

PRESIDENT'S CRUISE

June 2024



Town of Longyearbyen, Norway

Cruise from Norway via Spitsbergen to Iceland on Norwegian Star

For the seventh President's Cruise, Wells Gray Tours is offering a unique itinerary to Spitsbergen (or Svalbard), a group of islands belonging to Norway and located at 80 degrees north latitude. Roland and Anne Neave, owners of Wells Gray Tours, invite you to join them for this exciting cruise from Tromsø, Norway, to Reykjavik, Iceland. Along the way, the *Norwegian Star* stops at Leknes in the Lofoten Islands, Hammerfest, Alta, and Honningsvåg in Norway. In Spitsbergen, we spend a day at Longyearbyen, the world's northernmost town. In Iceland, the ship visits Akureyri, Ísafjörður, and Reykjavik, the capital and largest city. We have arranged tours with local guides at all the ship's ports plus Oslo, Tromsø, and Reykjavik. Fly into Tromsø and out of Reykjavik. Roland and Anne look forward to welcoming you on board!



INTERNATIONAL



ACTIVITY LEVEL

► Fares per person

from **\$12,715** double/twin, **\$16,600** single*

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

► Earn 211 Experience Points

► Departure from:

BC Interior, Victoria & Lower Mainland



DEPARTURE POINTS & DATES

- I BC Interior:** June 4, 2024 - 21 Days
- V Vancouver Island:** June 4, 2024 - 21 Days
- L Lower Mainland:** June 4, 2024 - 21 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 Tuesday, June 4th, 2024 from communities in the BC Interior. We will 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. We drive home from Seattle to Kamloops and the Okanagan on Monday, June 24, 2024.
- V Vancouver Island:** We depart on Tuesday, June 4th from Victoria. Transportation is provided 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. We return home from Seattle on Monday, June 24, 2024. Transportation is arranged to your pickup location in the Victoria area.
Note: 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 Tuesday, June 4, 2024 from the Lower Mainland. Transportation is provided 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. We return home from Seattle on Monday, June 24, 2024. 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	Category - OA (window)	Category - BA (balcony)	Notes
I	BC Interior	\$12,715 double/twin \$16,600 single	\$14,145 double/twin \$19,360 single	<ul style="list-style-type: none">• This tour is exempt from GST.• Other cruise categories including suites may be available.
V	Vancouver Island	\$12,865 double/twin \$16,750 single	\$14,295 double/twin \$19,510 single	
L	Lower Mainland	\$12,740 double/twin \$16,625 single	\$14,170 double/twin \$19,385 single	



Town of Longyearbyen, Norway

WHAT'S INCLUDED

► Meals

❶ **48 total:** 19 breakfasts, 13 lunches & 16 dinners

❷ **47 total:** 19 breakfasts, 12 lunches & 16 dinners

❸ **47 total:** 19 breakfasts, 12 lunches & 16 dinners

► Transportation

- Coach transportation to/from Seattle Airport
- Flight from Seattle to Oslo, Norway
- Flight from Oslo to Tromsø
- Current air transport taxes & fuel surcharges
- 1 checked bag per person
- Transfer from Oslo Airport to hotel & return
- Coach transportation for 8 days in Norway
- Coach transportation for 5 days in Iceland
- Transfer to Reykjavik (Keflavik) Airport
- Flight from Keflavik to Seattle

► Accommodation

- 8 nights of hotel accommodation & taxes in Norway, Iceland, & Seattle
- 11 days & nights on *Norwegian Star* cruising from Tromsø to Reykjavik
- Luggage handling at hotels & ship
- Port charges & cruise taxes

► Guides & Gratuities

- English-speaking guides in Norway & Iceland
- Gratuities for local guides & drivers
- Cruise gratuities for the ship's crew

► Knowledgeable Wells Gray tour director

► Key Highlights

- Guided tour of Oslo
- Oslo Fjord sightseeing lunch cruise
- Locally-guided walking tour of Tromsø
- Fjellheisen cable car
- Locally-guided tour to island of Senja
- Locally-guided tour of Leknes & Vestvågøy
- Lofotr Viking Museum
- Locally-guided tour of Hammerfest & Kvaløya
- Locally-guided tour of Alta
- Sámi cultural experience
- Locally-guided tour to the North Cape
- Locally-guided tour of Spitsbergen & town of Longyearbyen
- Svalbard Museum
- Locally-guided tour around Lake Mývatn
- Goðafoss
- Mud pots at Námaskarð
- Locally-guided tour of Ísafjörður & Dynjandi Falls
- Locally-guided tour of Geysir, Gullfoss, Þingvellir
- Half-day tour of Reykjavik with Perlan viewing
- Lava Centre



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 and cruises you will be required to handle your own luggage and walk longer distances in airports and cruise terminals.

