



Adventure
Canada

EXPEDITION TEAM

Life on Board

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Introduction

Welcome aboard!

We are thrilled you are joining us and sharing your passions with our guests. Adventure Canada is well-known for providing the best expedition team in the industry – your expert knowledge, educational offerings, engaging personality, and love for fun give our guests the best experience.

As an expedition team member, you will have several responsibilities while on board, including offering presentations or other educational programs, assisting with on-board duties, socializing with guests, leading (or assisting) with landings and hikes, and assisting with our company operations.

This document describes expectations, culture, and daily life only. It intentionally avoids procedural detail. All operational, safety, and risk-management requirements are defined in the SOP. Where conflicts arise between safety, regulatory compliance, schedule, program delivery, or commercial considerations, safety and regulatory compliance shall take precedence.

If you have any questions or concerns, please bring them to our attention by emailing team@adventurecanada.com in advance and/or speaking with the Expedition Leader while on board.

Adventure Canada Mandates

Mission, Vision, and Values

At Adventure Canada, our goal is to help every traveller become an engaged and thoughtful ambassador for the places and cultures we visit. We believe **travel is more than movement through geography; it is an opportunity for transformation**. Our expeditions are designed to move people emotionally, intellectually, and ethically, deepening understanding, sparking curiosity, and fostering meaningful connection.

We believe that getting to know the world, its stories, its peoples, and its landscapes helps shape **more aware and responsible global citizens**. Through shared experiences, storytelling, and time spent in place, we create journeys that go far beyond the surface.

Mission: We **engage, entertain, and educate** by connecting people to each other and the land through innovative travel experiences. We cultivate connection and community. We celebrate culture. We are driven by heart, humanity, and hope.

Vision: We can be the company that does expedition cruising the best, but we can also be the company that does it **for the best reasons**.

Sustainability

At Adventure Canada our goal is to reduce and eliminate any adverse effects we might have on the world (such as through the greenhouse gas emissions of our vessels), and to maximize the good we do (such as through education, research, and community partnerships). By prioritizing those areas where we have the greatest combination of impact and influence, we intend to leave every person and place with whom we interact at least a little better than they were before.

Taking direction from the seventeen Development Goals of the United Nations, we organize our sustainability efforts around four themes:

1. **Climate** (continual year-over-year improvements in carbon intensity through standardized measurement of emissions and a carbon offsetting program);
2. **Nature** (with a focus on air emissions, underwater noise, waste, and ocean discharges);
3. **People, Communities, and Economies** (including long-term partnerships with Indigenous communities, support of Inuit-led training and employment pathways, and ongoing efforts to increase diversity across our teams and guests); and

4. **Impact** (maximizing the positive educational, social, and community outcomes of our voyages, including research support, youth programs, and direct financial and in-kind contributions to partners).

Inclusive Workplace

Adventure Canada is committed to building an environment that creates a **mutual sense of belonging and respect while embedding diversity and inclusivity into the workplace culture**. The nature of living and working on a ship creates a small community that consists of people with a variety of perspectives and backgrounds.

The places we're privileged enough to visit also have their own unique set of customs. We lead by example on board and on shore by approaching each situation with patience, empathy, and respect.

Expedition Team Structure

Leadership Team

There is a leadership team on each expedition consisting of four people: the Expedition Leader (EL), the Assistant Expedition Leader (AEL), the Host, and the Guest Experience Manager (GEM). They will be your main contacts for your daily assignments, and any questions or concerns that you may have. There may also be a charter representative on board from Adventure Canada's executive team.

Expedition Leader (EL): The Expedition Leader holds operational authority over all expedition activities, including Zodiac operations, shore landings, passenger movement, and field safety. The Expedition Leader is also the director of all team members on board and to whom all team members report. The EL works closely with the Captain and the officers on the bridge.

Assistant Expedition Leader (AEL): The Assistant Expedition Leader supports the Expedition Leader and may act on their behalf when formally delegated or when the Expedition Leader is unavailable.

Host: responsible for maintaining the tone of the expedition. A master of ceremonies during events and gatherings, they are also regional experts and work closely with the Expedition Leader and ship's hotel department to design the educational and on-board program.

