



**VISION**

Mariposa Cruises is the most dynamic experience on the water. Let us take you there!

**MISSION**

We are a team of professionals passionate about delivering the highest levels of quality and service to our guests who come to us from all over the world.

We are the largest hospitality cruise company in Canada operating a fleet of distinctive ships from the heart of Toronto's Harbourfront.

**OUR ANCHORS OF SUCCESS**

**Our Values**

**Our Promise:**

**Guest Experience**

We deliver a positive guest experience, every time. We provide friendly, personal service and attention to detail that will provide exceptional value and make a difference.

**Relationships**

Our "can do" spirit delivers top performance. We encourage collaboration, celebrate success, and build and nurture long-standing, mutually beneficial relationships.

**Teamwork**

We respect one another, recognizing that our success depends upon the commitment, capabilities and diversity of all our management, staff and crew.

**Communication**

We communicate with our guests, and each other, in a friendly, respectful and effective manner.

**Safety**

Our priority is the well being of our guests and crew. We embrace high standards of safety as a continuous part of our culture.

**Responsibility**

We are accountable for our actions, and a good neighbour and citizen in the community.

**Training**

Our team continually strives for personal and professional excellence.

**Organization**

We provide the optimum structural, procedural and organizational systems to operate a well-maintained, clean, and versatile fleet of vessels that will accommodate the widest variety of functions our guests require.

**Innovation**

We anticipate change and respond with innovative solutions to create quality and value by providing distinctive services.

