

# PANAMA CANAL CRUISE

Fort Lauderdale to Vancouver on  
Holland America's *Nieuw Amsterdam*

April 3, 2024 – 26 Days

**WELLS GRAY TOURS**  
a world to experience



*Nieuw Amsterdam* in Panama Canal

A cruise through the Panama Canal should be on everyone's bucket list. This is a wonderful voyage with the benefit of one flight and disembarking in Vancouver. The ship is the *Nieuw Amsterdam* which carries only 2,100 passengers and was launched in 2010. It has lots of veranda staterooms which are the most popular nowadays, but insides, oceanviews, and suites are also available. There is a great variety of ports – Grand Turk, Turks & Caicos; Willemstad, Curacao; Cartagena, Colombia; Puerto Caldera, Costa Rica; Huatulco, Mexico; Puerto Vallarta, Mexico; Cabo San Lucas, Mexico; San Diego, Astoria, and Victoria. Passing through the Panama Canal, the *Nieuw Amsterdam* is lifted by 3 locks, sails through Gatun Lake and the 12-km Gaillard Cut, then is lowered by 3 more locks back to sea level!



INTERNATIONAL  
TOUR



ACTIVITY LEVEL

▶ **69 Meals Included:**

25 breakfasts, 22 lunches, 22 dinners

▶ **Fares per person:**

\$8,240 twin; \$11,415 single – Category I Inside

\$8,955 twin; \$12,705 single – Category C Outside

\$9,165 twin; \$13,910 single – Category VD Verandah

Other cruise categories are also available. No GST.

▶ **Early Booking Bonus:**

\$250 discount on first 15 seats; \$125 on next 10

▶ **Experience Points:** Earn 160 Experience Points

▶ **Departure from:** Lower Mainland



Keel-billed Toucans

Providing Quality Packaged Travel Since 1972

## ITINERARY

### Day 1: Wednesday, April 3

After a home pickup we meet the Interior group and cross the border at Sumas and follow I-5 south to Seattle for an overnight stay at the Embassy Suites near the airport. Meet your fellow travellers during a reception with cocktails, beer, and wine.

**Accommodation:** Embassy Suites Sea-Tac

### Day 2: Thursday, April 4

We fly Alaska Airlines non-stop to Fort Lauderdale and stay two nights at the Embassy Suites near the airport and cruise terminal. Hotel amenities include a pool, whirlpool, restaurant, lounge, and nightly cocktail reception.

**Meals included:** Breakfast

**Accommodation:** Embassy Suites

### Day 3: Friday, April 5

This is a free day to relax around the hotel. You may want to visit the many shops and restaurants nearby and a free shuttle service is available.

**Meals included:** Breakfast

**Accommodation:** Embassy Suites

### Day 4: Saturday, April 6

We board the *Nieuw Amsterdam* at noon and enjoy an embarkation buffet lunch. Enjoy free time this afternoon to get settled into your stateroom. We sail out of Port Everglades at 3 pm with a festive "Farewell to Fort Lauderdale" deck party. After a sumptuous dinner, enjoy a lively stage show or music in many smaller lounges.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 5: Sunday, April 7

During our first day at sea, we cruise through the Bahamas. Explore your beautiful ship while deciding how to spend the days at sea. The ship's daily newsletter keeps you informed about scheduled activities like stage shows, movies, bingo games, group fitness, and game times in lounges. Schedule a treatment at the spa. Enjoy the entertainment at the Lincoln Stage or BB King's Blues Club. Get some advice on a workout plan at the fitness centre. Sidle up to the wine tasting bar and sample wines from around the world. The choices are many.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 6: Monday, April 8

The *Nieuw Amsterdam* visits the **Turks & Caicos Islands** from 7 am until 5 pm. There are eight main islands and over 300 small ones. We dock on the island of Grand Turk at the eastern end of the archipelago. The port has lots of shops and restaurants and the capital, Cockburn Town, is a few miles away from the ship. The island has beautiful sandy white beaches. Turks & Caicos were first visited by Europeans in 1512 and are governed today as a British Overseas Territory. Because of the number of Canadians who visit in winter, there was talk in 2014 of Canada annexing these islands as an 11<sup>th</sup> province.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 7: Tuesday, April 9

This is a day at sea, cruising between Dominican Republic and Puerto Rico and entering the Caribbean.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 8: Wednesday, April 10

The *Nieuw Amsterdam* docks at **Willemstad**, Curaçao, a small island just off the coast of Venezuela. This is a Dutch island and, after settlement in 1634, they built several forts at strategic locations. Today, the island has a population of 150,000 and has a diverse economy dominated by tourism and international trade. Sightseeing tours can be purchased that take you to historic places and other attractions around Curaçao. The ship is docked here from 8 am to 11 pm.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 9: Thursday, April 11

A relaxing day at sea with plenty to do on board while we cruise toward the Panama Canal.

