



## 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. Please 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 continue to change.

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### COVID-19 VACCINE REQUIREMENTS

As the first and second doses of the Covid-19 vaccine have become available to BC residents, Wells Gray Tours will require all clients and staff on a tour to provide proof of both doses before boarding the coach. The second dose must be administered more than 14 days prior to your tour departure date. Currently, it is recommended that all tour participants continue to wear a mask as outlined below. Guests must continue to self-monitor for symptoms prior to departure and do not travel if unwell.

### GROUP SIZES

Some of our tours for the Summer of 2021 will be limited to 30 guests or less when indicated on the brochure as "Tour 30". We will also continue to offer various tour departures under the "Tour 25" brand. As we move into the Fall and Winter departures, group sizes may be up to 40. Where social distancing is still required, we will take additional precautions to ensure your safety.

### 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.
- Your tour director will measure your temperature daily. A reading of 38 degrees or higher indicates that you are sick, and you will not be allowed to board the coach.
- 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 airline and Provincial regulations regarding face masks. Please read this prior to your tour.
- Although Public Health Orders have relaxed the face mask policy, please expect that all guests will need to wear a mask on the coach; 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 evening, so you should bring 2 or 3 in case a mask does not dry overnight. You may 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 cleaning between guest stays of all surfaces, including extra cleaning on handles, light switches, faucets, TV remotes, and thermostats.
- Increased and more frequent cleaning of public areas.
- If you would like to request that no one enter your room after a cleaning has been completed, including bellmen with luggage please let the front desk know. Housekeeping on multiple night stays may not be possible due to staffing shortages at some properties. You will be advised of any specific hotel requirements prior to arrival.

## **BAGGAGE HANDLING**

Baggage handling is included on most tours with a few exceptions. This service will continue to be offered, barring any limitations from our individual hotels. 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! Food is 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. Along with hotels, restaurants are also experiencing staffing shortages, in the event we are unable to provide a pre-arranged meal, cash will be provided to you for meals on your own. We will ensure the restaurants we use are adhering to current public health requirements.

## **SUGGESTED SAFETY KIT LIST**

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

- **2 or 3 cloth masks or a 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.**
- You will receive a Traveller Acknowledgement Form in your ticket package. Please ensure this form is completed the morning of your tour departure as it will be collected by your Tour Director.
- There will be a verbal 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 may be denied boarding a coach, plane, or cruise vessel.
- 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.

Updated: July 28, 2021