



## Frequently asked questions

Thank you for visiting the “Contact Us” page. Before filling out the Feedback Form, please review our list of frequently asked questions.

If you don't find the answer you're looking for in the FAQ, please fill out the Feedback Form.

Start Here: Click on the Category



## All Frequently Asked Questions by Category

### Pleasure Crafts

Many of the answers in this category refer to the Pleasure Craft Guide. The document can be found on our website by clicking on the “Recreational Boating” tab and then selecting “Pleasure Craft Guide”. Here is a [direct link](#) to the document.

## 1. When does the Pleasure Craft season begin and end in 2022?

Welland Canal:

May 1, 2022 – November 1, 2022

Montreal Lake/Ontario section:

Pre-opening weekend: May 20, 2022 – May 22, 2022

Official pleasure Craft season: May 27, 2022 – October 10, 2022

Post-closing weekend: October 14, 2022 – October 16 2022

## 2. What are the pleasure craft tolls?

### South Shore Canal

St. Lambert Lock           \$25.00 CAD

Côte Ste Catherine       \$25.00 CAD

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### Beauharnois Canal

Locks 3&4                   \$50.00 CAD (for both)

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### Iroquois Canal

Iroquois lock               \$25.00 CAD

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### Welland Canal

All eight locks           \$200.00 CAD (for all eight)

### U.S. Locks

Snell and Eisenhower   \$30 per lock

All current tolls are listed on our website. [Please follow this link.](#)

## 3. Is cash accepted?

Please note that since 2021, the St. Lawrence Seaway Management Corporation no longer accepts cash, and that automatic ticket dispensers located on the pleasure craft docks next to the locks are no longer be available. The rights of way payment at Canadian locks must be made in advance using our [online reservation system](#).

At the American locks in the Montreal/Lake Ontario section, tolls for upbound craft will be collected by the officer in charge at the Bertrand H. Snell lock. Tolls for downbound craft will be collected by the officer in charge at the Dwight D. Eisenhower lock. Every effort should be made to have the exact toll available in cash. No premium will be allowed for currency exchange rates. American locks do not

accept credit cards nor sell tickets at the locks; however, tickets can be purchased in advance at the [www.pay.gov](http://www.pay.gov) website.

**4. Is a reservation required to go through the Canadian locks?**

Yes.

**5. How do I make a reservation?**

You must reserve your spot in advance by visiting our [online reservation system](#). Log in using your account information. If you don't have an account, you will be prompted to create one.

**6. Can I choose to travel through only a few specific locks?**

In the Montreal Lake/Ontario section, you can transit through individual locks except for the Beauharnois locks, which must be done in combination.

For the Welland locks, all eight locks must be transited.

**7. Where do I find the Pleasure Craft Lockage Schedule?**

Transits through the Welland canal follow the following regular schedule:  
Upbound transits from Port Weller to Port Colborne are available on Monday, Wednesday, Friday and Sunday. Users with reservations are to be in position at the small boat dock by 09:00 a.m.

Downbound transits from Port Colborne to Port Weller are available Tuesday, Thursday and Saturday. Users with reservations are to be in position at the small boat dock by 07:00 a.m.

In the Montreal Lake/Ontario section, there is one upbound and one downbound lockage in the morning and one upbound and one downbound lockage in the afternoon. On the day of transit, users with reservations are to consult the lockage schedule to determine lockage times for that day. The information is updated daily at approximately 07:30 am. The afternoon lockage times will be revised at noon.

The schedule link can be found by clicking on the "Recreational Boating" tab and then selecting "Pleasure Craft Schedule". [Click here for a direct link.](#)

There are no pre-set lockage schedules for the US Snell and Eisenhower Locks.

**8. How do I modify or cancel my reservation?**

You may make modifications or cancellations up until 07:00 a.m. on the day of

transit. To do so, you must log in to the [online reservation system](#) to modify your transaction.

**9. Do I get a refund on cancelled reservation**

You qualify for a refund if you cancel your reservation prior to 07:00 a.m. on the day of transit. To cancel, please log in to the [online reservation system](#).

**10. Who do I call when I am at the lock/gate?**

For the Montreal/Lake Ontario section, signage will provide information to boaters. Upon arrival, boaters will transit within the hour and will be notified of their turn via the speaker system. Users are to consult the SLSMC website or call 450-672-4115 ext. 2235 in order to find the lockage times for the day. Lockage information is revised daily at approximately 07:30 a.m.

For transit through the Welland Canal, users must be in position at the pleasure craft dock by 09:00 a.m. for upbound transits and by 07:00 a.m. for downbound transits and are asked to report in by calling the Operations Center on VHF Channel 14 (156.7MHz) or via cell phone at 289-690-4344.