Guest Experience Manager (GEM): responsible for guest satisfaction on board, the GEM is the guests' go-to for cabin issues, gift shop sales, and booking future expeditions. They will assist with executing many components that involve guest interaction, such as special celebrations, guest feedback, and groups' needs.

Other Roles

The remainder of the expedition team will consist of people from a very broad variety of backgrounds and skillsets – this is what makes us so strong!

Many people wear many hats – you may see the geologist driving Zodiacs, or the musician on guard as a bear monitor on landings, or the Host presenting on photography. Everyone on our team has a fantastic and diverse skillset, and each expedition experience will be unique as a result. You will hear from Adventure Canada directly based on your role, expectations, and certifications required. Some roles tend towards more administrative, while others will be focused on spotting whales, capturing video content, etc.

Duties

In addition to the contracted roles, everyone on the expedition team is assigned duties during the expedition by the leadership team. These will be announced at the team orientation, and duty descriptions will be made available. Please take the time to review the duty overview and descriptions document as descriptions do change over the years to accommodate feedback.

You are expected to keep your assigned duty front of mind during the expedition as we rely on our expedition team's skill and initiative to keep everything running smoothly. If you have any questions about your duties, please feel free to check in with a member of the leadership team.

Mentors

Every first-time expedition team member will be paired up with an experienced mentor (previously "buddy"), who will provide them with support and advice throughout the voyage. The experienced mentor will provide the new person with a ship tour, helpful tips, introductions, and frequent check-ins. Before long, you will be showing the ropes to your own new teammate!

Working with the Crew

We are lucky to work on board with fantastic crew and officer teams, who make the ship and hotel operations run smoothly. The ship's crew and we as the expedition team have one unified goal: ensuring the guest has an exceptional experience. Be aware that the ship is home to the crew and officers before our arrival and long after our departure and do whatever you can to make their lives easier.

A Day in the Life

Your average day will consist of a combination of presentations, conversations with guests, leading hikes or other shore activities, Zodiac excursions, gatherings, deck time, assigned duties. Be prepared for long but fun days: 12-14 hours on average.

Expedition Team Meetings

Expedition Team meetings are held every morning at the wake-up call or at another scheduled time per the Expedition Leader's instructions. Please join your fellow expedition team members at the assigned time and place to learn about the day's activities and assignments.

Team Boat and Shore Landings

Each day, all Expedition Team members, including Zodiac drivers and shore team, will be assigned specific timings for when they are required at the gangway. These assignments begin before guests go ashore and are essential for smooth and safe operations.

Drivers will receive detailed daily plans from the Expedition Leader, including launch order and operational notes. All team members are expected to be punctual and ready at the gangway according to the daily schedule, unless assigned to duties elsewhere.

You will be informed of each day's assignments at the morning Expedition Team meeting. **For further best practices and requirements during our operation, please reference the Adventure Canada Standard Operating Procedures (SOPs).**

On-Board Programming

There will be programmed educational and entertaining activities whenever all are on board. These will be posted and shared on the daily program. If you are running an event, you will be approached and prepped by the Host in advance (though sometimes with limited notice!). Please aim to attend on-board programming whenever your schedule allows you, to support your fellow team members, learn from each other, and inject energy into the crowd. Please see the "On-Board Program" section for more details.

Meals

Expedition team members eat three meals a day in the restaurant with guests. Breakfast and lunch are buffet meals, while supper is served à la carte. Mealtimes vary from day to day based on the sailing schedule. There is also typically food available at other times of day, such as teatime, or a fruit basket.

See “Food on Board” within the “Ship Life” section for information on dietary restrictions, food on board, and more.

Daily Gatherings

We aim to schedule a gathering once daily, hosted by the Host, and often immediately before or after the Expedition Leader’s briefing. We expect all expedition team members to attend all gatherings. This is a time to bring the guests and team together, reflect on the day’s events and add value or additional information to the day. If you have an educational tidbit or anecdote relevant to the day to share, please let the Host know as far in advance as possible before the gathering.

