CENTER FOR ★ AQUILA CRUISE EXCELLENCE

TRAINING ★ TOURS ★ DISCOVERY

2026 Tour Guide Handbook

Property of **Aquila Tours Inc.**

Updated & Effective May 2026

Version 2026-1.0

This document is confidential and intended for internal use only

TABLE OF CONTENTS

I. Introduction 3
- A. Aquila's Vision, Mission & Culture 3
- B. Contact List for Aquila 3

II. Responsibilities of the Tour Guide 4
- A. Job Description 4
- B. Responsibilities of a Tour Guide 4
- C. Dress Code Policy 6
- D. Tip Policy 8

III. Responsibilities of Aquila 8
- A. Human Resources Manager 8
- B. Cruise Managers 8
- C. Payroll 9
- D. Communication 9

IV. Safety, Security & Risk Management 9
- A. First Aid & CPR Training 9
- B. Safety Briefings on Tour 10
- C. Handling Incidents on Tour - Tour Guide's Roles 10
- D. Handling Incidents on Tour - Aquila's Role 11
- E. Health Canada Illness Advisories 11

V. Sustainability & Responsible Tourism 12
- A. GSTC Certification & Additional Training 12
- B. Travelers' Pledge 12

VI. Scheduling & Wages 13
- A. Scheduling Process 13
- B. 2026 Pay Scale 13
- C. Cancelled Tours 14

VII. Professional Certification 14
- A. What is Certification? 14
- B. What is the Certification Process? 14
- C. What are the Costs? 15

VIII. Probationary Period for New Guides 15
IX. Evaluation 15
X. Privacy Legislation 15
XI. WorkSafe NB 15
XII. Aquila Team Resource Website 16
XIII. Company Policies and Guidelines 16
XIV. Confidentiality 17

Addendum A – Definitions
Addendum B – Aquila's Shore Excursions
Addendum C – Tour Preparation Checklist
Addendum D – Responding to Emergencies Checklist
Addendum E – Sample Incident Report Form
Addendum F – Read & Acknowledged Link

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	Partner Owner, Vice President – Tour Operations, 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 **(on maternity leave for 2026)**	506-721-1988	kelsey@aquilatours.com
Angela Samson	Sustainability, CE Coordinator, Cruise Manager (acting Charter Manager)	416-908-3444	angela@aquilatours.com
Barb McAloon	Cruise Manager	506-470-1054	barb@aquilatours.com
Lori Patterson	Accounting/All Payroll Inquires	506-643-1107	lori@aquilatours.com
Jennifer Hay	Inventory Manager	-	jennifer@aquilatours.com
Yessika Veliz	Office Manager/HR Support	-	yessika@aquilatours.com
Beth Hatt	Partner Owner, Fearless Leader, President	-	beth@cruiseexcellence.com
Melanie Colpitts	Partner Owner, Vice President - Cruise Excellence	506-636-2127	melanie@aquilatours.com
Ambra Attus	Director of Impact, Growth & Development, Cruise Excellence	-	ambra@cruiseexcellence.com

Important Email Contacts:

tourguide@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 abilities, 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.
- Practice responsible tourism for our operations by encouraging “leave no trace” principles by creating environmental awareness and preventing wildlife interaction. Encourage respect for our local community by sharing our culture and communicating our stories with guests.

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 review and 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
- Ask drivers if they are aware of and understand Aquila's Driver Expectations. If the driver says no, advise the Transport Team.
- 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 for giving the driver directions during the tour. Always go over the tour details prior to tour departure.
- Managing tour numbers on buses and reserved seats is the responsibility of the Transport Team.

Tour Content & Logistics

- Count, count and count again, (at the pier as guests board the motor coach and each time guests 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 (**exception:** 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 pre-planned quality locations. Under no circumstances are guides permitted to arrange visits to any store owned or operated by a friend or relative.
- Never put itinerary decisions on tour to a group vote.
- Guest questions on the coach should be repeated by the guide over the microphone system and answered for the enjoyment of all. The front seat guests often try to monopolize the guide's attention – guides must be wary of this and divide their attention equally.
- Under **no** circumstances should a guide advocate or discuss the merits or disadvantages of any religion or form of political ideology. Focus on the history and 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.
- Always stay with group and be a "Silent Partner" when an interpreter is present.
- **Never** 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 motorcoach will be located for pickup.
    - What time the motorcoach will return for pickup. 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 motorcoach, on walkways etc. (safety briefing and safety reminders)
- 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 during a tour. Get guest information, guest signature, and a witness signature (driver is a good witness).
- ***These are some key responsibilities of tour guides. More information on safety can be found under Crisis Management in this manual. Other company policies and guidelines, such as the Safety, Security & Risk Management Policy, can be found on our team resource website.***

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 Tour Guide (and driver) should check the motor coach again.
- Check in with Aquila Cruise Manager when you return and pass in your completed Tour Summary Packet.

