any changes in your personal contact information must be communicated to the Human Resources manager right away. (Please note if you have off-season contact information that is different, it is helpful for Aquila to have this as well).
- Should your CPP status change, please advise Lori right away. Ensure you complete and submit to payroll both the Provincial and Federal TD1 forms by the end of May each year, to ensure the proper deductions are being processed.
- Please note that T4 slips will be issued to all team members.

C. CANCELLED TOURS

Due to the unpredictable nature of the cruise industry, Aquila may require cancelling a tour guide on occasion. While we do not like to cancel guides, it is a reality and requires our team members to be flexible. Examples of this could include but are not limited to lack of tour sales, cancellation of tours, changes to tours, change in ship itinerary, inclement weather, etc. Aquila will make every effort to contact any effected guides as soon as any changes occur.

VI. PROFESSIONAL CERTIFICATION

A. WHAT IS CERTIFICATION?

Certification for the purpose of Tour Guides in this context refers to the international standard and certification for Tour Guides in the cruise industry. The Aquila Centre for Cruise Excellence online certification program is a comprehensive online training program that addresses the unique needs and circumstances of guiding shore excursions for cruise lines. The program covers all the essentials of Tour Guiding, from presentation skills to the logistics of conducting a tour to dealing with difficult situations and managing risk.

B. WHAT IS THE CERTIFICATION PROCESS?

The program consists of a series of six lessons, and each lesson will take approximately 45 minutes to complete. Throughout each lesson, there will be several opportunities to practice what has been learned, and with feedback provided specific to each practice lesson. At the end of the program, the last lesson is a full assessment. It includes a written component and a video component, both of which will be scored. To obtain certification, a passing grade of 70 percent on both the written and video components will be required. Tour Guides must recertify with the program every five years.

It is mandatory all Aquila guides have:

1. Taken the Online Aquila International Certification program by August 8th, 2025.
2. Written the Final Exam (Lesson 7) by August 22nd, 2025, or before conducting 1st tour.
3. Submitted the Video Assignment by November 28th, 2025.

C. WHAT ARE THE COSTS?

The cost for International Certification program is \$345.00 USD per person. However, the cost for this will be paid by Aquila for all existing guides and will be included in the New Guide training costs.

VII. PROBATIONARY PERIOD FOR NEW GUIDES

We are so excited that you have joined our Aquila Team – we pride ourselves on being a group of dedicated and hard-working people that build our Aquila spirit. We hope that working with Aquila will be a rewarding and enjoyable experience. As our industry is so unique, working with Aquila requires a higher level of flexibility than other positions. The training for the guide position begins in the Spring and continues through the Summer until approximately August.

During your first cruise season, all new guides are placed on a trial or probationary period. This period allows you to assess your readiness to be a tour guide and lets Aquila to evaluate progress and confirm that a new guide has the right skills and flexibility. This period ends once the guide has completed their first cruise season and the Tour Guide Excellence Certification course.

VIII. EVALUATION

We are committed to ensuring we have every tour guide on our team evaluated. Throughout the season we will conduct these on a regular basis. We are committed to evaluating our tour and tour guides. If an evaluator goes out with your tour any feedback will be shared with you. An end of season evaluation will be distributed to all tour guides for feedback when deemed necessary. When deemed necessary, the Human Resources Manager will poll tour guides for feedback on items. This could be done via telephone, email, in person, or in a forum setting. Tour guides are encouraged to provide feedback throughout the year to their Cruise Manager via tour packets or directly to the Human Resources Manager.

IX. PRIVACY LEGISLATION

In regulation with the privacy act, all personal information Aquila has on file for its employees is kept confidential and will not be given out without permission from the individual employee. Aquila will not sell any information to any company.

X. WORKSAFE NB

- www.worksafenb.ca
- An employee incident report must be completed and provided to Aquila within 24 hours of the incident in order for the incident to be eligible under WorkSafe NB.
- All WorkSafe NB inquiries should be directed to the Cruise Manager or Human Resources Manager.
- The WorkSafe NB Application for Workers' Compensation Benefits can be found and completed online at: <https://www.worksafenb.ca/media/61299/application-for-workers-compensation-benefits.pdf>.

XI: AQUILA TEAM RESOURCE WEBSITE

Aquila will be hosting our Aquila Team Resources on a website server so that we can keep the team updated effectively, deliver better experiences to our guests, and work towards our goals of environmental responsibility and sustainability. Whether you're a seasoned team member or just starting your journey with us, this is your go-to spot for resources, support, and the latest updates to help you deliver truly Aquilamazing experiences. These files will be kept as up to date as possible and will be available for download.