Expedition Leader Briefings

Briefings are a daily opportunity for the Expedition Leader to inform guests about the following day’s tentative schedule and build excitement about any new plans. All expedition team members should be in attendance and prepared to answer guests’ questions afterwards.

Duties

Duty assignments will be given to you ahead of the expedition and you’re expected to keep daily tabs on it in addition to your other responsibilities. These may include running the auction, keeping the route map up-to-date, equipment inventory, audio-visual assistance, and beyond. The whole team pulls together to ensure everything is shipshape. Please keep your duty front of mind and take the initiative to ensure your area of focus is maintained whenever you are not engaged with another task.

Deck Time

Spending quality time out on deck, whether providing wildlife interpretation or just enjoying the passing landscapes, can enrich our guests’ experience. Don’t forget your binoculars! While not an assigned duty, we encourage you to plan to spend at least some time on deck each day with our guests.

On-Board Program & Guest Interactions

Much of your time on board is spent engaging directly with guests. Through conversation, shared experiences, and storytelling, in addition to the formal educational programming, your presence helps shape learning, connection, and a deeper sense of place.

Elbow Time and the Six-Foot Principle

You may hear references to “elbow time”; or the time that our expedition team dedicates to interacting with our guests and getting to know them as individuals. Our intention is to go above and beyond from a service perspective and be more approachable and intimate than other companies in our space.

In general, if you are approaching or passing within 6 feet of anybody on board, you should acknowledge them with a smile, nod, or “good morning”.

Presentations

All Expedition Team members contribute to the on-board program in different ways. Depending on your role, this may include giving a presentation, leading a workshop, contributing to a panel, or supporting other program elements. Together, these offerings form the backbone of our educational program and play a key role in deepening guests’ understanding of the places and stories we encounter.

Refer to the “Guest Engagement & Program Form” within your Expedition Hub to submit your programming options (presentation and workshop topics, ideas for shore and deck engagement, etc.). The Hub also contains a “Presentation Tips & Parameters” document for tech tips and more. Please ensure your items are submitted in advance of the given deadline. Our head office will review submissions and may reach out to adjust your content depending on gaps in the program.

Gift Shop Sales

Adventure Canada operates our Gift Shop on a consignment system. We are happy to showcase your wonderful, regional, and relevant wares during your expedition, but have some limitations around physical space.

Only items submitted through the Gift Shop form within the Expedition Team Hubs can be sold in the shop each year.

Auction

Adventure Canada supports a variety of worthwhile causes through our on-board auctions and fundraising efforts. We choose one to two regional organizations or projects to support on each expedition. Our auction commonly raises many thousands of dollars for these deserving organizations.

Professionalism

Always show support for your colleagues, the ship's officers, and crew. If there is a problem, be it personal, mechanical, operational, etc., never involve guests. Solve the problem as you are able or seek direction on how to do so. If a guest asks you a question that you can't answer, please let them know that you'll find the answer and get back to them. You can always reach out to your colleagues.

We must support each other in the eye of our guests. The greatest faux pas of all is denouncing the work or comments made by your expedition team members.

Refrain from comparing the current expedition to other expeditions with Adventure Canada or with other operators, or mentioning the amount of money the guests pay for their voyage. For many guests, this is a 'once-in-a-lifetime' expedition, and they appreciate being in the present moment.

Team Presence & Shared Responsibility

Adventure Canada expeditions succeed because the expedition team operates as a cohesive whole. Each role contributes to the guest experience, and how we support one another directly shapes life on board. Initiative, flexibility, and a willingness to step in where needed are essential in an expedition environment, where priorities can shift quickly. When you are outside your cabin, you are visible as part of the Adventure Canada team, and your energy, engagement, and professionalism reflect on both the company and your colleagues. Showing up with a constructive attitude and readiness to contribute helps create a supportive team culture and a confident, seamless experience for our guests.

Silliness

Adventure Canada prides itself on how much fun we can jam into our daily schedule. We sometimes host theme parties, western and disco dances, pyjama parties, and more. There will be many occasions for costumes and hijinks that create a sense of connectedness between guests and expedition team members.