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. Those who do choose the Loyalist Dress Code option should ensure that they are dressed as an appropriate representation of 1780's British colonial working style. Costumes should look reasonably authentic and representative of Loyalist (or Acadian) history.

On tours such as Hopewell, Whale Watching, Irving Nature Park, 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 Colonial Working Style 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 Colonial Ruffled Dress Shirt (or dress shirt with ruffled bib)
- Colonial Style Vest or Jacket
- 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 as long as they are clean and in good condition)

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. 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. We ask that conversations (positive or negative) about tips be kept mindful of others, especially Cruise Managers and Pierside Team, who do not receive any 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, Angela Samson, and Barb McAloon will be Aquila's Cruise Managers this season. Kelsey Phinney remains a Cruise Manager but is on maternity leave in 2026.

In relation to tour guides, job responsibilities for Cruise Managers are ensuring smooth delivery pier side for all cruise programs. There will be occasional assistance from Pier Managers from time to time in this regard.

C. PAYROLL

Lori Patterson is responsible for all payroll. If you have **ANY** payroll related questions, please contact her directly. Also, she is responsible for collecting all TD1 Forms, preparing ROE's, and issuing T4's. If you have questions about these documents, they can also go to Lori – however Aquila cannot advise you on how to complete your TD1 Forms. That must be discussed with your financial advisor.

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. SAFETY, SECURITY & RISK MANAGEMENT

*All Aquila safety and security procedures are detailed in the official **Safety, Security & Risk Management Policy**. While this section highlights key information relevant to Tour Guides, it does not replace the full policy. Tour Guides are responsible for reviewing and understanding the complete policy on the resource website to ensure they are always fully informed and compliant.*

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 our Aquila Guides and Aquila Drivers are certified in CPR & First Aid. 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 provide a copy or photo to Aquila. 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 you have questions or concerns about First Aid Kits on your tour at any point, 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. Safety reminders should also be made every time guests are disembarking the motorcoach. The complete and most recent safety briefing can be accessed on the resource website.

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.

Incident Response (On Tour)

- Always remain calm when an incident occurs
- Stress traffic safety for coach and for passengers when they are exiting the coach.
- If the coach breaks down, ensure passenger safety; keep guests entertained until a replacement arrives. Stop the vehicle and assess damage. If possible, check for injuries and hazards (risk of fire, hazardous materials, gas, glass, fire, water). 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 evacuation is deemed necessary). Keep passengers from wandering onto the roadway. 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.
- 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. Tend to passengers as best you can. Don't attempt to move injured persons unless they are in danger.
- Never search passengers for identification, only emergency personnel should do this.

Incident Communication

- Call (or ask your driver to) for emergency assistance if necessary (police, fire, ambulance). If unsure about whether emergency services are necessary, or if guests is refusing though it is clear they are needed, it is better to be safer and call 911. Guest(s) will then be assessed and advised by medical professionals. 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 your tour packet. 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. If an emergency situation (or in the

event a Cruise Manager doesn't answer), you can call the daily emergency response contact directly.
- 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.

Media

- 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. 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.

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. SUSTAINABILITY & RESPONSIBLE TOURISM

Aquila is committed to sustainable operations and responsible tourism, striving to minimize environmental impact while supporting the communities we work in. Our full ***Sustainability Policy*** *on the resource website outlines our commitment, goals, and practices related to these efforts. While this section highlights key sustainability initiatives relevant to Tour Guides, it does not replace the complete policy. Tour Guides are responsible for reviewing and understanding the full policy.*

A. GSTC CERTIFICATION & ADDITIONAL TRAINING

Aquila is actively pursuing certification with the Global Sustainable Tourism Council (GSTC) as part of our ongoing commitment to sustainability. As we continue this journey, we encourage all team members to deepen their knowledge and engagement. Team members who are interested in additional training opportunities can access online learning by contacting **Yessika Véliz, HR Support**.

B. TRAVELERS' PLEDGE

Aquila Tour Guides can help to ensure our tour operations have minimal environmental impact, while supporting our local culture. You can inform guests during the tour about our Travelers' Pledge (see below).



