

2025 Standard Operating Procedures Commercial Vehicle Operators on Moraine Lake Road

Purpose: These Standard Operating Procedures (SOPs) aim to assist CVOs by outlining requirements and what to expect when accessing Moraine Lake Road (MLR), the Paradise Valley parking lot and the Moraine Lake Day-use Area (DUA), including temporary drop-off-only phases and road closures.

Administrative requirements:

- CVOs must print and distribute copies of these SOPs to each driver employed by the operator and ensure that a physical copy is kept in each licenced vehicle.
- CVOs must take reasonable measures to **ensure that all their guests are in possession of a valid national park entry pass**. Entry fees can be paid at a park entry gate or a visitor centre, unless prior arrangements have been made by the CVO with Parks Canada through the Groups and Commercial Tours Office (groupecommercialouest-westcommercialtours@pc.gc.ca).
- CVOs may direct their clients to park in areas of the national parks that they have specific approval for (e.g. a written agreement with a leaseholder). Any direction toward other parking lots (private or public), or trailheads in the national parks is prohibited and will be considered a default of the Business Licence.

General requirements for the use of MLR and Moraine Lake Day-use Area:

- MLR is a 12 km-long mountain road with winding sections, no shoulders and limited sightlines that is shared by a variety of vehicle sizes, as well as cyclists and hikers. For the safety of all user groups, CVOs must drive attentively and follow the posted speed limit. Any reports of speeding, aggressive or dangerous driving will be documented, and disciplinary action may be taken.
- Overnight parking at the Moraine Lake Day-use Area is prohibited, with the exception of Licensees with a Guided Business Licence and appropriate permitting. A permit must be obtained at least 48 hours in advance by contacting: circulation-traffic@pc.gc.ca.
- CVOs must not park in pullouts or on shoulders along MLR.
- CVOs must follow all traffic/parking direction provided by Traffic Control Personnel (TCP).
- CVOs and visitors must follow the rules and regulations in the *Canada National Parks Act* (CNPA). Commercial vehicle drivers are expected to model and communicate appropriate behaviour to their guests, including:
 - No littering (including cigarette butts). CVOs must, at their own expense, collect and dispose of all garbage resulting from their business activity in the national parks.
 - No walking off-trail to protect the sensitive environment and to ensure visitor safety.
 - No feeding of any wildlife.
 - No drones. The use of drones/micro drones/UAVs without a valid permit is prohibited anywhere in the national parks.
 - No idling of vehicles.

Disciplinary action:

Failure to follow your Business Licence, MLR LOO, these SOPs and any applicable federal or provincial legislation could jeopardize your company's good standing. Parks Canada Agency may take action against operators not in good standing, up to and including suspension or revocation of the MLR LOO or Business Licence. It is an offence under the CNPA to conduct commercial operations without a valid business licence or corresponding LOO in an area which requires one. To do so could result in charges under the CNPA. Non-judicial repercussions for non-compliance are not mutually exclusive of laying charges under the CNPA.

Moraine Lake Road**1. Access requirements:**

All CVOs wanting to access MLR must be in possession of a valid Banff National Park Business Licence and a valid LOO to operate on MLR for the 2025 season.

Parks Canada has authorized left-hand turns from Lake Louise Drive onto MLR for licensed CVOs with a valid MLR LOO. Parks Canada may revoke this authorization at any time, e.g. during unacceptable levels of traffic or should visitor safety be compromised.

New in 2025: CVOs must use an automated gate system for access onto MLR. This gate is activated by a remote, vehicle-specific fob. A *Moraine Lake Commercial Transportation Pass* decal must be displayed near the bottom of the windshield, on the passenger side of any vehicle intending to access MLR. Decals must not be laminated, shared between vehicles, altered, or tampered with in any way.

The following types of commercial vehicles will NOT be granted access to MLR, with no exceptions:

- Vehicles without the vehicle-specific *Moraine Lake Commercial Transportation Pass* decal displayed as required, as well as the vehicle-specific fob for gate access.
- Vehicles with less than eleven (11) seats.
- Vehicles with trailers.

2. Road access status and temporary restrictions:

New in 2025: A system for communicating the current access status to MLR and the Moraine Lake DUA is in place from 8 a.m. to 8 p.m. daily. When approaching the junction of MLR and Lake Louise Drive, TCP will alert drivers to the current status of the road with a coloured flag visible on approach from Lake Louise Drive: **GREEN**, **YELLOW** or **RED**. Whenever access to the road is permitted (GREEN and YELLOW), drivers must be prepared to report the number of passengers on board to TCP at the junction.

GREEN: The road is open to authorized CVOs with parking available at the Moraine Lake DUA. CVOs may proceed to the Moraine Lake DUA and park in an allocated space for their vehicle size (see Appendix A).

YELLOW: The road is open to authorized CVOs. No parking is available at the Moraine Lake DUA, and a drop-off-only phase is in effect. When arriving at the Moraine Lake DUA, CVOs must proceed to the drop-off area (see Appendix A) to offload their guests. Once their guests have offloaded, the vehicle must depart the Moraine Lake DUA and return at a prearranged time to pick up their guests. When returning to the Moraine Lake DUA, CVOs may wait in the pickup zone for a maximum of ten (10) minutes.