We ask that you participate and encourage others to do so with your enthusiasm. In the words of Matthew Swan, "You don't have to be any good; you just have to participate." Have fun!

“Hot Dogs”

Adventure Canada has adopted the term “unreasonable hospitality” from an excellent TedTalk and book by Will Guidara, which gives an example of a hot dog creating a memorable, personalized moment for a guest. With our wonderful, large, and creative expedition team, we are looking to do that on every expedition! We use “hot dogs” as an internal term based on getting to know an individual guest and finding one-size-fits-one opportunities to make their dreams come true.

Some past examples include: organizing for a local carver in Nain to discuss rocks at the shoreline with a guest who was fascinated by mines and labradorite; getting a family to shore before everyone else in Greenland because they had ancestors married at that site; and avid fishers getting to join the ship’s chef fishing in Ilulissat, then eating the cod for dinner.

You will be called upon to keep an eye out for these opportunities and assist with actioning them. Think outside the box!

Promises Made

Please keep track of any promises that you may – knowingly or unknowingly – agree to with a guest. As an ambassador of Adventure Canada, any outstanding items that a guest is looking forward to receiving from you will reflect on Adventure Canada, and our team at the office can be stumped by some of these post-voyage requests. If you promise a document, photo, song lyrics, or home visit to a guest during the excitement of an expedition, please ensure to action it! Which leads us to the...

Post-Trip Package

This is often where those “promises made” really come into play! Guests on Adventure Canada expeditions receive a digital post-trip package within a few days of their expedition ending. This package is assembled during the voyage itself and consists of some standard items (route map, daily schedule, group photo, etc.) as well as some non-standard items (various silly and meaningful things that arise naturally with each expedition).

If you’ve been asked to contribute to the post-trip package, or promised anything to include in it, you will be responsible for ensuring that it has been provided to the team member assembling it before disembarking.

Ship Life

While aboard, the vessel will be your home away from home! New expedition team members will receive a ship tour when they join the vessel to help with familiarization, but you can expect that it'll take a couple of days to find your way around. Check out the ship resources included in your Expedition Team Hub to orient yourself in advance, and be able to answer guest questions.

Cabin Amenities

All cabins have wardrobe space, a mirror, a telephone for inter-ship and external calls, and a hair dryer. Conditioning shampoo and liquid soap are provided. All other toiletries are not supplied aboard the ship; please bring your own as needed and desired. Cabins are serviced by your cabin attendant.

Sharing Cabins

You will be assigned to share a cabin with another expedition team member. Please be considerate of them and organize your things, wash regularly, recognize the small space, and try not to disturb their rest.

Ship Safety

Once on board, you will be advised of ship safety best practices during the ship's orientation. This includes using handrails, wearing shoes with good tread, and more. It's important that you attend this orientation and always follow these guidelines, as you are an example to guests on board.

Food On Board

On board meals include a wide variety of tasty and healthy choices. Food sensitivities, special diets, and personal choices can be accommodated with advance notice. The information you've provided about dietary needs on your Registration Agreement form will be used to inform the ship and charter flight meals, as applicable. You're invited to ask any questions to the restaurant team as needed upon arrival.

When going to sit down for meals, use your best judgment; if a guest is sitting alone or seats are empty among a group of guests, please approach them first. At a table of four, there should not be more than two team members with two guests. If the table seats more than four, more team members can sit at the same table as long as there are guests interspersed as well.

Throughout the sailing, you may also be asked to host a special dinner table for a small group of guests. In these instances, we ask that you follow a smart casual dress code and be on time. You are welcome to dress up more if that suits your style.

When possible we incorporate local delicacies such as caribou, Arctic char, or cod cheeks into our supper menus. We like to offer these options to guests first; as an expedition team member, please ask your server if there is enough for guests before ordering these special meals.

Internet and Communication

The internet is provided via satellite and can be slower or more intermittent than land-based internet depending on our area of travel. Do not count on downloading large items or streaming videos – ensure you have the files you need with you when you come on board.

There will be one team computer in a common area with free internet service for our team. The computer is shared among all team members, so usage should be made with consideration to other team members.

