

NORTHERN LIGHTS IN ICELAND

March 2024



Northern Lights in Iceland

One of the world's best places to see Northern Lights

Iceland offers unspoiled nature, breathtaking landscapes, and vibrant culture. Everywhere you turn, there are glaciers, waterfalls, lava fields, ocean beaches, and rugged mountains. Iceland boasts a 95% chance of seeing the Northern Lights between November and April. Outside of Reykjavik, the night skies are dark and perfectly suited to the spectacular displays of the aurora borealis. With the warm Gulf Current sweeping past the island, winters are pleasant and mild, despite the country's chilly name. That's why tourists flock to Iceland in winter to see the spectacular Northern Lights. During the daytime, this tour visits some of Iceland's awesome attractions – the Blue Lagoon, Barnafossar, Deildartunguhver, Peninsula Snæfellsnes, Pingvellir National Park, Strokkur Geysir, Gullfoss, Skógafoss, Jökulsárlón Glacial Lagoon, and Caves of Hella.



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

► Fares per person

from **\$7,920** double/twin, **\$8,595** single*

**pricing details for all departures provided on page 2*

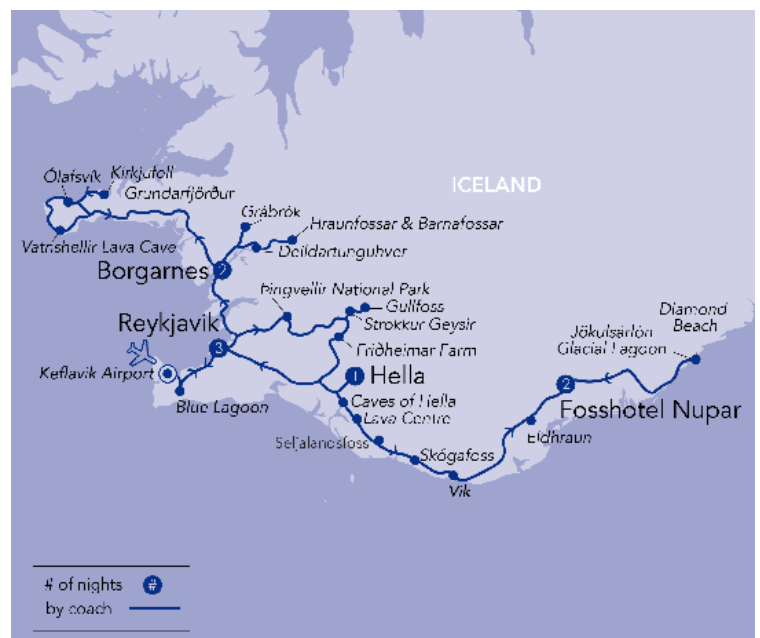
► Early Booking Bonus

\$300 discount on first 8 seats; **\$150** on next 4.

► Earn 146 Experience Points

► Departure from:

BC Interior, Victoria & Lower Mainland



DEPARTURE POINTS & DATES

- I BC Interior:** March 10, 2024 - 12 Days
- V Vancouver Island:** March 10, 2024 - 12 Days
- L Lower Mainland:** March 11, 2024 - 10 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 the tour as follows:

I BC Interior: We depart on Sunday, March 10 from Kamloops, Salmon Arm and communities in the Okanagan Valley. We travel by coach to New Westminster and stay overnight at the Inn at the Quay. We return to Vancouver from Keflavik on Wednesday, March 20 and overnight at the Radisson Blu YVR before driving home to the BC Interior on Thursday, March 21.

Note: While it may seem unnecessary to travel to the Lower Mainland the day before your flight, the Coquihalla can have long closures or flights can be cancelled by weather which would cause a missed international flight.

V Vancouver Island: We depart on Sunday, March 10 from Victoria. We travel by coach to New Westminster and stay overnight at the Inn at the Quay. We return to Vancouver from Keflavik on Wednesday, March 20 and overnight at the Radisson Blu YVR before traveling home to Victoria on Thursday, March 21. Transportation is arranged to your pickup location in the Victoria area.