All Aquila Team Resources are confidential, and can be found at the following link (if you misplace this link you can also scroll down to the bottom of our website and click the tiny cruise ship between Privacy Policy and Terms & Conditions:

<https://cruiseexcellence.com/aquila-team-resources/>

XII. COMPANY POLICIES AND GUIDELINES

To ensure a safe, respectful, and responsible workplace, our company maintains key policies. In addition to this handbook, these policies are designed to provide clear expectations and guidance for all team members:

- Sustainability Policy
- Safety Briefings Policy
- First Aid Policy
- Bus Spotting Policy
- Harassment and Disciplinary Policy
- Smoking, Drug, and Alcohol Policy
- Handling Hot Topics Guidelines
- Private Tours – Notes for Guides
- Tips for Working with a Translator

For detailed information, please refer to the respective policy documents, which can be accessed on the resource website at:

<https://cruiseexcellence.com/aquila-policies-and-guidelines/>

It is essential that all Aquila Team Members review and adhere to these guidelines to support a positive and compliant work environment. For any questions or clarifications, please reach out to your Human Resources Manager, Sam MacVey.

XIII. CONFIDENTIALITY

As an Aquila guide, you are a key part of our team, and we will provide you with all necessary materials to provide an excellent and memorable experience to our cruise clients. We understand that from time to time our guides supplement their Aquila tour guiding with various other tourism positions outside of our company. We understand and support our guides with other opportunities that may arise, but we do ask

that Aquila guides be available on cruise ship days for Aquila first unless previously discussed with the Human Resources Manager. We also ask that if you are considering additional positions to please advise us so that we can ensure there is no conflict. If you are unsure about any supplemental work, please don't hesitate to ask your Human Resources Manager. Under no circumstances are any Aquila materials or documents to be shared with any other individual or organizations outside of our company.

ADDENDUM A: DEFINITIONS

“Tour Operator” or **“Operator”** means each Tour Operator that makes shore excursions available to the cruise line, which is then marketed by the cruise lines during cruise season.

“Tour Guide” means the person or persons engaged by the Tour Operator to act as guides on shore excursions.

“Pierside Team” refers to the operational team who manage the dispatch of tours. This includes Cruise Managers, Pier Managers, Transport Team, and Sales Team.

“Shore Ex” or **“Shore Excursion Office”** means the office onboard the ships where shore excursions are managed and sold. It also refers to the team onboard.

“Shore Excursion Manager” means the person or persons who work onboard the ships and manage shore excursions on behalf of the cruise line.

“Tour Escort” means the staff member or members who work onboard the ships and accompany guests on shore excursions.

“Step On Guides” means providing a group, often a preformed group visiting another region or country, with detailed commentary about the local city and area.

“Driver Guides” means perform all the duties of step-on guides, in addition to driving the tour vehicle.

ADDENDUM B: AQUILA'S SHORE EXCURSIONS

ACCESSIBLE SAINT JOHN CITY SIGHTS

This tour uses an accessible mini coach equipped with a motorized wheelchair lift, and traces over 400 years of history of Canada's oldest incorporated city. As your guide takes you past prominent landmarks and historic buildings, you'll be introduced to the many fascinating personalities and events that made Saint John the greatest little city in the east! Your first stop at Wolastoq Park, is a great place to survey the harbor. Next, you'll stop to view the famous Reversing Falls Rapids at Fallsview Park, touted as the sight no one should miss on a visit to Saint John. From the bluffs, your guide will explain that twice daily the powerful tides of the Bay of Fundy rise faster than the river can empty. When this happens, the mighty tides push the river water upstream, causing the rapids to run in the opposite direction and the Saint John River to flow backwards. You'll continue past Fort Howe, which sits atop a cliff and has fine views of the harbor below. You'll have approximately 20 minutes to explore the Old City Market and chat with the vendors before reboarding your coach and returning to the ship.

Duration: 2 ½ hours

BAY OF FUNDY AND THE FUNDY TRAIL

Dramatic coastlines, spectacular views, and captivating tides will draw you into the beauty of the Bay of Fundy. You'll depart Saint John and watch the changing scenes of the unspoiled countryside and ocean views along your scenic route to the Fundy Trail Parkway. During the scenic drive to St. Martins, your local guide will entertain you with fascinating folklore about the village, including the thriving shipbuilding era of bygone days. Stop along the way in the charming fishing village of St Martins. Upon arrival, stop at the harbor and witness the effects of the extreme high and low tides of the Bay of Fundy. This area is a favorite with artists, with its lighthouse, 2 covered bridges, lobster traps and fishing boats creating a charming scene. Stroll over the covered bridge and explore this working harbor.

Continue your scenic drive to the Fundy Trail Parkway. You'll make 2 photo stops on your way to Long Beach. Enjoy some free time at Long Beach to explore and learn more about the Bay of Fundy tides. Following your time at Long beach, visit the Interpretation Centre and Gift Shop, and if you're feeling brave, take a walk on the suspension bridge over Big Salmon River! Next you'll drive to the St. Martins Sea Caves & Beach, where time and tides have carved echoing caves in the sandstone cliffs. Enjoy a walk along the beach and a light lunch of delicious seafood chowder at the beach restaurant. As you return to Saint John, you'll stop at Fallsview Park to see the unique Reversing Falls Rapids phenomenon, where twice daily the powerful Bay of Fundy tides cause the Saint John River to reverse upon itself and flow backwards.

