



TRAVEL CONFIDENTLY WITH WELLS GRAY TOURS

We understand that each of you will be ready to return to travel at different times depending on your own comfort levels, but know that once that time comes, Wells Gray Tours will be here for you. Our highest priority will always be the safety of our clients, our team members, suppliers, and those that reside in the communities we visit. As such, we have implemented new procedures that will be followed for the duration of your tour experience. As the months go on and we continue to follow various health requirements, these procedures will be ever changing.

SMALLER GROUP SIZES

For the foreseeable future, our tours will be limited to 30 guests or less (“Tour 30”) and we will continue to offer various tour departures under the “Tour 25” brand. When acceptable distancing is not possible, we will take additional precautions to make this safer, such as hiring additional walking tour guides.

COACH & AIR TRAVEL

We continue to discuss the importance of following all public health guidelines with the motorcoach companies and airlines that we use. These are some of the steps we will take to ensure the well-being of our clients:

- Our charter coaches will undergo a disinfectant fogging, or deep clean before your tour begins and on each subsequent night of your tour.
- You will be required to hand sanitize every time you board or disembark the coach and it will be made available to you throughout your tour, although we ask that you also bring your own supply.
- There will be daily assigned seating on the coach (similar to our regular seat rotation) and it will be conducted so there is maximum space between travellers.
- There will be an “Important Tour Information” document in your ticket package with specific airline regulations regarding face masks. Please read this prior to your tour.
- Please expect that all guests will need to wear a mask on the coach if physical distancing is not possible; this is for your own safety and for that of your fellow travellers. You must bring your own supply of masks, either disposable or reusable for each day. Reusable masks should be washed each night, so you should bring 2 or 3 in case a mask does not dry overnight. You will not be allowed to board a coach or plane if you forget your masks.
- Many coach companies are blocking the front right seats near the door, so the driver is a safe distance away.

ACCOMMODATIONS

We have been discussing procedures for sanitization and extra cleaning with our hotels and will continue to do so with your health and safety in mind. These are a few of the procedures we have asked our hotels to do:

- Special deep clean between guest stays of all surfaces, including extra cleaning on handles, light switches, faucets, TV remotes, and thermostats.
- More frequent cleaning of public areas.
- We are requesting that no one enter your room after a cleaning has been completed, including bellmen with luggage. For multi-night stays, we will request that make-up service not be conducted each morning. If you do wish to have make-up service, you can request with the hotel staff during your stay.
- When there are any specific requirements for each hotel stay, we will advise you prior to our arrival there.

BAGGAGE HANDLING

Baggage handling is included on nearly all of our tours. This service will continue to be offered, barring any limitations from our individual hotels. We will request that the bellmen wear gloves, but we strongly suggest you disinfect your suitcase handles after it is delivered to your guestroom. You are welcome to take your own suitcase from the coach to your room and back to the coach at departure.

MEAL SERVICE

We all love to eat! It's a huge part of the travel experience and we at Wells Gray Tours pride ourselves on typically offering more included meals in our tour packages than other travel companies. Here are our considerations when it comes to meal services:

- Meal experiences will only be included when good hygiene is maintained, and physical distancing is possible.
- All included meals will either be plated or boxed, as we do not expect buffet services to be available for the foreseeable future.
- We will request private rooms and small tables where possible. If the time is right and the weather cooperates, we may even dine outside!
- You must wear your mask when entering or leaving the restaurant or using the bathroom.

SUGGESTED SAFETY KIT LIST

We suggest that you bring the following items with you on tour:

- **2 or 3 cloth masks or supply of reusable masks for each day. This is required.**
- Personal package of tissues
- Small hand sanitizer bottle
- Thermometer
- Disinfectant wipes
- Protective caps for your toothbrush

STARTING YOUR TOUR & OTHER CONSIDERATIONS

- Please consider your fellow travellers. **Do not travel if you are sick.**
- There will be a pre-trip health screening to ensure all guests have a safe start to their tour. You may be asked to answer a few basic Covid-19 related health questions before joining the tour.
- If you are sick, or have any of the following signs or symptoms, you cannot travel on the tour as this can seriously jeopardize the safety and successful operation of the tour.
 - Fever
 - Coughing, whether new or ongoing
 - Sore throat
 - Shortness of breath
 - Difficulty breathing
 - Runny nose
 - Sneezing
 - Unexplained/Abnormal Fatigue
- We strongly suggest you purchase travel insurance or review your benefits coverage so that you are covered. As Wells Gray Tours prepays for many services, our cancellation policies cannot be adjusted. There is no refund if you are unable to travel on departure day.
- Never sneeze or cough into your hand. For many people, this may be a lifelong habit and difficult to change, but we urge you to use the crook of your elbow. This avoids infecting your hand which may touch a common surface soon after.
- You must bring your own masks on tour, either disposable or reusable for each day or you will be denied boarding a coach or plane.
- If you start feeling ill during the tour, please do not conceal this and pretend that nothing is wrong. Talk to your tour director first. We will try to arrange a way to get you home. If you have become infected with Covid-19, there is a possibility that health authorities will quarantine the entire group for 14 days which will be very costly and inconvenient for each traveller.