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

**Accommodation:** *Nieuw Amsterdam*

## Day 10: Friday, April 12

The *Nieuw Amsterdam* docks at **Cartagena in Colombia** for a short visit from 7 am to 1 pm. Founded in 1533 by the Spanish, it rivalled Mexico City for commercial importance in the New World by the 17<sup>th</sup> century. The Fortress of San Felipe on the mainland guarded the wealth of the Spanish Main whereas the modern city is on an island accessed by a causeway. A locally-guided driving and walking tour features historic Cartagena, colonial architecture, impressive fortifications, ornate mansions, and a cup of delicious Colombian coffee. Visits are made to the Palace of Inquisition and the Gold Museum to see a display of intricate goldsmith work of Colombia's indigenous peoples.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** *Nieuw Amsterdam*

## Day 11: Saturday, April 13

Geographically, **Panama** is a curious country which connects two continents and has a length of 600 km, but a width of just 50 km between the Pacific Ocean and the Caribbean Sea at its narrowest. Panama has a population of 3.3 million people, mostly concentrated near the Panama Canal. Panama City, the capital and largest in the country, was founded in 1519 by the Spanish and has grown into a modern and bustling city. One of the highlights of our cruise is today's transit of the remarkable **Panama Canal**. Opened in 1914, after nine years of construction, it still ranks as one of the world's greatest engineering achievements with 134 million cubic metres of earth moved and a cost of \$336 million. Currently about 14,000 ships per year (38 per day) pass through the canal and pay tolls of about \$450 million. Cruise ships pay a toll based on berths, so Holland America will pay about \$290,000 for the *Nieuw Amsterdam's* passage. During our eight-hour journey from the Caribbean to the Pacific, the ship is lifted by three locks, sails through Gatun Lake and the 12-km Gaillard Cut, then is lowered by three more locks back to sea level. A Panama Canal expert is on board to explain its history and technical operations.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** *Nieuw Amsterdam*



## Day 12: Sunday, April 14

A day at sea.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** *Nieuw Amsterdam*

## Day 13: Monday, April 15

We arrive in **Costa Rica**, docking in the sheltered inlet of Puerto Caldera from 7 am to 4 pm. The country is known for its natural beauty, many parks, and exotic wildlife. Our tour includes a cablecar ride, a guided nature walk, and a boat excursion in the Carara Biological Reserve. The cablecar takes us above the forest canopy where massive trees are laden with vines and epiphytes, and may be over 200 years old. The park is also home to white-faced monkeys, spectacled owls, toucans, agoutis, amphibians, reptiles, and scarlet macaws. The 45-minute nature walk is a close-up experience in the jungle. Next is a boat trip on the **Tarcoles River** to view one of the world's biggest crocodile populations in the wild. We cruise through the mangrove, an impressive ecosystem that is an important feeding and mating area for local and migratory birds, and a refuge from mammals and reptiles.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** *Nieuw Amsterdam*

## Day 14: Tuesday, April 16

A day at sea cruising past Nicaragua and along the Mexican coast.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** *Nieuw Amsterdam*

### Day 15: Wednesday, April 17

The ship is docked in Huatulco, Mexico from 10 am to 6 pm.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 16: Thursday, April 18

This is another leisurely day cruising off the Mexican coast. If you haven't dined in all the specialty restaurants, we suggest you book the Pinnacle Grill, Canaletto, or Tamarind for these nights (extra cost).

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

**Accommodation:** *Nieuw Amsterdam*

### Day 17: Friday, April 19

The *Nieuw Amsterdam* calls at **Puerto Vallarta**, Mexico, from 1 pm to 11 pm. Be sure to be on deck early as the ship maneuvers inside the narrow entrance to this harbour. A bazaar is next to the dock and numerous other boutiques are in the historic downtown area, about 3 km distant. The city became famous and attracted many celebrities after *Night of the Iguana* was filmed here in 1964, starring Marilyn Monroe.

