

KOOTENAYS HOT SPRINGS

February 2024

WELLS GRAY TOURS
a world to experience



Relax in the soothing waters of Fairmont, Radium, and Ainsworth Hot Springs

The Kootenays region is known for many incredible wonders, one of which is the great variety of hot springs. Late February and early March is a beautiful time to admire the winter wonderland of this area. Soaking up the snowy mountain scenery from the warmth of a steaming outdoor pool is nothing short of magical. This tour visits three hot springs: Fairmont, Radium, and Ainsworth. Accommodation is right next to the hot pools at Fairmont for two nights and Ainsworth for two nights. Just bring your bathing suit and be prepared to relax.



CANADIAN



ACTIVITY LEVEL

► **Fares per person**

from **\$1,725** double/twin, **\$2,165** single*
**pricing details for all departures provided on Page 2*

► **Early Booking Bonus**

\$100 discount on first 15 seats; **\$50** on next 10.

► **Earn 41 Experience Points**

► **Departure from:**

BC Interior, Victoria & Lower Mainland



Providing Quality Packaged Travel Since 1972

DEPARTURE POINTS & DATES

- I BC Interior:** February 26, 2024 - 5 Days
- V Vancouver Island:** February 25, 2024 - 7 Days
- L Lower Mainland:** February 25, 2024 - 7 Days



Your specific departure point will be confirmed at time of booking.
Passengers travelling from the BC Interior, Vancouver Island & Lower Mainland regions will begin and end the tour as follows:

- I BC Interior:** We depart from communities in the BC Interior on Monday, February 26 and travel east. We return home on Friday, March 1.
- V Vancouver Island:** We fly from Victoria to Kelowna on Sunday, February 25 and overnight at the Hampton Inn YLW prior to being picked up by the main coach on Monday, February 26. Upon our return, we overnight in Kelowna on March 1, then fly back to Victoria on March 2. Transportation is arranged to your pickup location in the Victoria area.
Note: A transfer is provided to Victoria airport. Depending on the number of people booked and coach size, home pickups may be offered. The decision is made about 2 weeks before departure and you will be contacted about your pickup point and time. **Up-island passengers** will fly from Nanaimo or Comox to Kelowna (roundtrip).
- L Lower Mainland:** We fly from Vancouver to Kelowna on Sunday, February 25 and overnight at the Hampton Inn YLW prior to being picked up by the main coach on Monday, February 26. Upon our return, we overnight in Kelowna on Friday, March 1, then fly back to Vancouver on Saturday, March 2. Transportation is arranged to your pickup location in the Lower Mainland.
Note: Home pick up may be arranged at time of booking.

FARES PER PERSON

	Departure Point	Fares per Person	Notes
I	BC Interior	\$1,725 double/twin \$2,165 single	
V	Vancouver Island	\$2,375 double/twin \$2,980 single	<ul style="list-style-type: none">• Please add 5% GS• Triple fares also available
L	Lower Mainland	\$2,325 double/twin \$2,930 single	

Ainsworth Hot Springs

WHAT'S INCLUDED

► Meals

- I 11 total:** 4 breakfasts, 4 lunches, 3 dinners
- V 13 total:** 6 breakfasts, 4 lunches & 3 dinners
- L 13 total:** 6 breakfasts, 4 lunches & 3 dinners

► Transportation

- VL** Flight to Kelowna & return
- VL** Current air taxes & security fees
 - Coach transportation for 5 days
 - Kootenay Lake ferry

► Knowledgeable Wells Gray tour director

► Accommodation

- I** 4 nights of accommodation & hotel taxes
- VL** 6 nights of accommodation & hotel taxes
 - Luggage handling at hotels

► Key Highlights

- Fairmont Hot Springs
- Radium Hot Springs & towel rental
- Ainsworth Hot Springs (unlimited use)
- Locally-guided tour of Nelson

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Activity Level 1

Light Activity: You're a relaxed and easy-going traveller that likes to discover new places and meet new people. You can climb a flight of stairs, board a coach, stand for short periods and walk at a leisurely pace with breaks during the day for up to 60 minutes without difficulty or assistance. Please be aware that on tours with flights you will be required to handle your own luggage and walk longer distances in airports.

You may bring a walker or cane if needed. The coaches cannot carry a scooter or motorized wheelchair. The tour director and driver have many responsibilities, so please do not expect them, or your fellow travellers, to provide ongoing assistance. If you are not capable of keeping up with the group or require frequent assistance, the tour director may stop you from participating in some activities or some days of the tour. In extreme situations, you may be required to leave the tour and travel home at your own expense.





