Online Booking Guide

1. Go to https://bcfconnector.com
2. Select Book Now

3. Select Vancouver Island & Vancouver
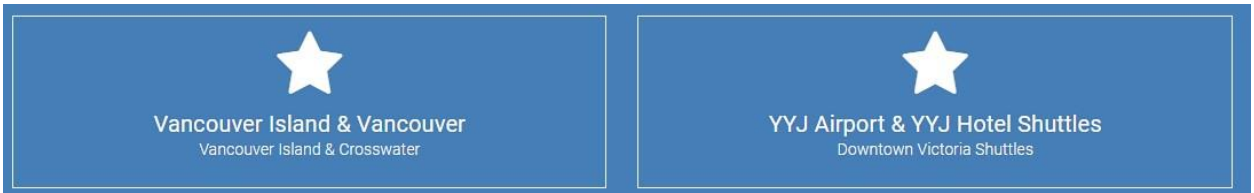
4. Select Your Locations

   a. 'From' is the city you want to be picked up in
   b. 'Pickup location' is the exact stop within the city you wish to get picked up at
   c. 'To' is the city you wish to get dropped off in
   d. 'Dropoff location' is the exact stop within the city you wish to get dropped off at
5. Select either one-way or round-trip button as appropriate.

6. Enter your Departure Date

7. Enter your return date (if applicable)
8. You should now be able to see messages in Orange or Red Bars on the screen. Please read these, as they give you information about the stops you have chosen. This gives you the chance to make sure you have selected the correct stops for your trip, or if there is anything special happening at a stop you have chosen such as construction. (This info will also be on the tickets, but this is your opportunity to find out the info before you pay for a ticket.

9. Select your fare type. We currently have 8 online Fares you can choose from.

Select who is travelling

⊟	0 Adult Age 19+	⊞	⊟	0 BC Resident Adult BC Resident Age 19+	⊞
⊟	0 Senior Age 65+	⊞	⊟	0 BC Resident Senior BC Resident Age 65+	⊞
⊟	0 Post Secondary Student Post-Secondary Student Age 19+	⊞	⊟	0 Youth Age 12-18	⊞
⊟	0 Child Age 5-11	⊞	⊟	0 Toddler Age 1-4 with seat assignment	⊞

a. If you are a Resident of British Columbia, please select either the 'BC Adult' or 'BC Senior' fare as appropriate. Do not select the normal 'Adult' or 'Senior' fare as you will not receive a BC Resident Discount on the bus or the ferry.

Select who is travelling

⊟	0 Adult Age 19+	⊞	⊟	1 BC Resident Adult BC Resident Age 19+	⊞
⊟	0 Senior Age 65+	⊞	⊟	0 BC Resident Senior BC Resident Age 65+	⊞
⊟	0 Post Secondary Student Post-Secondary Student Age 19+	⊞	⊟	0 Youth Age 12-18	⊞
⊟	0 Child Age 5-11	⊞	⊟	0 Toddler Age 1-4 with seat assignment	⊞

b. Use the plus and minus buttons to change the number of passengers travelling
c. Depending on what device you are booking with, and how old it is, you may have to scroll down or across the page to see all the fare options.
10. Select 'Find Trip' button when all the above info has been entered.
11. Select the 'show prices' button next to the departure you want to travel on

Select trip CAD - $

📅 Fri Sep 10, 2021 📍 Vancouver - Bus Depot ➡ 📍 Victoria - Bus Depot

ℹ Applicable taxes and fees may apply

| Departure
09:45 | 03 h 35 min
NO TRANSFERS | Arrival
13:20 | | Details | Starting at
$ 66.51 | Show prices |

⚠ Victoria - Bus Depot: Stop is located at the Victoria Bus Depot - Capital City Station. (721 Douglas Street, Victoria BC). ✕
⚠ Vancouver - Bus Depot: Vancouver Bus Depot - Pacific Central Station. (1150 Station Street, Vancouver BC). ✕

| Select ⊙ | Flexible: General Seating ℹ
Refundable. Changes to ticket available. General Seating. | Adult
$ 71.51 |
| Select ○ | Non-Refundable: General Seating ℹ
Non-Refundable, Non-Changeable, General Seating. | Adult
$ 66.51 |

| Departure
15:30 | 03 h 50 min
NO TRANSFERS | Arrival
19:20 | | Details | Starting at
$ 66.51 | Show prices |

12. Select either the 'Non-Refundable', or 'Flexible' Fare Class. We highly recommend choosing the Flexible Fare class, as it allows for changes and cancellations (cancellation fee applies). Non-refundable allows no refunds, changes, or cancellations.
13. Select Next.
14. Enter the requested passenger information for each passenger.

   a. First name is required
   b. Last name is required
   c. Email is required
   d. # Of checked bags is required
   e. You can choose additional services (green button) for each passenger such as Bicycles and mobility options.
   f. If you have chosen a specialty fare type such as BC Resident or Post-Secondary student, you will need to fill in the ID box. (Type the word it tells you to in the paragraph beneath the box).