Note: While it may seem unnecessary to travel to New Westminster the day before your flight, ferries and flights from Victoria can shut down unexpectedly which would cause a missed international flight. Also, 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.

L Lower Mainland: We depart on Monday, March 11 from the Lower Mainland. Transportation is provided to Vancouver Airport. We return from Keflavik on Wednesday, March 20. 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	\$8,270 double/twin \$9,140 single	• Please add 0.5% GST
V	Vancouver Island	\$8,420 double/twin \$9,290 single	
L	Lower Mainland	\$7,920 double/twin \$8,595 single	

Diamond Beach, Iceland

WHAT'S INCLUDED

► Meals

① 30 total: 11 breakfasts, 10 lunches & 9 dinners

▼ 28 total: 11 breakfasts, 8 lunches & 9 dinners

Ⓘ 25 total: 9 breakfasts, 8 lunches & 8 dinners

► Transportation

- Transportation to/from Vancouver airport
- Icelandair flight Vancouver to Keflavik & return
- Current air taxes, fees & fuel surcharges
- Coach transportation in Iceland for 8 days
- Transfer from Reykjavik hotel to airport
- Iceland government 11% VAT (value added tax)

► Accommodation

① 10 nights accommodation & hotel taxes

▼ 10 nights accommodation & hotel taxes

Ⓘ 8 nights accommodation & hotel taxes

► Guides & Gratuities

- Bilingual Icelandic guide for 8 days
- Gratuities for Icelandic guide & drivers

► Knowledgeable Wells Gray tour director

► Key Highlights

- Viking Museum
- Swim in Blue Lagoon with mud mask & towel
- Sightseeing tour of Reykjavik
- Hallgrímskirkja Church
- Perlan viewing deck
- Settlement Centre
- Grábrók volcanic crater
- Deildartunguhver Hot Springs
- Vatnshellir Lava Cave
- Snæfellsjökull National Park
- Þingvellir National Park
- Fontana Geothermal Tasting
- Strokkur Geysir
- Gullfoss
- Horse show at Friðheimar Farm
- Lava Centre
- Skógafoss
- Skógar Museum
- Jökulsárlón Glacial Lagoon
- Vatnajökull National Park & Visitor Centre
- Eldhraun Lava Field
- Seljalandsfoss
- Caves of Hella



Activity Level 2

Moderate Activity: As a traveller you like a variety of activities and walking up to 2 km over the course of a day with breaks such as a guided walking tour is very doable for you without assistance. You can stand for prolonged periods, negotiate a variety of terrain from cobblestone streets to moderate hills comfortably and can climb two flights of stairs without 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 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; travel insurance will probably not cover you.



Tour Size 25

This tour is limited to 25 participants, making it a more intimate travel experience.



Blue Lagoon, Iceland

ITINERARY

Sunday, March 10

Departures from the BC Interior and Victoria travel by coach to New Westminster. We stay overnight at the Inn at the Quay, overlooking the Fraser River. Meet your fellow travellers during a get-acquainted dinner.

Meals included: **I** Lunch, Dinner **V** Dinner

Accommodation: Inn at the Quay

Monday, March 11

The morning is free time for passengers from BC Interior and Victoria. We go to Vancouver Airport at noon. Our flight on **Icelandair** leaves in mid-afternoon and takes 6½ hours to Keflavik Airport, located 50 km west of Reykjavik.

Transportation for passengers from the Lower Mainland is provided to Vancouver Airport. Meet your fellow travellers from the BC Interior and Victoria at YVR. Our flight on Icelandair leaves in mid-afternoon and takes 6½ hours to Keflavik Airport, located 50 km west of Reykjavik.