Note: There is an alternate menu for those who don't eat seafood. Walking on the beaches and at the Sea Caves is over very rocky terrain and is at your discretion. The interior of the Sea Caves are only accessible at low tide, but they can be viewed from the beach at any time. The order of sights may vary depending on the tide schedule of the day.

Duration: 7 hours

BAY OF FUNDY WHALE AND WILDLIFE WATCHING

Set sail on the Bay of Fundy for an unforgettable whale and wildlife watching tour. With interpretation by a Marine Biologist, you will find this expedition to be an excellent discovery of the marine life found among the world's highest tides. Travel about 90 minutes to St. Andrews, a charming resort town on the Bay of

Fundy, and board your catamaran. Sail among islands and passages where tidal currents are strong, and watch for eagles and seabirds, as well as seals and porpoise, who take advantage of these rich feeding areas. Then, enter the open Bay of Fundy to watch for whales. In this area of the Bay, the huge Finback and smaller Minke whales are the most common from late June to October, with the popular Humpbacks generally arriving in late summer. Following your expedition, you'll have time to explore St. Andrews with its quaint shops and restaurants before returning to Saint John. Please remember that the Bay of Fundy is a wild and natural environment and the wildlife within travel and feed on their own schedule. While we do have a 90-100% success rate of sighting whales, they cannot be guaranteed.

Note: *There are 50 steps to board the whale watching boat. Please dress in layers with warm clothing and raingear, as there can be a significant temperature drop on the open Bay of Fundy.*

Duration: 7 hours

COASTAL ADVENTURE: FUNDY TRAIL & FUNDY NATIONAL PARK

Experience the breathtaking beauty of the Bay of Fundy with its dramatic, unspoiled coastlines and iconic tides. Travel to St. Martins, a charming coastal fishing village located on the last remaining stretch of undeveloped wilderness coastline in North America. Your guide will regale you with stories of the past and natural wonders as you travel through the wooded forest and then begin to follow the rugged edge of the Bay of Fundy.

Explore the St. Martins harbor with its colorful fleet of fishing boats. Embrace the authentic nature of this historic shipbuilding and logging community as you continue to the Fundy Trail Parkway. The Parkway offers scenic lookouts, footpaths, beaches and river estuaries. Your adventure takes you through the Parkway to Fundy National Park – home to Acadian forests, waterfalls, and unique flora and fauna. In the Park and take in the incredible nature preserved in this beautiful National Park. Immerse yourself in the calming nature of the seaside village of Alma, enjoying your free time visiting gift shops, strolling the rocky beach, or exploring the harbor.

- Enjoy a Lobster Roll picnic lunch and a world-famous sticky bun.
- Experience everything that is New Brunswick from Bay of Fundy coastlines to the hills and valleys of the Acadian Forest.

Duration: 7.0 hours

HARBOUR PASSAGE & PLACE FORT LA TOUR WALKING TOUR

Place Fort La Tour, a National Historic Site of Canada, sits at the mouth of the Saint John River. Learn the story of Charles de Saint-Etienne de La Tour, how the Fort became one of the earliest fur trade points between the French and the indigenous people, and the tragic story of his wife's defense of the Fort in his absence while under siege from his rival. Lady La Tour is a true Canadian heroine.

On this tour we invite you to travel back in time with us to the 1600's and experience life at that time, complete with Palisade, Bastion, and Blacksmith Forge, all nestled amongst replica fort buildings.

- Savour a delicious homemade biscuit with local Crosby's molasses! A family-owned company, Crosby's has been headquartered in Saint John since the 1800's. You'll love this sweet treat that locals have been enjoying for over 200 years.

- Learn the history of our incredible city all from the perspective of the waterfront.
- Your expert interpreter will help you imagine what day-to-day life at the Fort was like.

Duration: 2.0 hours

HISTORY IN STONE WALKING TOUR

Walk along two of Saint John's most notable streets: Germain Street, one of the city's most elegant residential streets, and Prince William Street, former heart of the business and financial community. You'll get up close to many fine architectural structures and discover fascinating details such as ornate carvings, exquisite stained glass, wrought iron fences, and fascinating gargoyles. Strolling through Historic Trinity Royal, Saint John's Heritage Area, you'll see the three churches along Germain Street for which the area is named and stop to admire one of them. You'll also enjoy a cone of locally-made ice cream and explore the Old City Market, where an eye-opening variety of fresh seafood, vegetables, and crafts are for sale. In addition to fascinating folklore and beautiful architecture, this tour provides an excellent opportunity to chat with locals.

Duration: 2 Hours

HIKE AND PADDLE AT ROCKWOOD PARK

Get back to nature and spend an adventurous day in the park! Join us on this half-day excursion to Rockwood Park and experience this urban oasis in the heart of Saint John as you hike and paddle.

On this excursion you will experience the pristine forests, sparkling lakes, lush green fields and numerous types of birds and animals that are found within Rockwood Park. Hike along a wooded trail around Lily Lake and then paddle on Lily Lake in your choice of a kayak or canoe. This excursion includes transportation to and from the park.