ITINERARY

Hot Springs

Sunday, February 25

Passengers from Vancouver and Vancouver Island fly to Kelowna and overnight at the Hampton Inn YLW.

Accommodation: **V L** Hampton Inn YLW

Monday, February 26

We travel east across Rogers Pass through Glacier National Park, admiring a winter wonderland of snowy peaks and frozen rivers. From Golden, we drive along the broad Rocky Mountain Trench to Fairmont Hot Springs Resort. As a hotel guest, you can enjoy a private hot pool close to your room, or use the larger public pool. The water temperature ranges from 40 to 43°C (104-110°F) and about 1.4 million gallons of odourless, mineral-rich water flows through the pools daily.

Meals included: **L** Lunch, Dinner **V L** Breakfast, Lunch, Dinner

Accommodation: Fairmont Hot Springs Resort

Tuesday, February 27

The morning is free time at Fairmont Hot Springs, an excellent opportunity to enjoy an optional spa treatment. In the afternoon, we drive a half-hour north to Radium Hot Springs in Kootenay National Park. Sir George Simpson of the Hudson's Bay Company made the first recorded visit in 1841, bathing in a one-person sized pool dug out of the gravel. The present Aquacourt was built in 1951 and is now Canada's largest hot springs facility with a temperature of 39.5°C or 103°F.

Meals included: Breakfast

Accommodation: Fairmont Hot Springs Resort

Wednesday, February 28

We travel south along Columbia Lake and the Kootenay River to Cranbrook. From Creston, we follow the east shore of Kootenay Lake and ride the 'longest free ferry in the world' over to Balfour. Our destination is Ainsworth Hot Springs where we stay for two nights at the resort beside the hot pools overlooking Kootenay Lake. During your stay, there is unlimited access to the pools. The horseshoe-shaped cave is the hottest at 45.5°C or 114°F and the main lounging pool averages 35.5°C or 96°F. For the brave, there is also a cold plunge pool. **Note:** Some rooms at this hotel have lake views and some face the mountainside with no view; the earliest bookers are assigned lake view rooms.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Ainsworth Hot Springs Resort

Thursday, February 29

We drive into nearby Nelson. A longtime resident guides a historical driving tour; buildings that are less than a century old are considered "modern". Nelson's famous Hume Hotel is a heritage landmark which opened in 1898. We have lunch there, then there is time to browse some interesting stores along Baker Street.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Ainsworth Hot Springs Resort

Friday, March 1

We drive through Castlegar and across Bonanza Pass over the Monashee Mountains. After lunch in Grand Forks, we follow Highway #33 to the Okanagan Valley. Passengers from Vancouver and Vancouver Island will overnight at Hampton Inn YLW.

Meals included: Breakfast, Lunch

Accommodation: **V L** Hampton Inn YLW

Saturday, March 2

Passengers from Vancouver and Vancouver Island fly home. Transportation is provided to your pickup point in your departure area.

Meals Included: **V L** Breakfast

TOUR NOTES & POLICIES

Tip: Luggage handling may take an hour after the coach arrives at Fairmont and Ainsworth. If you want to get into the hot pools quickly, we suggest you pack your bathing suit in your carry-on bag.

Payments: A deposit of \$150 per person is requested at the time of booking and the balance is due January 10, 2024. By paying the deposit, you agree to the Terms & Conditions, Activity Level and Cancellation Policy outlined. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard.

Early Booking Bonus: Receive \$100 discount on first 15 seats and \$50 on next 10 seats for booking early with deposit. The discount is not offered after January 10, 2024. Early bookers are also assigned lake view rooms at Ainsworth, subject to availability.

Cancellation Policy: Up to December 8, 2023, your tour payments will be refunded less an administrative charge of \$50 per person. From December 9, 2023 to January 10, 2024, the cancellation charge is \$150 per person (your deposit). From January 11 to January 25, the cancellation charge is 50% of the tour fare. After January 25, there is no refund.

Itinerary and Fare Changes: Due to continuing after effects of the pandemic, sometimes we are notified about changes to the itinerary prior to departure and sometimes during the tour. We do our best to substitute a similar service if something cancels, but occasionally the only alternative is to provide a refund for the missed activity. Please note that if we are forced to cancel a component of this tour due to an issue beyond our control, the current penalties still apply if you choose to cancel the entire tour. Fuel surcharges and changes to

taxes or other tour costs can occur at any time, therefore Wells Gray Tours reserves the right to increase fares due to such changes up to departure.

Food Allergies: You must notify us no later than at final payment if you have a food allergy. This tour goes to some remote places where restaurants may not be able to satisfy all food allergies (an allergy causes medical distress, a preference does not). For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve.