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

**Accommodation:** *Nieuw Amsterdam*



### Day 18: Saturday, April 20

A day at sea.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 19: Sunday, April 21

Our next port is **Cabo San Lucas**, situated at the southern tip of the 1,300-km long Baja Peninsula. The ship arrives at 8 am and departs at 2 pm. We anchor in the harbour and take a short tender ride ashore. Sightseeing tours can be purchased on the ship, at [www.hollandamerica.com](http://www.hollandamerica.com) in

advance, or on the dock with independent operators. Many people want a closer view of Los Arcos, the spectacular sea arch in the cliffs near the harbour.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 20: Monday, April 22

We sail along the west coast of the Baja.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 21: Tuesday, April 23

Our next stop is in **San Diego** from 7 am to 4 pm. California's second largest city has lots to offer and you could visit the San Diego Zoo, one of the largest in the world with over 4,000 animals representing 800 species, or the Maritime Museum with several historic ships on display. Take a cruise around the busy San Diego harbour including lofty Coronado Bridge, the shipyards, Point Loma, and the Naval Air Station. Stroll around beautiful Balboa Park where several interesting museums are found.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 22: Wednesday, April 24

### Day 23: Thursday, April 25

During these two days at sea, we follow the coast of California and Oregon north.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 24: Friday, April 26

We dock at the historic city of Astoria at the mouth of the Columbia River. Some of the attractions are the Flavel Mansion, built in 1885, and the Columbia River Maritime Museum with fascinating displays about the history of shipping on the Columbia River. The ship is in Astoria from 8 am to 5 pm.

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

**Accommodation:** *Nieuw Amsterdam*

### Day 25: Saturday, April 27

In the morning, the *Nieuw Amsterdam* rounds Cape Flattery at the northwest tip of the Olympic Peninsula and sails east into the Strait of Juan de Fuca. We dock in **Victoria** from 2 pm to 11 pm. You may wish to stroll the Inner Harbour, browse

the shops of Government Street, or visit local friends and relatives.

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

**Accommodation:** *Nieuw Amsterdam*

### **Day 26: Sunday, April 28**

We dock at Canada Place in Vancouver and bid farewell to the *Nieuw Amsterdam*. Trans-

portation is arranged to your home in Greater Vancouver.

**Meals included:** Breakfast

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## **CRUISE & TOUR NOTES**

**Please book early:** Cruises are incredibly popular nowadays. Ships are filling up faster and earlier than they once did, so waiting too long to book usually means "Sorry, wait till next year." Holland America has confirmed a block of staterooms for this cruise and they are normally held until 90 days before sailing (early January). However, any unsold staterooms can be taken away from us at any time if the ship or even a category fills. This often occurs on most of our group cruises, then we must turn away disappointed customers, even though seats are available on the motorcoach. Please don't delay booking this tour.

**Dinner reservations:** The *Nieuw Amsterdam* offers both open dining and fixed dining. Open dining is standard, so you can go to a restaurant when you are ready with your friends or make a reservation earlier in the day. If you prefer to dine at the same time with the same people each day, we can request this. The four specialty restaurants take reservations on board and you should do this early in the voyage.

**Included lunches:** The above itinerary shows an included lunch on every cruise day. These lunches are on the ship (except during the tour in Costa Rica), so if you book a shore excursion, you may miss an included lunch if you are not back on board at lunchtime. There is no compensation for missed lunches.

**Flight seating:** We are unable to take requests for window or aisle seating on the plane. 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 \$425 and book your own flight which allows seat selection.

**Flight upgrades:** Please enquire about current prices and availability for first class seating on the flight from Seattle to Fort Lauderdale.

## MS NIEUW AMSTERDAM

The *Nieuw Amsterdam* made her inaugural cruise in 2010 after being christened by Princess Maxima of the Netherlands (now the Queen). She is Holland America's second largest design with a capacity of 2,100 passengers. *Nieuw Amsterdam's* gross tonnage is 86,000 and she is 285 metres long. Her 11 decks feature a 1,000-seat live entertainment theatre, nine lounges, casino, shopping arcade, movie theatre, beauty shop, library, games room, Internet centre, spa, gymnasium, and two swimming pools (one with sliding dome cover). *Nieuw Amsterdam* has 14 elevators and four of them are glass with panoramic views. An exquisite \$2 million collection of art and artifacts is showcased throughout the ship with a theme of "The Dutch Golden Age".