Duration: 3 hours

HOPEWELL ROCKS – TIDAL DISCOVERY

Experience the World's Highest Tides as you explore a World Class Attraction, and a UNESCO designated Biosphere Reserve. Sit back and relax in your motor coach while you travel along the picturesque Fundy Coastal Drive to Hopewell Rocks. Your local guide will delight you with both facts and folklore surrounding the Bay of Fundy's coastal communities. Ride through the Fundy National Park, where you can often spot various bird species and even an occasional moose. Then, get ready to discover Hopewell Rocks – the icon of New Brunswick. Here, you'll see the famous flowerpot rocks created by the clash of continents, carved by melting glaciers, and then sculpted by the highest tides in the world. Your guide will explain how twice daily one hundred billion tons of water creates tides that can rise up to 50 feet. Enjoy a buffet or picnic-style lunch after exploring this fascinating Tidal Discovery Site. Relax as you journey back to your ship viewing the scenic New Brunswick countryside along the way.

Note: Tidal activity cannot be guaranteed. Guests must be able to walk approximately 300 yards over pebbled and wet surfaces, and maneuver approximately 100 steps.

Duration: 7 hours

INDIGENOUS STORYTELLING WALK

Discover the local history of the Wolastoq and Mi'kmaq peoples from a unique Indigenous point of view while meandering along the harbor towards where it joins with the Beautiful River - Wolastoq.

Led by your Indigenous interpreter as you stroll along Harbour Passage, you'll walk along a historical portage route, pass by known archeological sites, and become acquainted with the timeless wisdom of our ancestors. Learn how stewardship of the earth should look in a modern world, while respecting and celebrating the traditions of the past, through the eyes of traditional and modern artisans and artists, as well as the stories that bind our cultures together. Prior to the landing of European settlers in what is now called New Brunswick, thriving cultures existed for thousands of years which lived in harmony with the land and the life that resided on it. Survival on this land depended on ingenuity and knowledge wrought from a sometimes harsh and unforgiving environment. Passed down through the generations were the spoken teachings that served as lessons to the younger generations to ensure their survival into the future. Despite today's world of modern conveniences and industrialization, respect and protection of the land is a way of life still followed today in every aboriginal community across Canada. Join us on this Indigenous Storytelling Walk to hear the stories, learn the history, and gain an understanding from your Indigenous Interpreter.

- This is a walking tour along harbour passage
- Indigenous interpreter (guide)
- Includes memento for each guest

Duration: 2 hours

IRVING NATURE PARK TOUR

The Bay of Fundy boasts the highest tides in the world and one of the earth's richest marine eco-systems. Learn about this fascinating system on a nature walk at the Irving Nature Park, a haven of winding roads, nature trails and rugged coastline teeming with birds, wildlife and harbor seals. Following your naturalist guides, embark on a walk that will reveal to you the richness of intertidal life, the flora and fauna found within an Acadian Forest, and a breathtaking coastline with a wonderful coastal habitat. During your walk, which lasts approximately 90 minutes, you'll stop at a covered picnic area to enjoy a refreshment and to soak in the scenery. You'll find it hard to believe you're only moments from the center of town! This excursion also features a visit to the Reversing Falls Rapids, where the mighty Bay of Fundy meets the St. John River, and as the tides rise, force the river to reverse direction and flow upstream.

Duration: 3 Hours

KAYAK ADVENTURE AND BEACH

This fully guided kayaking tour is a perfect blend of adventure and learning, along the shores of the historic Saint John River. Learn basic paddling strokes and technique before venturing on the historic Saint John River in a stable 2-person kayak. As you paddle along the shoreline, you will experience the diverse natural environment and wildlife that surround you in the calm, sheltered waters of the river. (No white water is encountered). You'll explore hidden coves and keep a lookout for eagles, hawks, osprey, harbor seals and ducks. Photo opportunities abound as you pause to view breathtaking landscapes & local wildlife including an active bald eagles nest. Following your kayak tour, enjoy an hour of free time at Dominion Park Beach to swim, sunbathe and relax. There are changing facilities onsite.

Duration: 4 hours

MAPLE SUGAR SHACK & BRUNCH

Join us for the ultimate Canadian experience! Meet your local guide pier-side, and hear all about the history of Saint John as you travel through the city, and out to the New Brunswick countryside. Cross the Kennebecasis River on one of the few remaining cable ferries in New Brunswick. Take in the sights and stories of the Kingston Peninsula, home to Elmhurst Outdoors, a small family-run maple sugar farm.

Tag along on an enlightening Maple Sugar Bush tour, to a present-day Maple Sugar Shack. Informative displays will take you back in time to the beginning of maple sugaring by native North Americans, then onward in history to the early settlers, and from there, to the mid-1900's and the present. Following your guided tour, you'll return to the lodge for home-made pancakes, sausage, and of course, all kinds of pure maple syrup! To round out a perfect day, you'll be treated to an age-old tradition of maple taffy on snow!