Travel Insurance: A Comprehensive Insurance policy is available through Wells Gray Tours and coverage is provided by Travel Guard. Policies purchased at deposit include a waiver of the pre-existing condition clause, otherwise policies can be purchased no later than at final payment. Please contact us for details.

Flight delays due to weather: In the event flights are delayed or cancelled by airlines due to weather, there may be additional costs to you. Wells Gray Tours Ltd. will not pay for hotel rooms and meals during the delay.

Photo credits: Rhonda Diaper (Fairmont), Ainsworth Hot Springs (Cave), Kootenay Lake Tourism (Ainsworth Hot Springs), Parks Canada (hot spring photo).

Experience Points or E-points: This tour earns 41 e-points. Each time you travel on a Wells Gray tour, you earn e-points that are added to your account after the tour returns. One e-point equals \$1. Redeem your earned points on select tours or accumulate enough points to earn a free tour! Redemptions offered until January 10, 2024.

Consumer Protection BC Licences: Kamloops 178, Vernon 655, Kelowna 588, Penticton 924, Victoria 65842

WE PLAN.
YOU PACK.
NO WORRIES!

www.wellsgraytours.com
1-800-667-9552



Our offices are open for walk-in traffic or by appointment

KAMLOOPS	KELOWNA	VERNON	PENTICTON	VICTORIA
Head Office				
250 Lansdowne St.	2575 Richter St.	3206 35th St.	100 -159 Wade Ave East	102-736 Broughton St.
Kamloops, BC	Kelowna, BC	Vernon, BC	Penticton, BC	Victoria, BC
V2C 1X7	V1Y 2R1	V1T 6B7	V2A 8B6	V8W 1E1
250-374-0831	250-762-3435	250-545-9197	250-493-1255	250-590-7889

Your Tour Experience

PLEASE CAREFULLY READ THE FOLLOWING INFORMATION:

ACCOMMODATIONS: The hotels named in the tour descriptions are confirmed at the time the brochure is printed. It is very unusual for changes to occur, but clients will be notified whenever possible.

- **Hotel Lists:** Your ticket package contains a hotel list, which gives the hotel name, address, and phone number. You can leave this list with family/friends so you can be contacted while on your tour.

- **Special rooming requests:** If you wish to have a ground floor room where there is no elevator, a lower floor room in a high-rise hotel, or a room adjacent to another traveller, please make this request at the time you book your tour. Although we make every effort to confirm your request by passing the information onto the hotels, it cannot be guaranteed.

- **Class of Room:** Our choice of accommodation is in the deluxe to first class range. We try to strike a happy medium by maintaining a high standard of hotels while keeping a close eye on costs. Most hotels we use are members of the National Tour Association or approved by the Canadian or American Automobile Association. AAA rating is usually ♦♦♦ or better.

ROOM PARTNERS: Our reservation system tracks partner requests, and you can add your name to our partner request list, or we can provide you with the name and phone number of a possible partner. Together you can decide if you are compatible and would like to travel together.

SINGLES: Some hotels limit the number of single rooms assigned to each group, so people travelling alone should make reservations early. On a full tour, singles are requested to sit with other singles on the coach, so that travelling companions can sit together.

SEAT ROTATION: This is mandatory on all tours, and your tour director will describe the pattern and the frequency of the moves. For fairness to other clients, exceptions will not be made.

BOARDING PASS: Your ticket package contains a boarding pass which we request you fill out and give to the tour director upon departure. This contains essential information that the tour director would require in case of an emergency. Note that these are shredded after the tour returns to protect your privacy.

SMOKING POLICY: All motorcoaches are non-smoking, but rest stops are frequent. If smoking outdoors, please be considerate of those clients who may have allergies to smoke. Also note that many hotels are entirely non-smoking.

FOOD ALLERGIES: You must notify us no later than at final payment if you have a food allergy. Some tours go to remote places where restaurants may not be able to satisfy all food allergies. Please do not tell us about your food preferences, as restaurants ignore these requests. An allergy causes medical distress, a preference does not. For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve.

ITINERARY NOTES: Some tours have choices for attractions or accommodation, and sometimes there are attractions that are at an additional cost and listed as optional. Please choose these options when you book your tour as some are limited in space. If you wish to leave the tour at any time to visit friends and family, you are certainly welcome to do so. Please ensure that the tour director is informed and note that Wells Gray Tours Ltd. will not make a refund for any missed or unused portions of the tour package.