Laundry

To help protect the ship's systems, please use the onboard laundry service rather than washing items in your cabin. Details about how laundry works on your specific vessel, including any charges or discounts, will be shared once you join your trip.

Water

You will be supplied with a reusable water bottle once on board which is yours to keep. All tap water on board is potable; however, there are water stations in central areas throughout the ship offering filtered water which most people opt to use.

Plumbing

Our ship's toilets operate using a sensitive vacuum that leads to our sewage treatment system, which can only accept human waste and the provided toilet paper. The toilets should not be used to dispose of tissues, diapers, feminine hygiene products, condoms, paper towels, etc. Toilet lids should be kept closed when not in use to prevent foreign materials from entering the vacuum system.

Electricity

If you bring electrical devices, be sure to bring both an international adaptor *and* a converter. The ship uses 220-volt AC, with recessed outlets of the round, 2-pronged European type. Some new devices have dual voltage (110 or 220), so an adaptor is sufficient; however, older ones will not have this option, so a converter is needed.



Medical Services

A basic infirmary and crew doctor is available for any medical needs that arise. Though the ship carries an extensive array of equipment and supplies, this facility is intended as a basic or emergency service, and you should ensure you bring an adequate supply of personal prescriptions. Any medical needs or related dietary considerations you've shared have been passed along to the ship so they can be accommodated as best as possible.

Technology

For those presenting, please review the Presentations form in your Expedition Team Hub for more information on preparing to present on board, including technology requirements. We recommend in the Packing List that everybody bring a USB stick to assist with sharing and transferring files. The internet is limited on board and it's important to be properly prepared without relying on it.

Motion Sickness and Wellness

Some individuals, particularly those unaccustomed to ship travel, find themselves stricken with seasickness. This typically takes place during the first forty-eight hours of sailing and usually passes. To deter symptoms, avoid alcohol, tobacco, excess liquids, and confined spaces.

Fresh air and plain foods may be helpful. Response to medications for motion sickness varies with the individual. Many of these drugs have a sedative effect, so drowsiness is common – be careful moving about the ship. These medications work best when taken before the onset of symptoms. Speak with your physician for more information.

Occasionally, expedition team members may request brief personal time to recharge; they are taken with the intention to avoid burnout or general lack of sleep. You will need to check in with the Expedition Leader to discuss the personal time, so they know that you will be unavailable and won't try to reach you on the radio.

What to Pack

As an expedition team member, you are required to partake in all excursions, so please be sure to bring appropriate clothing for all elements. Our expeditions take place out on the land, where staying warm and dry is paramount. We use Zodiacs nearly every day for transportation off the ship.

Not only do you need to dress for the elements, but you are also setting an example and enforcing appropriate dress for our guests. See "Dress Code" section for more information.

Specific recommendations, including expedition team uniform, can be found in the Suggested Packing List within your Expedition Team Hub.

Accounting

On-Board Accounts

Upon embarkation, a Shipboard Account is automatically opened for you. A chit system is used for all onboard purchases, including bar charges, laundry, medical services, communication etc. You must pay for your shipboard account(s) in USD before departing from the vessel. This is a separate account from your contract with Adventure Canada and cannot be deducted from your Adventure Canada invoice.

Adventure Canada operates our on-board gift shop in CAD. If you make any purchases via the gift shop, you will be asked to input your credit card and charged for those items in CAD at that time.

Currency & Shopping

Based on the area of travel, you should be prepared to pay in cash using local currency for any goods you may wish to purchase ashore. Please be mindful in remote communities that purchasing food or essential items (sanitary products, etc.) may deplete the store of these goods. It can sometimes take months for goods to be resupplied, and we do not want to have a detrimental impact on the communities we visit. In remote communities, credit card facilities or e-commerce technology are not always available.

Gratuities

As an expedition team member, gratuities for the crew have been taken off your shipboard invoice. However, should you wish to leave an additional monetary thank-you for your cabin steward or the hotel staff, please feel free to do so with them directly. USD cash is recommended. Expedition team members do not receive gratuities.