Duration: 3.5 hours

MOOSEHEAD BREWERY TOUR

This tour is a fun and fascinating visit to Canada's oldest independent brewery, home of the world-famous Moosehead beer. Your guided tour of this modern facility will show you how the popular beer is brewed, bottled and shipped for export around the world. Explore Moosehead's historic brewery; learn more about their rich history; and sample award winning beers fresh from their aging tanks. The tour gets you up close and personal with their brewing process and their state-of-the-art package line.

The Moosehead Brewery, solely located in Saint John, New Brunswick. Operates with values that have been safely guarded by the same family for 150 years. Their journey began in 1867 and despite obstacles- devastating fires, prohibition, the Great Depression, two world wars, complete destruction in 1917, Moosehead continues to be one of the most resilient and respected Canadian companies. Driven by a passion for beer, and bolstered by dedicated employees and strong family leadership, Moosehead is proud to call themselves Canada's oldest independent brewery.

Duration: 2.5 hours

RIDE THE RAPIDS

On this thrilling jet boat tour, you'll experience the highest tides in the world in the Bay of Fundy. Only here can you venture into Saint John's Reversing Falls Rapids and feel the power of this phenomenon in an up close and heart-pounding experience.

You will board a high-speed jet boat for an adventurous exhilarating trip! You'll jet through and across the famous Reversing Falls Rapids, with your captain taking you over and around the rapids, with excellent views of powerful whirlpools swirling about and waves towering. Brace yourself for a wet and exhilarating ride through the renowned rapids.

Duration: 0.75 hours

SAINT JOHN FOR FOODIES

Embark on a tour designed by foodies for foodies, as you experience the colorful sights, exciting sounds and tantalizing smells teeming from the Saint John City Market. An icon of Saint John and a favorite among

visitors and locals alike, this hotspot for delicious, local food brings to life the city's illustrious history, vibrant culture and remarkable cuisine. Set out on foot alongside an informative and friendly guide, strolling through the heart of the city and stopping to taste one of Canada's iconic treats, the Beaver Tail. Upon arrival at the oldest city market in Canada you'll enjoy a complete and colorful market experience. Hear stories about the market's history and how it has served as the heart of the community, while standing by its original wrought-iron gates. On your guided stroll around the market, you'll visit a shopkeeper to sample some local delicacies from the nearby Bay of Fundy. Then you will walk to our Foodie District for another sampling in a unique Saint John venue.

Duration: 2.5-3 hours (varies by cruise line)

SAINT JOHN HIGHLIGHTS TOUR

Saint John history is evident in its weather-worn look, passing the tests of salt air, sea winds, and a devastating fire. As your guide takes you past prominent landmarks and historic buildings, you'll be introduced to many fascinating personalities and events that occurred to make Saint John the greatest little city in the east! Visit the Reversing Falls Rapids, where the mighty Bay of Fundy causes the Saint John River to reverse direction and flow upstream. Stop to explore the Old City Market, where you will delight in the vibrant sights and sounds and chat with the locals. See the Carleton Martello Tower, one of sixteen constructed in Canada during the early years of the nineteenth century, and one of the few remaining. View the port of Saint John against the beauty of the Bay of Fundy from Fort Howe lookout. Discover close to four hundred years of history in the heart of Canada's oldest incorporated city, and experience a delightful blend of past and present.

Duration: 2 Hours

SCENIC ST. ANDREWS & LUNCH AT MINISTERS ISLAND

Your tour begins as you board your transportation for a 90-minute coastal drive to the quaint seaside town of St. Andrews-by-the-Sea. En route you'll pass through Fallsview Park where the mighty St. John River meets the powerful tides of the Bay of Fundy, creating the renowned Reversing Rapids. The Bay of Fundy is an UNESCO Biosphere Reserve, UNESCO's conservation and sustainable development arm for areas that have terrestrial and coastal marine ecosystems. After a photo stop at the rapids, you'll depart for St. Andrews. Upon arriving in St Andrews, you'll take a once-in-a-lifetime drive across the ocean floor to Ministers Island, which is only accessible at low tide.

Cross the ocean floor into a world that is rich in distinctive natural and marine surroundings, cultures and histories. For many centuries the island was the seasonal home of the Passamaquoddy indigenous people. In 1777, the island took on a new identity as Loyalists from the United States moved north to escape the American Revolutionary War. During your tour of the island, imagine life on the sprawling summer estate of an American railroad visionary, who united Canada by completing the railway from coast to coast in 1885. You'll be amazed by the massive and recently restored Maxwell designed barn, once the heart of an innovative agricultural operation. Explore the spectacular 50-room summer cottage which reflects Van Horne's appreciation of art, music, entertainment and the finer things in life. Discover the panoramic views of Passamaquoddy Bay from the iconic Bathhouse. After your tour & light lunch on Ministers Island, you'll enjoy an orientation tour of the Town of St. Andrews and then some free time to explore and browse the charming shops and boutiques housed in the historic buildings along Water Street. On your return drive to the ship, make a photo stop at Fallsview Park where the mighty Saint John River

meets the powerful tides of the Bay of Fundy, creating the renowned Reversing Rapids. The Bay of Fundy is an UNESCO Biosphere Reserve, UNESCO's conservation and sustainable development arm for areas that have terrestrial and coastal marine ecosystems.