VI. SCHEDULING & WAGES

A. SCHEDULING PROCESS

- Tentative Schedules will be done on a monthly basis.
- All guides are required to provide the Human Resources Manager with their requested times off for the summer by **June 5th, 2026,** and for the fall season by **July 31st, 2026**. (Or earlier if you know in advance). Requests for time off AFTER a monthly schedule is released are not permitted, unless for medical reasons or in the case of emergency.
- 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 final schedule posted by 5:00 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. 2026 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 four hours or less, and a full day is more than four hours. Tour Guides are asked to arrive 45 minutes before their tour departs (unless otherwise indicated by the cruise manager) – this 45-minute period is factored into the pay scale, but not the tour length time. Pay rates will be provided at the start of every season by the Human Resources Manager (Sam) or Payroll Manager (Lori).

There are certain 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. The goal for these premium rates is to encourage guides to participate in additional learning as they become more experienced. These additional tours and rates are:

- **Tier One** - $12.50 additional per tour
    - All Whale Watching Tours
    - Fundy Trail Parkway
    - Beaverbrook Art Gallery (Fredericton)
- **Tier Two** - $18.00 additional per tour
    - Best of Saint John (Top 10)
- **Tier Three** – $27.50 additional per tour
    - Hopewell Rocks Tidal Discovery

Other Non-Cruise Programs (i.e. Step-On Tours)
Pay rates for chartered (non-cruise) programs remain the same as cruise days rates (half or full days).

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 as soon as possible, to ensure the proper deductions are being processed.
- Please note that ROE's will be issued to all team members after the end of the cruise season (typically November) by the Payroll Manager (Lori). T4 slips will be issued to all team members by the filing date the following year (typically end of February).

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.

VII. 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 new Aquila guides have:

1. Taken the Online Aquila International Certification program by August 7th, 2026.
2. Written the Final Exam (Lesson 7) by August 21st, 2026, or before conducting 1st tour.
3. Submitted the Video Assignment by November 27th, 2026.

C. WHAT ARE THE COSTS?

The cost for International Certification program is $385.00 USD per person. The cost of this program will be paid by Aquila for all new and existing tour guides.

VIII. 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 allows you to assess your readiness to be a tour guide and lets Aquila evaluate progress and confirm that a new guide has the right skills and flexibility. This period is approximately six months, depending on the cruise schedule, and ends once the guide has completed both their first cruise season and the Tour Guide Excellence Certification course.

IX. 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, Aquila will poll tour guides or host focus groups for feedback on our operations. This could be done via survey, email, in person, or in a forum setting. Tour guides are encouraged to provide feedback to their Cruise Manager via tour packets or directly to the Human Resources Manager.

X. 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.

XI. 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.

XII: AQUILA TEAM RESOURCE WEBSITE

Aquila will be hosting our Aquila Team Resources on our website 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 resources are confidential and password protected. Our resources are not to be shared with anyone outside of our company for any reason unless given explicit permission by the Human Resources Manager. Please do not share this link or password.

https://cruiseexcellence.com/aquila-team-resources/
Password: HighTides2026

XIII. AQUILA POLICIES AND GUIDELINES

To ensure a safe, respectful, and responsible workplace, our company maintains key policies. As mentioned in the handbook, our full policies are designed to provide clear expectations and guidance for all team members. They currently include:

- Sustainability Policy
- Safety, Security & Risk Management Policy
- Human Resources Policy
- Harassment and Disciplinary Policy
- Smoking, Drug, and Alcohol Policy
- Safety Briefings Policy
- First Aid Policy
- Bus Spotting Policy *(for Pierside Transport)*
- Handling Hot Topics Guidelines
- Private Tours – Notes for Guides
- Tips for Working with a Translator

To view all policies and guidelines, visit Aquila's Resource Website at:
https://cruiseexcellence.com/aquila-policies-guidelines/

It is essential that all Aquila Team Members review and adhere to these guidelines to support a positive and compliant work environment. As new policies are created or updated, they will be added to the resource website. For any questions or clarifications, please reach out to your Human Resources Manager (Sam).

XIV. 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 team members supplement their Aquila employment 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 if you are considering additional positions to please advise us so that we can ensure there is no conflict - working with another tour operator who works with the cruise industry is considered a direct conflict, though outbound tour operators who do **NOT** work with cruise may be permitted depending on the situation. 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. This includes the History Manual, Team Member Handbooks, Tour Packets and Master Tour Documents, and all other documentation included on the Aquila Team Resource website.

