



Public Bus System Protocols
Lake O’Hara Reservations, Fees and Business Relations

Parks Canada manages a public bus transportation system that provides access into Lake O’Hara, Yoho National Park. The system primarily serves the needs of day visitors, campers and ACC patrons. Lake O’Hara Lodge patrons may also utilize this service as desired, however the needs of the Lodge will for the most part be met by the Lodge’s exclusive transportation service. The public service is provided by a third party operating under a contract to Parks Canada.

Although day visitors are free to hike into and out of the Lake O’Hara area, the vast majority of them and the overnights use the bus service. As a result, the bus systems in conjunction with the capacities set out in the Lodge Lease, the ACC’s Licences of Occupation and in the Lake O’Hara campground, provide the means to effectively manage human use at reasonable levels.

By necessity a bus reservation system and an allocation of seats by user group have been set to avoid visitor conflicts and ensure a high degree of client satisfaction.

Policy

Parks Canada is responsible for ensuring that the bus service contractor meets the requirements of the contract.

The Parks Canada revenue policy guides the collection and management of fees.

The principle of fairness, transparency and equal treatment of all Lake O’Hara users applies.

Parks Canada is responsible for the management and daily administration of the day use quota and associated bus seat allocation system for Lake O’Hara.

Parks Canada may increase the seat allocations for any user group when space is available on the bus if:

- they hold reservations for a subsequent departure
- they are on standby and fit within the daily quota for Day Use
- minor adjustments need to be made to retain the integrity of groups.
- other compelling reasons exist.

Operational Procedures and Business Relationships

1. 0 Day Use [maximum 42]

Daily Quota: June through September

User Group	0830	1030	1530	1730
•Reser.[31]	20	11		
•Standby	unused	quota	0	0

Daily Quota: October

User Group	1000	1500
Day Users	20	0



Reservation Fees/Cancellations

Thirty one [31] day users can reserve by telephone three calendar months in advance of the day of their visit. Each reservation is limited to a maximum party size of six persons. A fee of \$14.70 per adult/\$7.30 per youth (6 to 16 years) is charged for bus transportation (round trip) and a \$11.70 reservation fee per party is collected. Children 5 and under are free. Children under 2 years of age are not included in the quota.

A Confirmation notice and information sheet is mailed to each party with the exception of last minute bookings, where verbal instructions are given.

Parties cancelling bus reservations before 4 PM, 4 days before the date of visit will be provided a refund less the reservation fee. Parties cancelling bus reservations with less than four days notice will be provided a refund less the reservation fee and a \$11.70 administration fee.

Modifications can be made up to 4 PM the day prior to visit.

Day users including climbers who bivouac can standby at the O'Hara bus departure area for the 08:30 and 10:30 buses in the event of a no-show or if the day use quota is not full. The same bus transportation fees apply. There are no reservation fees for stand-by users. Payment for bus reservations may be made by cash or credit card.

Day users out side of bus allocations are permitted to hike into and out of the Lake O'Hara area. Day visitors who have walked in may make a cash only payment to the bus drivers of \$9.75 per Adult, \$4.75 for Youth and Children free. All outbound passengers including the holders of one -way fares will be seated on a first come, first served basis as space allows.

1.2 Licenced Guides/Commercaill Companies and Clients

Daily Quota: June through September

User Group	0830	1030	1530	1730
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•Guides and clients	11	0		
•Standby	unused	quota	0	0

Daily Quota: October

User Group	1000	1500
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•Guides and clients	11	0
•Standby	unused	quota

Reservation Fees/Cancellations

Six (6) of the eleven (11) seats available for commercial use users can be reserved by telephone three calendar months in advance of the day of their visit requesting either the 0830 or 10:30 bus. After 10 AM any remaining seats within the 3 month commercial reservation window will be released for public sale. The remaining five (5) seats can be reserved 24 hours prior to their visit by telephone requesting either the 0830 or 10:30 bus. Any unutilized seats with the 24 hour commercial reservation window may be filled with stand by riders.



Licensed companies may only reserve space on the public bus service within the commercial quota. Commercial reservations may only be made under respective company names.

A maximum commercial group size of six (6) applies.

A fee of \$14.70 per adult/\$7.30 per youth (6 to 16 years) is charged for bus transportation (round trip) and an \$11.70 reservation fee per party is collected. Children 5 and under are free. Children under 2 years of age are not included in the quota.

A Confirmation notice and information sheet is mailed to each party with the exception of last minute bookings, where verbal instructions are given.

Cancellations are received by answering machine at 250 343 6433. Cancellations made less than 7 days prior to the reservation date will forfeit refunds. An \$11.70 cancellation fee applies for commercial companies who cancel prior to the forfeiture date.