Meals included: **I** **V** Breakfast

Tuesday, March 12

Welcome to Iceland! The time change is 8 hours ahead of Pacific Time. After arrival at **Keflavik**, our Icelandic guide and driver are waiting to greet us and we drive to Viking World for breakfast under the Viking ship **Íslendingur**. Afterwards, enjoy a soothing swim in the **Blue Lagoon**, a natural geothermal pool in the middle of a dramatic lava field. The 40-degree Celsius mineral-rich water and white sediment is known for its healing properties. A mud mask and towel are included. Then we drive into **Reykjavik**, the northernmost capital of Europe. The name translates as “Smokey Bay” because the first settlers of Iceland saw steam rising from a cave in a geothermal area. We stay two nights in downtown Reykjavik.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Fosshotel Lind

Wednesday, March 13

During the morning, there is a sightseeing tour of Reykjavik. Weaving through narrow alleys framed with old timber houses, we learn about the life of the city from its beginning to the present. We visit the landmark **Hallgrímskirkja Church**, the harbour, the University, the giant relief map of Iceland at City Hall, and **Höfði House** where the Reagan-Gorbachev summit took place in 1986. We also enjoy the panorama of Reykjavik from the Perlan viewing deck. The afternoon is leisure time to enjoy the multitude of shops along Laugavegur near our hotel.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Fosshotel Lind

Thursday, March 14

Leaving Reykjavik, we drive north to the **Borgarfjörður Saga Valley**. At the Settlement Centre, we learn about the discovery of Iceland, the first settlers, and why they made their homes on a far-flung, deserted island. Next is **Grábrók**, a volcanic crater that formed about 3,400 years ago. Later, we admire two waterfalls, **Barnafossar** which tumbles under a natural bridge, and **Hraunfossar** which pours from under a lava flow. Nearby **Deildartunguhver** is one of the world’s most

ITINERARY continued

Thursday, March 14 continued

powerful hot springs producing 198 litres per second of boiling water that is piped to coastal towns for heating. We stay two nights in Borgarnes where the night sky is not disturbed by city lights. After dinner, we watch for the Northern Lights to appear.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Hotel Hamar

Friday, March 15

Today is spent on **Peninsula Snæfellsnes** with views of Snæfellsjökull where, according to Jules Verne, the entrance to the centre of the earth is found. We take a walk through the **Vatnshellir Lava Cave**, created by an eruption about 8,000 years ago. Along the south coast, we see a rare light-coloured beach at Búðir and walk the cliff-top at Arnarstapi past two natural bridges. The tip of Snæfellsnes and its north coast feature magnificent seascapes with dramatic cliffs, black sand beaches, and pounding surf. Back at the hotel this evening, we have another Northern Lights viewing session.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Hotel Hamar

Saturday, March 16

First is **Pingvellir National Park**, site of the National Assembly which was founded here in 930 AD to rule the country, and we take a walk through the old parliament site. Pingvellir is not only important for Icelandic history, but also for geology because the meeting of two drifting continental plates can be seen here. At the Fontana Geothermal site, taste the delicious traditional rye bread cooked in the ground for 24 hours and watch a lively demonstration of dough preparation and baking techniques. Next is the Geysir area where we walk around boiling hot springs and hissing fumaroles, and admire **Strokkur Geysir** which erupts every 5-10 minutes. Nearby is one of Iceland's favourite waterfalls, **Gullfoss**, which plunges 30 metres into Hvítá Canyon. At the Friðheimar Farm horse show, we learn all about the **small Icelandic horse**. We stay overnight in Hella, a village near the south coast with expansive views of the northern horizon for excellent Northern Lights viewing.

Meals included: Breakfast, Lunch, Dinner

Accommodation: LandHotel

Sunday, March 17

The **Lava Centre** is an interactive, high-tech exhibition depicting volcanic activity, earthquakes, and the creation of Iceland over millions of years. We stroll the sandy beach at Vik and walk to the base of 60-metre tall Skógafoss. Nearby Skogar Museum is a cultural heritage collection of 15,000 regional folk tools and crafts housed in several turf-roofed buildings. An awesome sight awaits – **Vatnajökull**, the largest glacier in Europe at 8,300 square km, covering about 8% of Iceland. Numerous tongues of ice such as Svínafellsjökull descend from its main ice cap which is an amazing contrast to the farmlands along the coast. We stay two nights at Fosshotel Nupar, situated on a vast lava field with a good view north for the aurora borealis.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Fosshotel Nupar

