



## 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

Wells Gray Tours will require all clients and staff on a tour to be fully vaccinated and provide proof before boarding the coach. The second dose or booster must be administered more than 14 days prior to your tour departure date. Currently, it is required 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.

### BE PREPARED FOR YOUR DEPARTURE

To help you prepare for your tour, we've compiled the important pre-departure information you need to consider.

- For any flights, rail and cruises, you must travel with your [Federal Covid19 QR code](#), and will need to present this at check in. Please scan a copy of this to Wells Gray Tours to keep on file.
- For BC Coach travel, you must carry your Provincial Covid19 QR code and will need to present this as requested.  
[www.canada.ca/en/immigration-refugees-citizenship/services/canadian-covid-19-proof-vaccination.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-covid-19-proof-vaccination.html)
- Familiarize yourself with requirements surrounding the "ArriveCAN" app as this is currently a requirement to [return to Canada](#) and is the responsibility of each traveller.  
[www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html](http://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html)
- A passport is required for any out of country tours. **Please provide the number, expiry date and name as it appears on your passport to your local office.**
- With the everchanging world of travel during the pandemic, please keep in mind that Covid-19 testing before, during and/or upon return of your trip could be in place, and this may be at your own expense.
- Detailed confirmation of your responsibilities will be outlined in the "Important Tour Information" document inside your ticket package at final payment. **Please note:** requirements for things like visas or mandatory PCR Testing, will be your responsibility to arrange and at your own expense unless otherwise stated. Requirements could change before departure. We ask that you stay informed and ensure you have everything arranged in time for your travels.
- Changes to the itinerary can occur close to departure or during the tour, often beyond our control. Please be mindful of this possibility.



## OUR COMMITMENT TO SAFE TRAVEL

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### GROUP SIZES

Group sizes may be up to 45. We will continue to offer various tour departures under the “Tour 25” and “Tour 30” brand.

### 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:

- When possible, 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 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.
- When capacity allows, 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. Please read this prior to your tour. This document will have the most up-to-date information regarding regulations.
- All guests are required 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:

- 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. We will ensure the restaurants we use are adhering to current public health requirements. 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.

### SUGGESTED SAFETY KIT LIST

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

- **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 and unable to enter a restaurant or building included on the tour.
- 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 at your personal expense. 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: December 3, 2021