2.0 Overnights [AM seat capacity of 90]

2.1 Campers

AM Seat Allocation [58]: June through September

User Group	0830	1030	1530	1730
Campers	18	32	No limit	No limit

AM/PM Seat Allocation [12/24]: October

User Group	1000	1500
Campers	22	30

Note: With a reduced bus schedule in October, an afternoon seat allocation by user group is applied.

Reservation Fees/Cancellations

Thirty [30] campsites are available by telephone reservation three calendar months in advance of the day of their visit. Each reservation is limited to a maximum party size of two-sites/three consecutive nights/one tent per campsite. A camping/wilderness permit of \$9.80 per adult is collected. An annual wilderness permit is available for \$68.70 per adult. A fee of \$14.70 per adult/\$7.30 per youth (6 to 16 years) is charged for bus transportation (round trip) and a \$11.70 reservation fee per party is collected. Payment can be made by cash or credit card.

Children 5 and under are free. Children under 2 years of age are not included in the quota. Climbers who bivouac and book in advance are included within this camper quota.

A Confirmation notice and information sheet is mailed to each party with the exception of last minute bookings, where verbal instructions are given.

On-site campers leaving before their registered departure may request a refund. If a request is received prior to 10 AM, an administrative fee of \$11.70 will be charged and the remainder of their Wilderness Pass fees returned to them.



Parties who cancel camping reservations before 4 PM, 4 days before the date of visit will be provided a full refund of all fees less the initial reservation fee and an additional \$11.70 administrative fee.

Parties who cancel reservations less than 4 days before the date of the visit will be provided a refund less the reservation fee, the \$11.70 administrative fee for cancelling and the first nights wilderness pass fee.

Modifications can be made up to 4 PM the day prior to visit.

In the absence of bus reservations campers may also hike into the area or “standby” at the O’Hara bus departure area for the 08:30, 10:30, 15:30 and 17:30 buses in the event of a no-show or a vacancy. The same wilderness permit and bus transportation fees apply. There are no reservation fees for stand-by users.

2.2 Alpine Club of Canada Hut Users

AM Seat Allocation [24]: June through September

User Group	0830	1030	1530	1730
ACC hut users	16	16	No limit	No limit

AM/PM Seat Allocation [12/24]: October

User Group	1000	1500
ACC	16	30

- Note:
1. With a reduced bus schedule in October, an afternoon seat allocation by user group is applied.
 2. The seat allocation includes hut users, custodians, employees and work party members.

Reservation Fees/Modifications/Cancellations

The ACC office manages their own reservation service, booking hut users according to the daily bus quotas.

The ACC office will send a daily email to the Parks Canada O’Hara reservation office by 16:00 hours the day before their visit with a list of party names/numbers and requested bus times. They also provide party information such as if they have a wilderness permit, a bus pass, the number of nights of visit and the hut name. Additions to this list may be made after 16:00 hours by email and a phone call.

The ACC will provide Parks Canada with a list of all custodians, porters and work parties at the commencement of the season. This list is to be maintained current throughout the season.

Park Canada staff use this information to check off ACC users and staff on arrival at the bus departure area.

Parks Canada bills the ACC on a monthly basis for all ACC users identified on the lists (including no-shows). This monthly record will be validated by a sign-off by the Lake O’Hara Supervisor and the ACC Manager before submitting to Parks Canada Finance. Finance staff will invoice the ACC based on these validated monthly stats.



ACC patrons may purchase a wilderness permit of \$9.80 per adult. An annual wilderness permit is available for \$68.70 per adult. A fee of \$14.70 per adult/\$7.30 per youth (6 to 16 years) is charged for bus transportation (round trip). Children 5 and under are free. ACC Custodians, porters and work parties are not charged for transportation or a wilderness permit, but are included within the daily quotas.

2.3 O’Hara Lodge Users

AM Seat Allocation [30]: June through September

User Group	0830	1030	1530	1730
O’Hara Lodge	4	0	No limit	No limit

AM/PM Seat Allocation [15/24]: October

User Group	1000	1500
O’Hara Lodge	4	10

- Note:
1. With a reduced bus schedule in October, an afternoon seat allocation by user group is applied.
 2. The seat allocation includes all patrons, employees, management and lodge guests.

Operational Allocation [4]:

This category is set-aside for Le Relais guest speakers, area researchers and Parks Canada employees. Two seats on both AM departures will be set aside to accommodate operational personnel. During peak visitation periods buses often run at capacity. Should the operational demand exceed the allocation, person’s in this category of ridership may still be loaded if space allows. However in order to reduce the risks of exceeding bus seating capacities and the associated inconvenience of long waits it is suggested that:

- during the peak summer period, operational personnel are encouraged to ride the buses where the greatest degree of flexibility in seating exists. The following runs are listed in order of space availability: afternoon departures; the 10:30 AM departure; the 8:30 AM departure.
- ensure that personnel understand that the priorities for seating will be managed by accommodating visitors that hold reservations first, operational personnel on a first come, first served basis, and lastly standby riders.
- sponsoring institutions are encouraged to obtain bus reservations within their allocation when it is imperative that their representatives arrive in the area at a specific time.