RED: The road is closed to all vehicles. A full closure will only be enacted in emergency situations (e.g. extreme congestion, medical emergency). During these situations, drivers must vacate the MLR junction swiftly. **The duration of road closures is unpredictable, and staff cannot provide an estimated time of reopening.** Any aggression directed towards TCP will be documented and disciplinary action may be taken. It is the CVOs' responsibility to identify interim solutions for these situations ahead of time.

Moraine Lake Day-use Area (parking lot)

For the duration of the 2025 summer operating season, TCP will be present at the Moraine Lake DUA daily from 9 a.m. to 5 p.m. When arriving at the DUA, CVOs must follow the directions provided by TCP. The parking spaces at the Moraine Lake DUA are designated by vehicle size (see Appendix A). CVOs are not permitted to park in spaces that are not designated for the size of their vehicles. Parking two smaller vehicles in one large vehicle space is prohibited.

When the status of the road is **GREEN**, CVOs must park in the first available space allocated for their vehicle size. Once parked, any drivers who remain with their vehicles must have their engine turned off. If there are no spaces available for a particular vehicle size, CVOs of that size must offload their guests and depart the Moraine Lake DUA (see YELLOW). Any CVOs that utilize pickup and drop-off areas may stay in the designated zones for a maximum of ten (10) minutes each.

When the status of the road is **YELLOW**, CVOs are only allowed to drop off and pick up guests (i.e. no parking). During a drop-off-only phase, once guests have offloaded, vehicles must depart the Moraine Lake DUA. When arriving back at Moraine Lake DUA for pickup, CVOs may wait in the pickup zone for a maximum of ten (10) minutes.

When the status of the road is **RED**, CVOs may be asked to remain in the Moraine Lake DUA until further notice, depending on the reason for the closure of the road. This will occur at the direction of TCP, law enforcement or emergency services.

Paradise Valley parking lot

This small parking lot (located 2.5 km from MLR junction) offers a very limited number of commercial parking stalls for vans and small buses (see Appendix A). If CVOs choose this location as a turnaround point during YELLOW phases, they may temporarily park in a designated stall for their vehicle size, if available. The road through the parking lot must be kept clear at all times, and any through-traffic must not be impeded.

Please note:

The status of MLR changes regularly and without notice. YELLOW phases may occur multiple times daily, while RED phases may only occur a few times per season. It is the CVOs' responsibility to set expectations with their guests and identify interim solutions ahead of time.

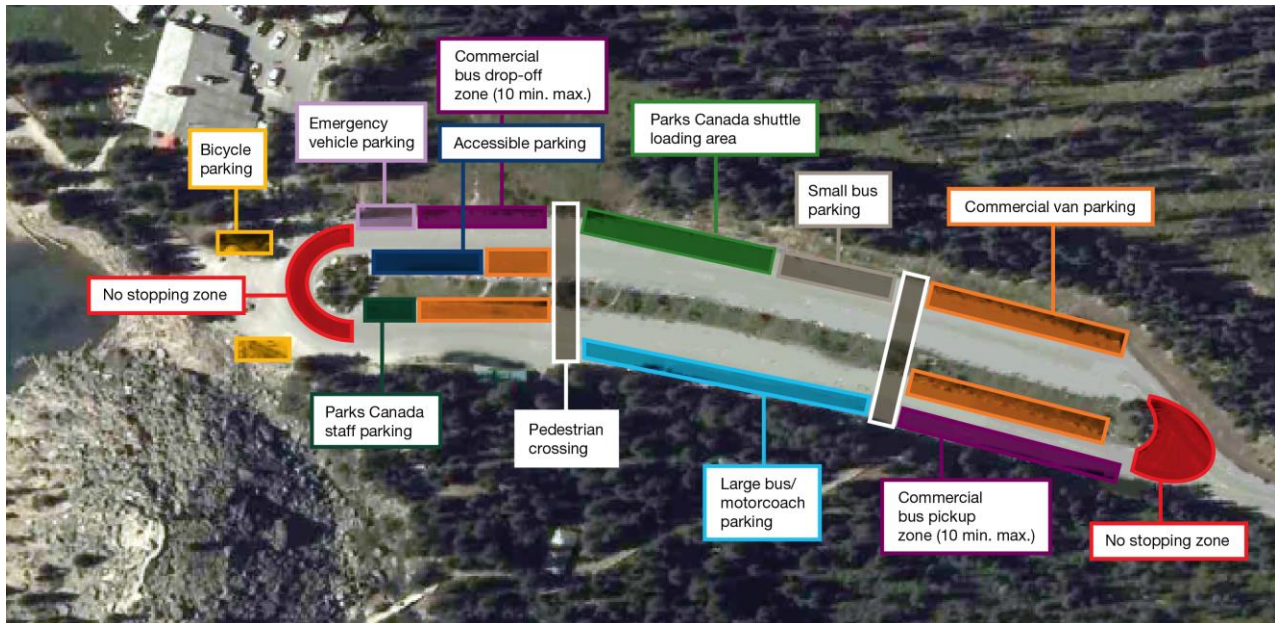
From 8 p.m. to 8 a.m., no TCP personnel will be present at MLR junction. CVOs can access MLR with their remote fob for the gate. All access requirements still apply during this time.

For more information on operating commercial vehicles on MLR:

parks.canada.ca/lakelouise-commercial-vehicle

Appendix A

1. 2025 Moraine Lake Day-use Area parking lot layout



2. 2025 Paradise Valley parking lot layout