SPECIAL NEEDS: If you require ongoing assistance in any way, you must be accompanied by a travelling companion who will be fully responsible for your needs while on tour. Your tour director cannot provide ongoing assistance. Some tours may not be suitable due to the level of activity, so please discuss your needs with us when you book your tour. Please note that coaches cannot carry a scooter or motorized wheelchair.

DEPARTURE TIMES: We suggest that you arrive at your departure point no later than 15 minutes prior to the time shown on your ticket. The first day of a tour usually has many stops for client pick up. Please turn on your cell phone so the tour director can notify you if the coach is late.

TRAVEL INSURANCE: Insurance is **not included** in tour fares, but it is available for purchase. We strongly recommend purchasing insurance to protect the non-refundable portion of your fare and to provide coverage for unexpected events. Our policies are underwritten by AIG Insurance Company of Canada. Policy must be purchased no later than the time of final payment. Policies purchased at deposit include a waiver of the pre-existing condition clause as relates to cancellation, upgrade, or trip interruption. A detailed brochure is available. Premiums are always subject to change until paid as insurance companies can change premiums without notice.

GRATUITIES: Gratuities are at your discretion; however, they are a significant portion of income for these professionals. Please use local currency. The following are guidelines:

- **Tour director and coach driver:** \$7 CAD per person per day to the tour director and \$5 per person per day to the driver. Please do not start a group collection. The most discreet method is to place the tip in an envelope and on the final day either hand it to the tour director or driver or leave it on her/his seat.

- **Meals:** In Canada and the USA, 15-20% of the pre-tax bill; note: For included meals, gratuities have been included.

- **Housekeeping staff:** \$2 per person per night local currency.

- **Luggage handling:** \$2 per bag. Note: Tip for one piece of luggage at hotel is usually included.

- **Transfer driver with luggage handling:** \$2 per person.

LOST ITEMS: Clients disembarking at the end of a tour are urged to check that they have all their personal belongings with them. Lost items are usually held in Kamloops or Victoria Wells Gray offices.

CURRENCY: Your credit card is a convenient way to pay for many meals and purchases. ATMs are easily accessible in Canada and the USA but may be difficult to find in other countries. You should also carry some cash with you in the currency of that country for gratuities and in case credit cards cannot be used.

LUGGAGE: The limit per person is one large suitcase, weighing no more than 50 lbs., and a small carry-on bag. A luggage tag is included in your ticket package. The Wells Gray tag is essential for the efficient handling of bags at hotels. Please attach the completed tag to your suitcase before arriving at your departure point. If you are on a cruise, please do not attach your cruise luggage tag until the morning of embarkation. Airlines charge a fee for checked luggage on Canada and USA flights. This is included in your tour fare if the airline allows Wells Gray to prepay this fee, but if payment is required at the airport, you must pay this directly to the airline at check-in.

COMMENT SHEETS: We always strive to improve, and comments from our customers are very important. Your tour director will hand out a comment sheet during the tour (with a confidential envelope if desired), so you can tell us what you think. To maintain a high standard of service, Wells Gray management reads every client's comments and discusses any problems and praises with the hotels, motorcoach company, other suppliers, and our staff.

TOUR PACKAGE: Your tour price includes all items listed in the "What's Included" section in the tour brochure. GST on applicable tours is extra.

Terms & Conditions

PAYMENTS: A deposit is required within three days of booking and is outlined in each tour brochure. If a deposit or balance becomes overdue and we cannot contact you, your reservation will be cancelled. By placing a deposit, you agree to the Terms and Conditions. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards). If your cheque payment returns as 'non-sufficient funds', Wells Gray Tours Ltd. must charge you a \$25 NSF fee.

CANCELLATIONS: The cancellation policy for each tour is described in detail in the tour brochure. If you cancel after the final payment date, without paying in full, you forfeit the full deposit paid.

CONSUMER PROTECTION: In British Columbia, Consumer Protection BC requires that any business or organization that collects advance deposits from people for future travel must be registered with the government and must hold those deposits in trust. This protects consumer deposits in the unlikely event of bankruptcy. Wells Gray Tours Ltd. is also a member in good standing of the National Tour Association, which requires its members to carry at least \$1 million in professional liability, errors, and omission insurance.

BORDER CROSSING: For any travel outside of Canada, a valid passport is required. Passport numbers and expiry dates are required in advance for many tours, and this information will be collected before final payment. Clients are responsible for ensuring that they have valid documentation for all border crossings. Clients without valid documents may be detained by Customs Officers and therefore miss their tour. Wells Gray Tours Ltd. cannot assume responsibility for portions of a tour missed due to improper documentation.

ROOM PARTNERS: Wells Gray Tours Ltd. cannot assume responsibility for added costs due to disagreements encountered while travelling or for cancellations by one party of a double or twin accommodation room prior to departure.