Management and Administration of the O’Hara Transportation Services

Parks Canada is responsible for the management and administration of the bus transportation services. This section describes the roles and relationship between the Parks Canada O’Hara staff, area stakeholders, the visitors to the area and the staff of the transit service.

Parks Canada’s Lake O’Hara staff maintains detailed information sheets on bus rider ship, based on actual counts and a check off of all registered guests. This information serves as the basis for managing the daily quotas/allocations and for invoicing the ACC and the Lake O’Hara Lodge.



The transportation service contractor is responsible for providing safe and courteous transportation to Lake O'Hara. In the case of the absence of a Parks Canada Lake O'Hara Attendant, the bus driver will use their discretion in dealing with visitors who do not comply with the baggage restrictions.

All visitors with dogs are required to walk them on a leash into and out of the area.

All transportation service users must be informed by their hosts (Parks Canada, ACC, O'Hara Lodge) to arrive a minimum of twenty minutes before their scheduled bus departure time.

Baggage Handling Guidelines

With a limited capacity for baggage and given the backcountry setting of the Lake O'Hara overnight facilities, guidelines have been developed to address the number, size, weight and type of personal effects allowed. Visitors are responsible for reading pre-trip information and come prepared for a stay in the Lake O'Hara area. Parks Canada will not reimburse visitors who have packed inappropriate gear or baggage items and as a result are unable to conduct their trip. Parks Canada staff will use their discretion to best manage visitors who do not comply with these requirements. The ACC and the O'Hara Lodge are responsible for informing their guests of baggage guidelines.

ACC and Campground: Patrons will be encouraged to bring a maximum of two pieces / bags, with overall dimensions (total of length, width and height) not exceeding 158 cm (62 inches) with no individual bag weighing more than 25 kg. Patrons will also be encouraged to use soft-sided suitcases, duffle bags and backpacks. The following baggage items are not allowed and will not be transported by the transportation service to Lake O'Hara:

- Food coolers
- Hard sided storage bins [Tupperware storage containers]
- Items stored in plastic bags (garbage bags)
- Miscellaneous loose items
- Portable chairs and lawn furniture
- Portable radios
- Musical instruments [campground only]

Sale of Single Fares

Single fares will be charged to visitors who may not have purchased return bus fares and desire to ride the public bus out. To accommodate lodge operations tickets may be pre-sold in volume. The remainder of the single fare ridership will be sold tickets by the public bus drivers on a first come first served basis.

There may be hikers unable or unwilling to pay. In these cases passengers will be permitted to board. Drivers however will encourage them to pay on the honour system. Information will be handed out that will allow hikers to make payment through a variety of means.

Managing Bus Capacities

The capacity of buses providing service into the area is managed via a well established reservation system.



Out bound buses however will continue to pick up riders from: in front of the lodge; at Le Relais Day Lodge; and the campground. The loading will be managed on a first come, first served basis. In order to ensure fairness of access a formal queue is typically established at Le Relais. Camper parties wishing to ensure departure on busy bus runs may board the bus at Le Relais. In this case, the entire camper party and all their gear must be loaded at the Day Lodge. Demands at the other loading sites are less severe and as a result formal queues are not required at this time.

Extra and Charter bus runs

The current public bus contract provides for a total of 12 additional round trip bus runs. These additional bus runs are scheduled to supplement current service during peak days throughout the summer and fall.

Parks Canada will work with stakeholders to schedule any unused runs that the contract allows for or to schedule a charter bus run to meet specific client scheduling demands.

Charter bus runs are normally requested when there are large groups coming in mass, exceeding the normal seating allocations. Requests for charter bus runs must be made in advance to Parks Canada's Lake O'Hara reservations services, a minimum of two weeks before the date required. In addition to requesting a charter in, it is the responsibility of the ACC/O'Hara Lodge to work with the Parks Canada O'Hara staff to coordinate their groups outgoing requirements as well, to ensure that the group does not inconvenience the other area users. This coordination will most likely consist of staggering the larger group over two or three departure times. The cost for either a charter drop-off the Lake or a pick-up from the Lake is XXXX (to be determined).

Note: In the circumstance where a group does not charter the bus for the return trip and as a result Parks Canada is required to run an extra bus in order to meet demand, the cost of the extra bus run will be charged to the sponsoring institution.

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