Duration: 6.5 hours

ST. MARTINS & THE BAY OF FUNDY

Less than an hour away from Saint John, perched on the shores of the Bay of Fundy, is the picturesque fishing village of St. Martins, a beautiful window through which to take a peek at life in New Brunswick, and a UNESCO designated Biosphere Reserve. During the scenic drive to St. Martins, your local guide will entertain you with fascinating folklore about the village, including the thriving shipbuilding era of bygone days. Upon arrival, stop at the harbour and witness the effects of the extreme high and low tides of the Bay of Fundy. This area is a favorite with artists, with its lighthouse, lobster traps and fishing boats creating a charming scene. There are also some unique gift shops here for you to browse, if you choose. Next, visit the beach, where time and tides have carved echoing caves in the sandstone cliffs. Enjoy a walk along the beach and a lunch of seafood chowder at the beach restaurant. Following your visit, return to the ship with lots of memories as souvenirs of your wonderful day.

Duration: 5 Hours

TOP 10 - SAINT JOHN & THE BAY OF FUNDY

If you want to see and do it all in one day, this is the tour for you! Combining the best of the region's rich history and heritage with the natural beauty of the world-famous Bay of Fundy, this tour features the Top 10 things to see and do in Saint John and the Bay of Fundy. Discover the favourites of locals and visitors alike, including:

- The World-Famous Reversing Falls Rapids
- A Bay of Fundy Fishing Village with a Working Harbour
- A Bay of Fundy Beach & Sea Caves
- Scenic Vistas of the Bay of Fundy Shoreline
- Charming Covered Bridges
- The Vibrant Saint John City Market
- Rich Military History at the Carleton Martello Tower National Historic Site
- Victorian Architecture of the Historic District
- Moosehead Beer at an Irish Pub

Duration: 7 hours

TRADITIONAL HIGH TEA & HISTORICAL WALKING TOUR

Head out with your guide on a walk to learn and observe Saint John's rich English heritage present: Victorian architecture, streets named with a royal twist and our very own King Square. Walk by locations of significance in the historic Trinity Royal District and get an insider's view of the iconic Trinity Church.

Following your walk, you will be escorted to the prestigious Union Club to partake in a British tradition. Feast on a traditional High Tea: tea or coffee, assorted sandwiches, scones with clotted cream, assorted jams and an assortment of sweets.

Duration: 2.5 hours

TROLLEY 'ROUND SAINT JOHN

See all of the highlights of Saint John by motorized trolley, similar to the century-old streetcars, and enjoy the entertaining narrative by your driver-guide, who brings Saint John's history and culture to life. Stop to visit the Reversing Falls Rapids, where the Bay of Fundy tides battle with the St John River. At low tide, the River rushes into the Bay in a series of fantastic rapids and whirlpools, and at high tide, the Bay forces the River to reverse direction and flow backwards. No matter which stage of the tide cycle you see, you'll be fascinated by this unique phenomenon. Onboard the trolley, hear the stories behind the unique architecture of the historic district. View the port of Saint John and your cruise ship against the beauty of the Bay of Fundy as you drive along Fort Howe lookout. Discover 400 years of history and culture in Canada's oldest incorporated city, and experience a delightful blend of past and present. Your tour ends at the Old City Market, in the heart of Saint John. Disembark and explore at your leisure, as you are within a 3 block radius of Saint John's top attractions.

Duration: 1.25 hours

WHALE WATCHING BY ZODIAC

Set sail on the Bay of Fundy for an unforgettable whale and wildlife watching tour onboard an exhilarating zodiac boat. There is no bench seating and all guests have their own chair with Seasuspension shock absorbance. You will find this expedition to be an excellent discovery of the marine life found among the world's highest tides. Travel about 75 minutes to St. Andrews, a charming resort town on the Bay of Fundy, and board your whale-watching zodiac boat. Sail among islands and passages where tidal currents are strong, and watch for eagles and seabirds, as well as seals and porpoise, who take advantage of these rich feeding areas. Then, enter the open Bay of Fundy to watch for whales. In this area of the Bay, the huge Finback and smaller Minke whales are the most common from late June to October, with the popular Humpbacks generally arriving in late summer. Following your expedition, you'll have time to explore St. Andrews with its quaint shops and restaurants before returning to Saint John. Please remember that the Bay of Fundy is a wild and natural environment and the wildlife within, travel and feed on their own schedule. While we do have a 90-100% success rate of sighting whales, they cannot be guaranteed.