**11. What is the maximum height permissible for a pleasure craft?**

Clearance beneath bridges is 12 m (39.5 feet) above the waterline.  
For more details, please refer to p. 5 of the Pleasure Craft Guide.

**12. Are there size requirements for pleasure crafts transiting the Seaway locks?**

Pleasure crafts must be motor powered, at least 20 feet (6 metres) in length and at least 900 kg (1 ton) in weight.

**13. Can I leave my vessel tied up overnight at the lock boat dock?**

No. The locks are open to traffic 24 hours a day. As such, large commercial vessels and small pleasure craft continuously transit the area. For your safety, overnight stays at the docks are forbidden.  
Please refer to page 8 of the Guide for more details.

**14. Can I moor my boat for the night along the Seaway Canal?**

No. There is no overnight mooring along the Seaway Canal.

**15. Am I able to transit the locks without passengers?**

No. In the Welland Canal, because of the higher incidence of water turbulence, all upbound pleasure craft transiting from Locks 1 to 7 must have a minimum of three (3) persons on board, i.e. one operator and two persons capable of tending the lines.

A minimum of two (2) persons are required for downbound transits.

In the Montreal/Lake Ontario section, a minimum of two (2) persons are required on board for upbound and downbound transits.

Please refer to p. 17 of the Pleasure Craft Guide.

**16. Am I able to tow small watercraft through the locks (e.g. inflatable boat, sea-doo, etc.)**

No. Small personal watercraft or dinghies are not permitted to be towed behind a pleasure craft during passage through Canadian locks. These boats should be securely stowed on the deck of the pleasure craft during passage.

Please refer to p. 2 of the Pleasure Craft Guide.

**17. Am I able to cross the border in my pleasure craft?** Pleasure Craft users wishing to cross the international border to transit the locks should first consult with CBSA or Homeland Security.

**18. What type of lifejacket or personal flotation device (PFD) is required to pass through Canadian locks and navigate in Canadian waters?**

You are required by law to have a lifejacket or PFD (Personal Flotation Device) on board for each person on a watercraft .

For all the details on the [Canadian-approved types, click here.](#)

**19. How do I get the latest updates relevant to Pleasure Craft owners?**

[Subscribe here](#), free of charge, to receive Seaway Pleasure Craft Bulletins by email. This link can be found on our website by clicking on the “Recreational Boating” tab and then by selecting [“Pleasure Craft Bulletins”](#).

**20. How long does it take to transit the locks?**

A typical lockage can take between 30 and 45minutes. Transiting the Welland canal typically takes on average 10 hours but transit time may exceed 12 hours and the crew should be prepared to man the craft continuously for that time.

**21. Are there any COVID-19 protocols currently in place?**

There are currently no restrictions in place.

## **Bridges**

**1. Where can I find the status of the bridges?**

Visit the [Bridge Status page](#) on our website\*.

In the Welland Canal area, you can also tune in to 93.3FM radio station. There is no radio station available in the Montreal Lake/Ontario section.

\* The Bridge Status can be found on our website by clicking on the “Bridge Status” link at the top right-hand side of our home page.

## **2. Why are bridge lift predictions not always accurate?**

There are a number of factors that come into play:

- The weather
- Marine traffic
- Type of vessels
- Road issues
- Emergency actions

In addition, the ship’s optimal flow depends on several factors such as wind, current, marine traffic or even enforced pilotage measures which influence the timing of each ship approaching bridges and locks. These factors vary from one ship to the other.

## **3. How long will a bridge typically be “unavailable” due to a bridge lift?**

There are many variables that affect the exact time for a bridge closure. That said, here are some averages:

For commercial vessels, the process takes approximately 15 minutes.

For pleasure crafts and maintenance work, the process takes approximately 10 minutes.

## **4. Why are bridges lifted even if there is no ship passing?**

In some cases, the bridge is lifted for regular maintenance or bridge closures due to security issues or unforeseen circumstances including ground or traffic incidents. Information on bridge closures and maintenance work can be found on our Bridge Status webpage.

## **5. What guidelines do you have in place to mitigate the impact of vessels passing in the Welland Canal?**

The following best practices have been put in place:

- An understanding has been established with the emergency medical services (EMS), Fire Department, (FD), the region and the Ministry of Transport to establish priority of EMS and FD vehicles over any other users of the bridge in case of an emergency:

i. A direct phone line allows for advanced call from the EMS/FD to our Operations Centre to define the best course of action based on timing:

1. Keep the bridge down or lower it while waiting for emergency vehicles to pass.
2. Provide bridge status as well as best alternate route.