Monday, March 18

The road crosses Skeiðarársandur, a huge expanse of glacial outwash with a kilometre-long bridge. We travel east to the **Jökulsárlón Glacial Lagoon** with its huge floating icebergs. The Skaftafell region of Vatnajökull National Park offers fascinating landscapes contrasted with glaciers, moors, mountains, braided rivers, and sandy plains.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Fosshotel Nupar

ITINERARY continued

Tuesday, March 19

We take a walk at the **Eldhraun Lava Field**, created by a huge eruption 250 years ago. Seljalandsfoss is a waterfall that you can actually walk behind. Next are the **Caves of Hella** which are manmade caves and tunnels of unknown origin or age, possibly before the Vikings discovered Iceland. This afternoon, we are back in Reykjavik.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Fosshotel Lind

Wednesday, March 20

The morning is leisure time and we head to the Keflavik airport at noon. It has lots of shops and restaurants, and you may want to claim a VAT refund on major purchases. In late afternoon, we fly on Icelandair to Vancouver arriving about 6 pm.

For passengers returning home to the Lower Mainland, we provide transportation to your pickup point this evening. Remaining passengers will overnight prior to returning home to the BC Interior and Victoria.

Meals included: Breakfast

Accommodation: ① ② Radisson Blu YVR

Thursday, March 21

We travel home. Transportation is provided to your pickup point in the BC Interior and Victoria areas.

Meals included: ① Breakfast, Lunch ② Breakfast



Strokkur Geysir, Iceland



TOUR NOTES

Northern Lights, Iceland

The Northern Lights or Aurora Borealis: The Northern Lights, otherwise known as the Aurora Borealis, are magical, mystical, and mesmerising. The scientific explanation lies with the sun and the output of energy particles from sun spots. These energy particles, which take the form of free electrons and protons, leave the sun as plasma and create solar wind. When this wind reaches the earth's atmosphere, the contact with atmospheric gases causes the particles to become excited, and this gained energy is emitted in the form of light. The magnetic poles cause the particles to become unstable and concentrated, thereby becoming visible on earth as dancing lights.

Folklore has always surrounded the aurora phenomenon. In Scandinavia, the lights were called 'herring flash', caused by the reflections cast by large swarms of herring onto the sky. Norse legend refers to "the fires that surround the North and South edges of the world", and this has been put forward as evidence that the Norse ventured as far as Antarctica. In Inuit folklore, Northern Lights were the spirits of the dead demonstrating that they don't feel pain anymore, appropriately named Pathway to Heaven. Many prospectors during the Klondike Gold Rush believed that the Northern Lights were the reflection of the mother lode of all gold.

Whatever the explanation, the sight of the Northern Lights fills one with awe and childlike wonder, like we are witnessing a magical event as curtains of ever-changing light dance across the sky. Although it is not possible to predict auroral activity very far in advance, chances of viewing increase dramatically when you go out for several nights, as on this tour. Our evenings of viewing begin at 9 pm and last 3-4 hours to catch the darkest hours of the night. They are usually near the hotels, but the coach may be used if a nearby area has better viewing. However, please be aware that the Northern Lights are unpredictable. We have increased odds in every way possible, but there is no guarantee that we will actually witness a spectacular show.

Iceland — A Bucket List Country: Iceland is a remote island of nearly 104,000 square kilometres in the North Atlantic. Its highest peak, Hvannadalshnjúkur, rises to 2,110 metres and over 11 per cent of the country is covered by glaciers, including Vatnajökull, the largest in Europe. Situated on the Mid-Atlantic Ridge, Iceland is a hot spot of volcanic and geothermal activity: 30 volcanoes have erupted in the past two centuries and the 2010 eruption of Eyjafjallajökull caused havoc with the ash fallout in Europe. Natural hot water supplies much of the population with cheap, pollution-free heating. Many rivers have been harnessed for inexpensive hydro-electric power. The coastline is pierced by more than 100 fjords with green fertile valleys extending inland. Iceland also has countless waterfalls and numerous hot springs.