Dining is one of the highlights of a cruise. The elegant two-floor Dining Room serves breakfast, lunch, and dinner with full choice of menu. The Lido Market offers buffet-style serving stations for breakfast, lunch, dinner, and the 11 pm snack. The intimate Pinnacle Grill, Canaletto Restaurant, and Tamarind Restaurant offer extraordinary service, reserved seating and gourmet menus for an extra charge. You can also dine in the privacy of your stateroom by ordering from the complimentary room service menu. All meals are culinary delights and you will not go hungry on board!

Staterooms have twin lower beds (some convert to queen-size double), television, music, telephone, and bathroom with toilet, sink, and shower or bathtub. A crew of nearly 900 ensures top-quality service and entertainment. Every day has a full schedule of optional activities: dance class, bridge, bingo, shuffleboard, table-tennis, karaoke, board games, and fitness activities. The movie theatre presents films several times daily and, every evening, there is live entertainment in the Mainstage Theatre plus musicians playing in most lounges.

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## WHAT'S INCLUDED

- Coach transportation to Seattle Airport
- 3 nights hotel accommodation and taxes
- Flight from Seattle to Fort Lauderdale
- Current air transportation taxes and fees
- 1 checked bag per person
- Fort Lauderdale transfers to hotel and ship
- 22 days and nights on *Nieuw Amsterdam*
- Cruise gratuities
- Port charges, Panama Canal fees, cruise taxes
- Locally-guided tour in Cartagena
- Palace of Inquisition
- Gold Museum
- Locally-guided tour in Costa Rica
- Carara Reserve cablecar and nature walk
- Tarcoles River boat tour
- Transportation from Vancouver to home
- Knowledgeable tour director
- Gratuities for local guides and drivers
- Luggage handling at hotels and ship
- **69 meals:** 25 breakfasts, 22 lunches, 22 dinners



Although cruising is normally Activity Level 1, the tours in Cartagena and Costa Rica have more activity which could include walks of up to 1 km, walking on cobblestone streets, and stairs. Choose shore excursions at the cruise ports based on your abilities. There can be longer walks in the airports. The coaches cannot carry a scooter or motorized wheelchair. **Everybody** participating in this tour is expected to be capable of handling Activity Level 2. The tour director, drivers and local guides 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 POLICIES

**Payments:** A deposit of \$1,000 per person is requested at time of booking and balance is due December 19, 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).

**Discounts:** Early bookers receive \$250 discount on first 15 seats and \$125 on next 10 seats for booking early with deposit. The discount is not offered after December 19, 2023.

**Cancellation Policy:** Up to December 3, 2023, the cancellation charge is \$100 per person. From December 4 to December 19, the cancellation charge is \$400 per person. From December 20, 2023 to February 2, 2024, the cancellation charge is 40% of the tour fare. From February 3 to March 1, the cancellation charge is 80% of the tour fare. After March 1, 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 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 currency exchange rates, 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. Restaurants may not be able to satisfy all food allergies. As restaurants recover from two years of pandemic restrictions, many facing severe labour shortages, we have been informed that food allergies should be honoured, but it is impossible to handle everybody's requests for food preferences. (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.

**Home Pickup:** Home pickups are included within Greater Vancouver. Please request no later than at final payment.

**Photo Credits:** Holland America Line (Panama Canal page 1, Panama Canal page 3), and Puerto Vallarta Tourism.

**Experience Points or E-points:** This tour earns 160 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 19, 2023.

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

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### VICTORIA

102-736 Broughton St.  
Victoria, BC V8W 1E1  
250-590-7889

### KAMLOOPS

(Head Office)  
250 Lansdowne St.  
Kamloops, BC V2C 1X7  
250-374-0831

WE PLAN. YOU PACK. NO WORRIES!

[www.wellsgraytours.com](http://www.wellsgraytours.com)

1-800-667-9552

**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.

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

**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](http://travel.gc.ca). For public-health information, we recommend contacting the BC Centers for Disease Control at 604-707-2400 or [bccdc.ca](http://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.*

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