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: 2.5 hours

BANNOCK & BONFIRE: STORIES OF THE WOLASTOQ

Gather next to one of Canada's natural marvels, where the highest tides in the world converge with the longest river in New Brunswick. Within Canada's oldest incorporated city, which predates Canada by over 80 years, a fire burns to tell the history and stories of the land that are themselves the origins of Canada as we know it. Witness the breathtaking power of Mother Earth as she tries to empty the beautiful and bountiful river into the Bay of Fundy and then watching as the Bay of Fundy pushes back in an endless cycle thousands of years old. When both forces sit in perfect balance and the Wolastoq give you quiet pause to ponder the stories of the land you are standing on, take a breath as you try to hear the echoes of voices of thousands of generations that called this place home. This land was originally known as "the place of the sea taking the land" and was traditionally a meeting place of many nations. Open your mind, sip on a tea that was harvested locally, roast some Bannock (a symbol of cultural resilience) over the open flame, and be taken on a journey into time immemorial itself, and back again.

Duration: 2.5 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

DALI & DECADENCE AT BEAVERBROOK ART GALLERY

Experience an exclusive experience in the Irving Currie Gallery, where culinary luxury meets artistic brilliance. This tour features a private viewing of Salvador Dalí's celebrated works, guided by the Beaverbrook Gallery's Dalí expert.

After a drive to New Brunswick's capital city of Fredericton, you'll visit the Beaverbrook Art Gallery. Your artistic experience is paired with a tasting menu of New Brunswick's finest delicacies, including world-class Acadian sturgeon caviar, lobster, and smoked salmon. Enjoy champagne alongside this seafood-inspired feast in an elegant and intimate setting, perfect for lovers of fine art and fine dining. Non seafood and vegetarian options are available.

This experience includes 75-90 minutes driving each way. Along the drive, your tour guide will bring the region to life with fascinating history, captivating stories and expert narration.

Duration: 5 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 HIKE

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

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 Seaspension 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

WHISKY & WEE BITES

Following a short walk to Hopscotch Whisky Bar, you'll meet your Whisky Ambassador. This Whisky expert will lead you through the tasting process, educating you about whisky, while enhancing your appreciation for the spirit. Throughout the tasting, guests will be guided through each whisky's unique story, flavor notes, and production process while enjoying a carefully curated selection of appetizers to compliment the experience. Guests can enjoy this tasting in the cozy, welcoming atmosphere of The Tartan Room at Hopscotch Whisky Bar. The building was built after the Great Saint John Fire of 1877 and beautifully renovated to incorporate the old brick and beams with the new modern feel, and is a venue known for its passion for Whisky and dedication to creating memorable experiences. Whether you're a seasoned Whisky lover or new to the world of Scotch, this tasting of Scottish Highland whiskies promises an unforgettable journey through Scotland's Whisky-making heritage. Indulge in rich flavors and aromas, while enjoying the warm, inviting atmosphere of a true Highland experience in the company of fellow whisky enthusiasts.
Note: This is a walking tour. Hopscotch Whisky Bar is approximately ¼ mile from the ship.

Duration: 2.5 Hours

NEW FOR 2026

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

- E-Bike through Saint John
- Golf at the Algonquin
- Kingsbrae Garden with High Tea at the Algonquin
- Sailing on the Kennebecasis
- Urban Insider: Saint John Like a Local

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: SAMPLE 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: □ Saint John Regional Hospital □ St. Joseph's Hospital □ Charlotte County Hospital (St. Stephen) □ 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)	




Acknowledgement of this *Tour Guide Handbook* and our company policies is now done electronically, via our pre-season check in form.

This must be completed no later than June 19th, 2026.

Tour Guides can visit the following link:

2026 Tour Guide Cruise Season Check-In - **https://forms.office.com/r/WRbHvrRv4y**

By completing this online form, you will certify that you have read and understood the **2026 Aquila Tour Guide Handbook** and all relevant Aquila policies and guidelines, and that you have also been provided with names and phone numbers of those people authorized to speak on behalf of Aquila Tours Inc:

- Sustainability Policy
- Safety, Security & Risk Management Policy
- Human Resources Policy
- Harassment and Disciplinary Policy
- Smoking, Drug, and Alcohol Policy
- Safety Briefings Policy
- First Aid Policy
- Guidelines for Handling Hot Topics
- Guidelines for Private Tours
- Guidelines for Working with a Translator or Interpreter
- Bus Spotting Policy (*Transport Team Only*)

.