Note: *There are 50 steps to board the whale watching boat. Please dress in layers with warm clothing and raingear, as there can be a significant temperature drop on the open Bay of Fundy. All guests will be fitted with flotation suits at the boat operator office.*

Duration: 7 hours

YIP CIDER SIP AND SEA

Embark on a beautiful drive through the scenic countryside with its rolling hills and stunning views. Cross the mighty Saint John River on a cable ferry as your guide regales you with tales of the past.

Arrive at Yip Cider, a working cidery and tasting room, where you will hear from a third-generation member of the Mackay Family. Discover how their apple orchard and cider production has grown from his grandfather, Yip, pressing apples in the basement of the original barn to the modernized production facility used today.

Delight in tasting one of the many unique flavors of Yip Cider, proudly made with 100% New Brunswick apples. Relax in the tasting room or venture onto the outdoor patio with breathtaking views of the Saint John River. Enjoy a stroll to the river's edge along the wilderness trail before returning to your ship. Enjoy a beautiful drive through the countryside and across the Saint John River on a cable ferry as your guide provides commentary enroute to the newly built Yip Cider production facility and tasting room.

- Tour of the production room with a refreshing sample of Yip's Original Cider.
- Relax in the tasting room while enjoying a variety of Cider samples.
- Marvel in the pristine views of the Saint John River or take a stroll around the property.

Duration: 3.5 hours

NEW FOR 2025

Details coming soon, check resource website for Master Tour Documents:

Whisky And Wee Bites
Saint John Streets And Sips
Fire Tide And Indigenous Traditions
Dali And Decadence
Golf At The Algonquin

ADDENDUM C

CHECKLIST TO PREPARE FOR A TOUR

Being Prepared Is Key To The Success!

Before Arriving at Pier

- ✓ Review tour content and commentary
 - Ensure that what you want to say and the details of your information are fresh in your mind
 - Tailor your commentary, especially considering what knowledge you have about your guests
- ✓ Prepare your uniform and props
 - Gather any props, supplies, and information that you need for the tour
 - Ensure it is organized and easily accessible, preferably all in one bag
 - Ensure your uniform is ready to wear
 - Have your name badge, security pass, and any other identification you require ready
- ✓ Check for potential disruptions
 - Check the route you intend to follow – is there construction, a parade planned, etc?
 - Have alternate plans ready, if necessary

After Arriving at Pier

- ✓ Arrive early and check in with lead staff
 - Arrive at least 45 minutes early for your tour
 - Let your Cruise Manager know that you are there and ready
- ✓ Get tour information and materials
 - Gather necessary information
 - Confirm details about the tour
 - Collect any materials you need.
- ✓ Meet driver and test equipment (as applicable)
 - Meet your driver
 - Discuss the tour, including reviewing the tour content and route
 - Test the equipment on the bus, such as the microphone, to ensure it works properly
 - Ensure the vehicle and/or equipment is clean and safe
 - Ensure the driver is familiar with Aquila's Driver Expectations
- ✓ Greet guests and collect tickets
 - Greet guests individually with a welcome and warm smile
 - Collect the tour tickets, ensuring you receive one from each guest
 - Check the tickets and make sure they are on right tour at right time
- ✓ Get approval for departure
 - Get approval from the Cruise Manager (via Transport Team) before departing on your tour
 - Be clear on the final number of guests on your tour and write it down

ADDENDUM D

RESPONDING TO EMERGENCIES

Responding effectively to emergencies is a critical skill for a Tour Guide. These are the steps you should follow when responding to emergencies.

- ✓ **Assess the Situation**
 - Determine the nature of the emergency
 - Assess the situation
 - Remain calm
 - Reassure guests
- ✓ **Take Appropriate Action**
 - Take action appropriate to the nature of the emergency
 - Be decisive
 - Act quickly
- ✓ **Report to your Employer**
 - Report the emergency to Aquila
 - Provide details on the emergency and any steps you have taken
 - Follow direction for next steps
- ✓ **Stay in Control**
 - Remain calm and in control
 - Keep your guests calm
 - Ensure everyone is accounted for
 - Keep your guests together
- ✓ **Direct the Media**
 - Do not engage the media
 - Keep your guests away from media
 - Kindly direct them to Aquila's Media Contacts (Beth, Melanie, or Danielle)
- ✓ **Document the Incident**
 - Complete an incident report
 - Include detailed facts, such as the nature of the incident, the emergency procedures followed, and the names and addresses of any witnesses.