Iceland boasts a 95% chance of seeing the Northern Lights between November and April. Outside of Reykjavik, the night skies are dark and perfectly suited to the spectacular displays of the aurora borealis. With the warm Gulf Current sweeping past the island, winters are pleasant and mild, despite the country's chilly name. That's why tourists flock to Iceland in winter to see the spectacular Northern Lights.

Please Book Early: There is huge demand for Iceland Northern Lights tours. Hotels can recall our rooms early if they are full. Wells Gray Tours has offered tours to the Yukon to view Northern Lights, but this is the first time to Iceland.

Accommodation in Iceland is generally at the 3-star level, therefore expect basic, comfortable lodging. The only luxury hotels in Reykjavik are not downtown, so we have chosen a 3-star hotel that is close to shopping and restaurants. Elsewhere, many communities only have one hotel.

Meals: All meals in Iceland are included, except at Keflavik Airport on departure. This is a great benefit as meals in Iceland are very expensive.

TOUR NOTES continued

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 an extensive 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.

Flexible Itinerary: Much of this itinerary is dependent on the weather for the most enjoyment of activities. Therefore, treat this tour as an adventure in travel and allow maximum flexibility for changing conditions. We plan to be viewing the Northern Lights for five evenings, starting about 9 pm, but cloudy skies could interfere with one or more of these viewings. There is no guarantee that the Northern Lights will be active any night or every night, but Iceland does boast of very good chances of seeing them. You can opt out of any of the planned viewings, as they are close to the hotels.

Clothing: Dress warmly, no matter what weather forecast you see for Iceland. You will be outside at night watching the Northern Lights and it is easy to get chilled. Bring a winter coat, winter pants, warm sweatshirt or heavy sweater, warm underwear, hiking boots, toque, and warm gloves.

Flight seating: We are unable to take requests for window or aisle seating on the planes. The airline will not

accept them, as group seating is assigned as a block. If this is important to you, we suggest you take the "No Flight" option with a fare reduction of \$1,095 and book your own flight which allows seat selection.

Flight upgrades: Please enquire about current prices for upgrades on the flights. Saga Premium class may be available (we have a limited number of seats held in this class).

Documentation: A valid passport with sufficient blank pages is required and must not expire until 3 months after return date. A visa is not required.

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.

Rooms for singles are often a different style or smaller size than twin rooms. Many hotels limit the number of single rooms allocated to a group. Please book early if you prefer single accommodations.

Triples are not available on this tour.

Luggage Handling: There are no luggage porters (bell staff) at any of the hotels where we stay in Iceland. Please be prepared to carry your own luggage from the coach to your room and back. Luggage handling is provided at the Vancouver hotels.



Gullfoss waterfall, Iceland



Hraunfossar waterfall

TOUR POLICIES

Payments: A deposit of \$600 per person is requested at the time of booking and the balance is due December 13, 2023. 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 (\$5,000 limit per person on credit cards).

Early Booking Bonus: Receive \$300 discount on first 8 seats and \$150 on next 4 seats for booking early with deposit. The discount is not offered after December 13, 2023.

Cancellation Policy: Up to November 14, 2023, your tour payments will be refunded less an administrative charge of \$100 per person. From November 15 to December 13, the cancellation charge is \$300 per person. From December 14, 2023 to January 12, 2024, the cancellation charge is 40% of the tour fare. From January 13 to February 9, the cancellation charge is 80% of the tour fare. After February 9, there is no refund.

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 for medical and cancellation claims, 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: Adobe Stock (northern lights photos, Blue Lagoon, Strokkur Geysir) and GJ Travel (Diamond Beach, Gullfoss and Hraunfossar waterfalls).

Experience Points or E-points: This tour earns 146 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 December 13, 2023.

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.