- From Monday to Friday, between 7:30 a.m. and 9 a.m. and between 4 p.m. and 5:30 p.m., during peak business and schools transit periods around and over the canal, our best efforts are made not to raise bridge 1 (Lakeshore) and bridge 3a (Carleton) at the same time.
- In case of QEW (Skyway) closure, we work in collaboration with the region and the Ministry of Transportation to balance bridges to mitigate impact on ground traffic.
- During recreational navigation season, pleasure crafts crossing the Welland Canal are now bundled together to limit the number of bridge lifts.
- Our bridge status web page and mobile application are available to the public and provide bridge status and additional information.
- Access to a live map showing the exact location of vessels in and around the Canal is also available on our website for bridge users to facilitate decision making regarding best route to take.

**6. What is the Seaway doing to ensure that all 4 bridges are not up at the same time in the Welland Canal area? Do you have a policy in place to avoid this situation?**

Raising all 4 bridges at the same time is an outlier event which is prompted by very rare occurrences and not typical in operating the bridges along the Welland Canal.

The alignment of ships in the Welland Canal always requires that safety is paramount for vessels to maintain optimal flow as they approach bridges and locks:

- Maintaining an optimal flow depends on several unpredictable factors such as wind and current, which influence the timing of a ship approaching bridges and locks. This can create ground transit issues that become necessary to assure safety and security.

We have best practices in place to mitigate the effects of these timing issues on ground transit around and over the canal.

## **7. Is the passage of vessels in the Welland Canal putting at risk the people in East Port Weller?**

No. The alignment of ships requires that safety is paramount for vessels to maintain optimal flow as they approach bridges and locks:

- Maintaining an optimal flow depends on several unpredictable factors such as wind and current which influence the timing of a ship approaching bridges and locks. This can create ground transit issues that nonetheless become necessary to assure safety and security of all.

In addition, an understanding has been established with the emergency medical services (EMS), Fire Department, (FD), the region and the Ministry of Transport to establish priority of EMS and FD vehicles over any other users of the bridge in case of an emergency:

- i. A direct phone line allows for an advanced call from the EMS/FD to our Center of operations to define best course of action based on timing:
  1. Keep the bridge down or lower it while waiting for emergency vehicles to pass.
  2. Provide bridges status as well as best alternate route.

This practice has always been respected by all and to this date, EMS and FD vehicles have always been accommodated.

## **8. When the 4 bridges are up, what is the procedure for emergency vehicles that need access to residences and businesses on the East side of the Welland Canal?**

An understanding has been established with the emergency medical services (EMS), Fire Department, (FD), the region and the Ministry of Transport to establish priority of EMS and FD vehicles over any other users of the bridge in case of an emergency:

- i. A direct phone line allows for an advanced call from the EMS/FD to our Operations Centre to define best course of action based on timing:
  1. Keep the bridge down or lower it while waiting for emergency vehicles to pass.
  2. Provide bridge status as well as best alternate route.

This understanding has always been respected by all and to this date, EMS and FD vehicles have always been accommodated properly.



## Viewing Ships

### 1. Where is the best location to view ships?

In the Welland Canal, the Lock 3 Viewing platform is the perfect place to safely view the ships and take photographs.

St. Catharines Museum & Welland Canals Centre

1932 Welland Canals Parkway, St. Catharines, ON L2R 7K6

In Iroquois, there is a dedicated observation area adjacent to the Iroquois Lock.

In the Montreal Lake/Ontario area, the pathway along the Beauharnois Canal offers an excellent view of the ships. Another great location can be found along the South Shore Canal dyke, accessible by foot or bike, and also at Parc Jean Drapeau.

### 2. Where do I find the marine traffic map online?

The marine traffic link can be found by clicking on the “Navigating the Seaway” tab on our home page and then selecting “Seaway Map”. [Click here for a direct link.](#)

### 3. Where can I find vessel transit information?

The vessel transit information can be found by clicking on the “Commercial Shipping” tab on our home page and then selecting “Vessel Transit Information”. [Click here for a direct link.](#)

### 4. Is it possible for a member of the public to board a ship at lock 1 of the Welland Canal and travel through the system?

For security and safety reasons, this is not possible. That said, you can contact local tourism agencies for several seaway cruise options.

## Accessing Our Property

### 1. Is fishing permitted on Seaway property?

For safety and security reasons, fishing anywhere in the canal or navigation channel is not authorized.

### 2. Am I able to take photos on Seaway property?

In the Welland Canal, the Lock 3 Viewing platform is the perfect place to safely view the ships and take photographs.

St. Catharines Museum & Welland Canals Centre

1932 Welland Canals Parkway, St. Catharines, ON L2R 7K6

In Iroquois, there is a dedicated observation area adjacent to the Iroquois Lock.

In the Montreal Lake/Ontario area, the pathway along the Beauharnois Canal offers an excellent view of the ships. Another great location can be found along the South Shore Canal dyke, accessible by foot or bike, and also Parc Jean Drapeau.