ADDENDUM E: INCIDENT REPORT FORM

I. Tour Operator Information

Tour Operator Name AQUILA TOURS	
Address 10 ST. JAMES STREET SAINT JOHN NB E2L 1T9 CANADA	
Contact Name BETH KELLY HATT	Phone 506-633-1224
Tour Guide Name	Bus or Boat Driver Name

II. Incident Information

Cruise Ship	
Tour Name	
Port	
Date of Incident	Time of Incident AM PM
Physical Location of Incident (name & full address)	

III. Passenger Information

First Name		Last Name	
Address (including country):			
Home Phone	Cell Phone	Other	
CABIN #	Date of Birth	Gender	

IV. Incident Details

Type of Incident (please circle):	Illness	Incident	Injury	Death	Other:
What was the passenger doing just before the incident occurred? (Describe the activity)					
What happened? (Tell how the incident occurred)					
Where did the incident occur? (hotel lobby, cross walk, bus #, rail car #, etc.)					
What was the incident? (Explain part of body affected and how it was affected - be more specific than "hurt," "pain," or "sore." Examples: "strained back," "burn on right hand.")					
What object or substance directly harmed the passenger? (Examples: "concrete floor," "chlorine" - if machine, specify part)					
In your opinion, has corrective action been taken?					
Is follow-up required:		No	Yes	If yes, by whom	
Is the illness chronic?		No	Yes		
If an illness, list dates, times, locations and the foods consumed within the past 48 hours					

V. Treatment

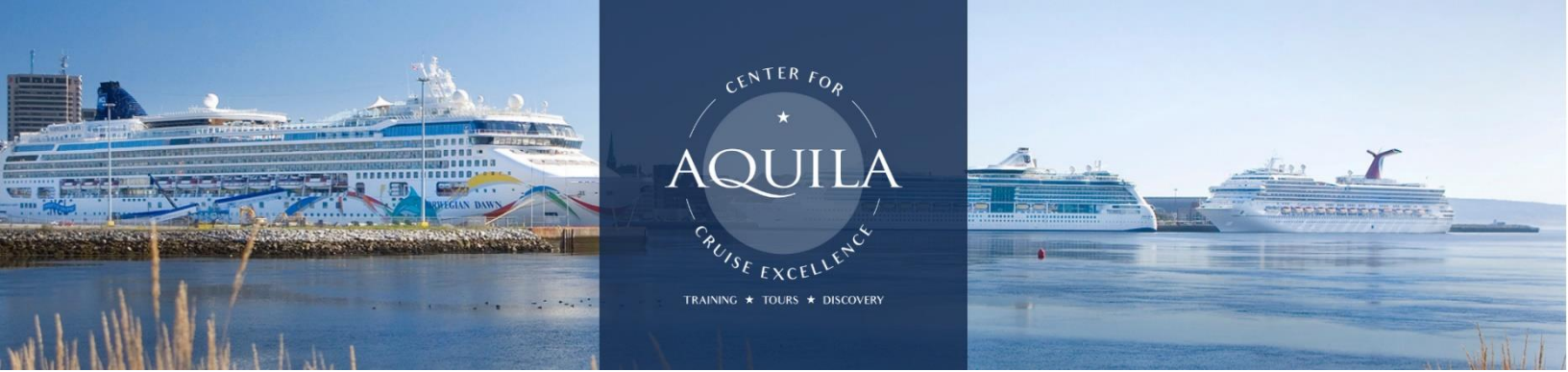
Was medical assistance offered? No Yes		If yes, when
Were authorities contacted? (police, fire, ambulance) No Yes		If yes, when
Was a report number provided?	No Yes	If yes, report #
Were photographs taken?	No Yes	If yes, by whom and date
Was treatment given? No Yes		Did Passenger refuse treatment? No Yes (If yes, please sign medical referral below)
Minor on-site first aid?	No Yes	Minor treatment in clinic or hospital? No Yes
Emergency evacuation / emergency room?	No Yes	Hospitalization for more than 24 hours? No Yes
In the case of death of Passenger, date death occurred		
Name & Address of treating physician		
Name & Address of treating hospital/clinic: <input type="checkbox"/> Saint John Regional Hospital <input type="checkbox"/> St. Joseph's Hospital <input type="checkbox"/> Charlotte County Hospital (St. Stephen) <input type="checkbox"/> Other:		
Name, Address & Phone # of witness(s) to the incident		

VI. Shoreside Medical Treatment Referral

If passenger has refused treatment, please sign:	
I, _____, refuse medical care and/or to be taken to a local shoreside medical facility for any and all injuries/medical conditions which may have arose while participating on the above named tour on the date above.	
Guest Signature: _____	Cabin #: _____

VII. Additional Details / Signature

Further details / explanation. Provide a narrative describing the events leading up to the incident, the actual incident, injuries sustained and further action, if any, required.	
Completed by	Date Completed
Cruise Passenger Signature	
Witness Signature (witness to the signature)	



Please complete this form and return to the Aquila Office by May 31st, 2025

Date: _____

This is to certify that I, _____, have read and understand the **2025 Aquila Tour Guide or Pierside Handbook** and all relevant Aquila policies and guidelines (check to confirm):

- ☐ Tour Guide or Pierside Handbook
- ☐ Sustainability Policy
- ☐ Safety Briefings Policy
- ☐ First Aid Policy
- ☐ Bus Spotting Policy
- ☐ Harassment and Disciplinary Policy
- ☐ Smoking, Drug, and Alcohol Policy
- ☐ Handling Hot Topics Policy

I have also been provided with names and phone numbers of those persons authorized to speak on behalf of Aquila Tours Inc.

Signed: _____