LUGGAGE & LOST ITEMS: Luggage insurance is not included in your fare. Please note that neither Wells Gray Tours Ltd. nor the motorcoach company can assume responsibility for lost or damaged luggage or its contents.

ITINERARY: Expect the unexpected. If you are unable to participate in all aspects of the itinerary, Wells Gray Tours Ltd. will not issue a refund or provide a fare reduction for any missed or unused portions of the tour package. If any unforeseen delays, cancellations, changes, or add-ons happen that are beyond Wells Gray Tours control, (or by customer choice) there may be extra costs involved that may be passed onto you, the client, after the trip returns. There is no guarantee of refunds or reimbursements.

EXPERIENCE POINTS: Each time you travel with Wells Gray Tours, you earn Experience Points (e-points). The number of e-points you earn is written on the front page of each tour brochure. Your e-points will be awarded to you after your tour returns and can then be redeemed on future tours. E-Points must be earned before they can be redeemed. 1 e-point is equivalent to \$1.00.

PHOTOGRAPHY: Wells Gray Tours Ltd. and its designated tour director reserve the right to take photographs or videos during the operation of any tour or part thereof and to use the resulting photography or videos for promotion on Facebook, the Wells Gray Tours Ltd. website or for other commercial uses. By making a reservation with Wells Gray Tours Ltd., you agree to allow your likeness to be used by Wells Gray Tours Ltd. without compensation to you. If you prefer that your likeness not be used, please notify us in writing at final payment, or give a note to the tour director on the first day.

CHANGES TO FARES: Due to the uncertainties of inflation, fuel surcharges, taxes and foreign exchange, Wells Gray Tours Ltd. reserves the right to modify tour fares in the event of cost changes.

COVID-19: Some countries we are visiting may require all tour participants to be tested for Covid-19 prior to departure and/or be fully vaccinated against COVID-19 at least 14 days prior to departure. You are responsible for ensuring you meet the requirements for the countries they you are visiting. **Expect changes to the itinerary.** It may not be possible to communicate changes ahead of departure.

FACE MASK REQUIREMENTS: Although it is not mandatory, Wells Gray Tours strongly encourages everyone to wear a face mask at airports, in public places, and onboard motor coaches, ships and airplanes. If you unfortunately become ill with Covid-19, you can still ride on the coaches in the rear seat, but you must wear a KN-95 or N-95 mask.

TRAVEL RESTRICTIONS: Wells Gray Tours Ltd. has no special knowledge regarding the financial condition of any supplier or the existence of unsafe conditions, health hazards, weather hazards, political conditions, or climate extremes at locations to which you may travel. For information about these concerns, we recommend contacting the Travel Advice Section of the Government of Canada website at travel.gc.ca. For public-health information, we recommend contacting the BC Centers for Disease Control at 604-707-2400 or bccdc.ca. The responsibility for checking and verifying all passport, visa, vaccination, or other entry requirements of your destination(s) and all conditions regarding health, safety, security, political stability, and labour or civil unrest at such destination(s) solely belongs to the traveller. Each tour has many suppliers, each with their own policies or rules which you are expected to abide by while on their premises. It is extremely rare, but suppliers can close unexpectedly overnight or declare bankruptcy. Funds that we have deposited with them on your behalf may not be recoverable and therefore not refundable to you.

PRIVACY: Information collected by Wells Gray Tours Ltd. for purposes of the tour or marketing or to assist attending personnel in the event of an emergency is confidential and will not be disclosed to third parties.

FORCE MAJEURE: In the circumstances amounting to force majeure, Wells Gray Tours will not be required to refund any money to you, although if Wells Gray Tours can recover any monies from our suppliers, we will refund these to you. Suppliers may choose to provide travel vouchers or credits in lieu of refund. Wells Gray Tours is not responsible for a supplier's failure to pay a refund.

RESPONSIBILITY

Neither Wells Gray Tours Ltd., nor any of its agents or representatives shall be held liable or responsible directly or indirectly for any delay, injury, loss or damage to any person or property, occasioned by the neglect or default of any person or company providing transportation, accommodation or any other services in connection with these tours, or damages resulting directly or indirectly from act of God, sickness, strike, quarantine, weather, government restraints, machinery breakdown, or any other cause beyond our control. Wells Gray Tours Ltd. acts as an agent for its suppliers, including but not limited to companies providing transportation, accommodation, and other services rendered. The right is reserved to withdraw all, or part of any tour should conditions warrant and make such alterations in the itinerary as may be found necessary for the convenience and proper operation of any tour, without penalty.