15. Select Next when you have completed the info for each passenger who is travelling

16. Confirm the details in your shopping cart is correct.

Passenger Names   Locations   Passenger Types   Itinerary   Total Price

Shopping Cart   CAD - $

★ Vancouver Bus Depot - Bus Bay 7 to Victoria Bus
   Depot $40.50 ✏️

                                                     Show Itinerary

   Test Test (BC Resident Adult - Flexible: General Seating) $40.50

⬦ **Ferry Fare**   ⊙   **$17.51**

   Adult Ferry Fare - Tsawwassen to Swartz Bay $17.51

   Fees   ⊙   **$3.03**

   Taxes   ⊙   **$2.18**

   TOTAL   **$63.22**

17. If you want to add more travel, select the 'Continue Shopping' button to add another one-way or round trip to your purchase.

   + Continue Shopping

   or
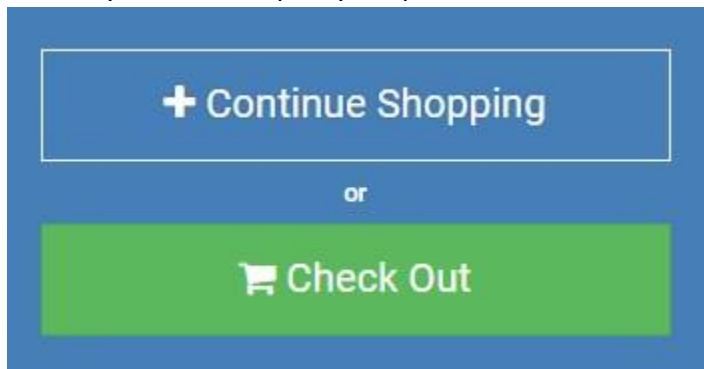
   🛒 Check Out

18. Once everything is correct, and you don't need to add any more travel, select 'Checkout'

19. Enter payment information.

20. If you are trying to book with a Gift Card or Travel credit, please select the drop down that says, 'Credit Card', and switch it to say either Gift Card or Customer Voucher. If you are booking with a credit card or VISA debit card you would leave the drop down alone and not touch it.
21. Select Next.
22. On the final page you will be asked to fill in the customer information for the person who is paying for the booking (not the person who is travelling). This is also the person who will receive the confirmation email, digital tickets, and any updates about the travel if they occur.

23. There is an Order details button that lets you double check your order before completing the payment.
24. You will also be asked to agree to the normal terms and conditions.
25. You will also be asked to agree to any special terms and conditions that are in place at the time of booking.

26. You will also have the option of signing up for our newsletters and promotions. (This is an optional feature and is not required to complete the purchase).
27. Click Check Out.
28. You will arrive on our purchase completed page once the system has processed your payment.
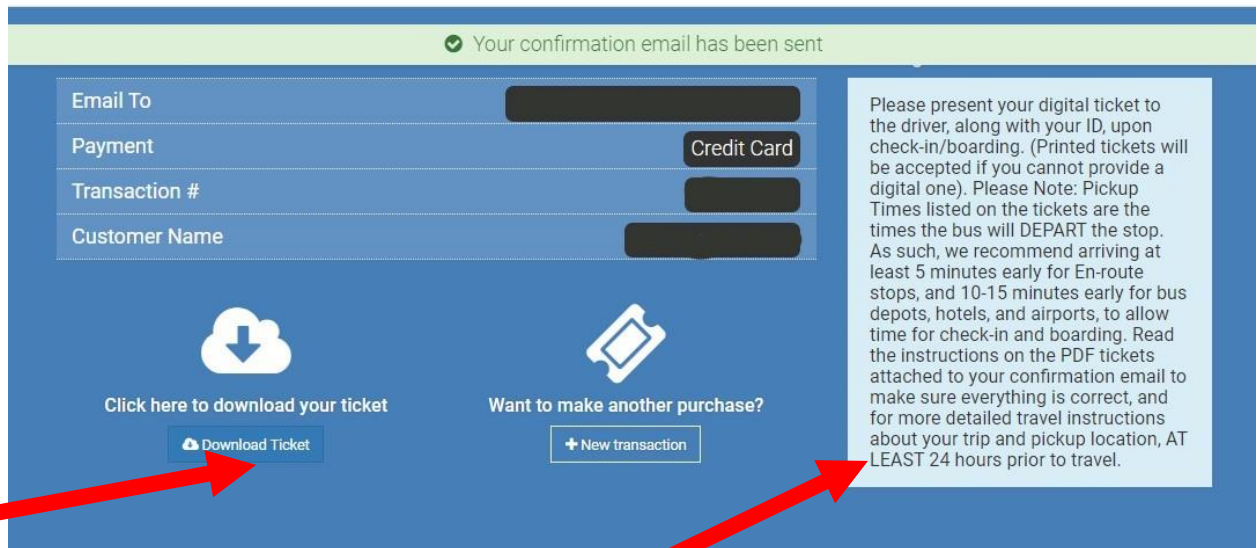
29. Please make sure to read the pre-travel instructions.
30. You can choose to download your ticket now or wait until you get it in your confirmation email. Please note that you need to read your digital tickets before travelling as they contain the most up to date information regarding the exact pickup and drop off locations you have chosen.