### 3. Where are the buildings located?

<b>Head Office</b>	<b>Operations Centre Quebec</b>	<b>Operations Centre Ontario</b>
202 Pitt Street Cornwall, Ontario Canada K6J 3P7 Tel: 613-932-5170 Fax: 613-932-7286	151 Écluse Street St. Lambert, Quebec Canada J4R 2V6 Tel: 450-672-4110 Fax: 450-672-7098	508 Glendale Avenue St. Catharines, Ontario Canada L2R 6V8 Tel: 905-641-1932 Fax: 905-682-4525

### 4. Can we visit your property or buildings?

No. Our properties are private and no trespassing is allowed.

That said, in the Welland you can visit the St. Catharines Museum & Welland Canals Centre, located at lock 3.

In the Montreal Lake/Ontario area, the pathway along the Beauharnois Canal offers an excellent view of the ships. Another great location can be found along the South Shore Canal dyke, accessible by foot or bike, and also Parc Jean Drapeau.

### 5. Are all terrain vehicles and dirt bikes permitted on Seaway property?

No. Our properties are private and no trespassing is allowed.

This “no-trespassing” applies to pedestrians and all vehicles (e.g. ATVs, electric bikes, snowmobiles, bikes, dirt bikes, etc.).

## Recreational Paths

### 1. What are the dates and hours of operation of the bike path in St. Lambert, Côte Ste-Catherine?

In the Montreal/Lake Ontario region, the bike path located next to Victoria Bridge is managed by Parc Jean-Drapeau; it is not managed by the Seaway.

Please refer to their website for information: [Bike link and Route verte - Parc Jean-Drapeau \(parcjeandrapeau.com\)](http://www.parcjeandrapeau.com)

### 2. Am I allowed to bike or walk across the Beauharnois bridges (Pont Larocque and Pont St-Louis-de- Gonzague)?

No. These structures were not originally designed to accommodate pedestrians or cyclists. As safety remains the priority for The St. Lawrence Seaway Management Corporation, bicycles are not permitted to cross these bridges.

The Corporation remains involved, with various partners in the region, in a project to build a safe passage for cyclists at the Saint-Louis-de-Gonzagues Bridge.

### **3. Are there recreational pathways near the water in the Welland area?**

There are some great recreational paths in the Welland area. Check out these links:

[Welland Canals Parkway Trail \(visitniagaracanada.com\)](http://visitniagaracanada.com)

[Welland Canals Parkway Trail | Niagara Cycling Tourism Centre](#)

## **Careers**

### **1. What jobs are currently open at the Seaway?**

We are delighted that you are interested in exploring the exciting career opportunities offered by The St. Lawrence Seaway Management Corporation (SLSMC). Please visit our [Careers page](#) for current career opportunities.

### **2. How do I apply for a job?**

To apply for a job, visit our [Careers page](#) and sign in to your profile to apply for a job opening. If you don't already have a profile, you'll can easily create one.

### **3. How do I create a profile?**

Simply click on the 'sign in' button on the top right corner of the [Careers page](#) and follow the instructions.

### **4. Why do I need a profile?**

The profile allows you to apply for jobs at the Seaway. It also saves your background experience and business information so recruiters can easily find you when new jobs come up. The more details you add, the more likely the job will match your interests. Also, your profile is automatically attached to any job you apply to.

### **5. Can I sign up for alerts on new career opportunities?**

When signed into your profile, you have the option to create 'job alerts'. This feature will notify you when relevant jobs are posted.

### **6. How do I search for current job openings?**

On our [Careers page](#), you can look at our current job openings. You can search, filter, and sort jobs to find the right one for you. You also have the ability to track and manage the jobs you've found, save jobs for a later review later, view the status of jobs you applied to and sign up for job alerts.

## Contractors

### 1. Where do I find the addresses to your office buildings?

<b>Head Office, Cornwall</b> 202 Pitt Street Cornwall, Ontario Canada K6J 3P7 Tel: 613-932-5170 Fax: 613-932-7286	<b>St. Lambert Office</b> 151 Écluse Street St. Lambert, Quebec Canada J4R 2V6 Tel: 450-672-4110 Fax: 450-672-7098	<b>St. Catharines Office</b> 508 Glendale Avenue St. Catharines, Ontario Canada L2R 6V8 Tel: 905-641-1932 Fax: 905-682-4525
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If you require more specific directions, please reach out to your SLSMC contact person (e.g. project leader, engineer, etc.).

### 2. What is the process for securing a contract with the Seaway? Please visit the [Procurement section](#) of our website for more information.

### 3. How do I obtain a security pass?

Please contact the SLSMC project leader responsible for the job/project you're assigned to.