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.



Tuesday, June 4

All departures travel to Seattle. Meet your fellow travellers during a reception with cocktails, beer, and wine.

Meals included: ① Lunch

Accommodation: Embassy Suites Sea-Tac

Wednesday, June 5

Our flight on Icelandair leaves about 4 pm.

Meals: Breakfast

Thursday, June 6

We change planes in Iceland and continue to Oslo, arriving in early afternoon.

Welcome to Norway! Our coach, driver and local guide are waiting. We stay two nights at the Clarion, right in the centre of Oslo.

Meals included: Dinner

Accommodation: Clarion Collection The Hub Oslo

Friday, June 7

Oslo is the oldest of the Scandinavian capitals and its history goes back 1000 years. During a three-hour guided tour, we pass the City Hall, National Theater, Norwegian Parliament, Akershus Fortress, Oslo Cathedral, and Royal Palace. Afterwards, we board a vessel for a cruise in the Oslo Fjord with lunch.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Clarion Collection The Hub Oslo

Saturday, June 8

We take a morning flight from Oslo to **Tromsø**, in the far north of Norway. Although it is 300 km north of the Arctic Circle, the city has a mild climate due to the nearby Gulf Stream. Tromsø is the largest city in northern Norway with a population of 78,000. Known as "Capital of the Arctic", it was the launching point for polar expeditions in earlier years. Tromsø is an energetic and beautiful city bursting with culture and rich in history. It is noted for its old wooden houses, one dating back to 1789, and the modern Arctic Cathedral. A walking tour of the historic centre is conducted this afternoon by a local guide. This evening, we ride the **Fjellheisen Cablecar** over 400 metres up Storsteinen for a fabulous view and a delectable dinner in the Fjellstua Restaurant. Our hotel is located on the waterfront.

Meals included: Breakfast, Dinner

Accommodation: Clarion Collection Hotel With

Sunday, June 9

We drive one of the National Scenic Routes along majestic fjords to the magical **island of Senja**. There is time for a walk on the scenic Ersfjord Beach. Lunch is at historical Hamn in a former fishing station.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Clarion Collection Hotel With

ITINERARY continued

Monday, June 10

It is a short walk from the hotel to the cruise ship terminal where we board **Norwegian Star**. An embarkation lunch is served in the Garden Café buffet. Enjoy free time this afternoon to get settled into your stateroom and explore the ship. After a sumptuous dinner in one of the restaurants, enjoy a lively stage show or music in many smaller lounges. We sail from Tromsø at 8 pm.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Tuesday, June 11

The ship arrives at 10 am at the town of **Leknes** on the island of Vestvågøy in the Lofoten Archipelago. Since there is no dock here, we ride in tenders ashore and meet our coach and guide. We drive across the island to the **Lofotr Viking Museum**. In 1983, archaeologists uncovered the Chieftain House, a large Viking building believed to date to 500 AD. The ship departs at 7 pm.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Wednesday, June 12

Norwegian Star is docked in **Hammerfest** from noon to 11pm.. Our afternoon tour visits sights around Hammerfest and the island of Kvaløya, and there is beautiful scenery at a high meadow where reindeer roam. We also stop at the world headquarters of the Royal and Ancient Polar Bear Society where anyone who shows up is entitled to be an esteemed member of the Club.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Thursday, June 13

We spend the day in Alta and our tour provides a unique experience of **Sámi culture**. We are welcomed by traditionally dressed Sámi hosts and step into a 'Lavvu' where examples of different Sámi costumes, equipment, and utensils are seen. A snack of traditional Sámi cake with tea or coffee is served. *Norwegian Star* is docked in Alta from 7 am to 6 pm.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Friday, June 14

Honningsvåg, a pretty town dotted with colourful modern buildings, is the northernmost town on Norway's mainland at 71 degrees north latitude. Situated on the island of Magerøya on the Barents Sea, Honningsvåg has a population of only 2,500 and is surrounded by barren hills. The ship docks here from 7 am to midnight. Our sightseeing tour with a local guide takes us 30 km north, across Magerøya, to Nordkapphallen or the famous **North Cape**. Here you are standing on top of an awesome 300-metre high cliff that drops straight into the ocean where the Barents Sea and the Norwegian Sea meet. This spectacular viewpoint is a favourite place to watch the midnight sun because at this northern latitude the sun does not set from May 14 to July 31. A visitor centre with exhibits and gift shop is located here.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Saturday, June 15

This is a day at sea while we cruise north across the Barents Sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Sunday, June 16

We arrive at the northernmost point of our epic voyage – the islands of **Spitsbergen** (Svalbard) and the town of **Longyearbyen**. It is the world's most northerly settlement at 78.5 degrees latitude, only 1,300 km from the North Pole. Our six-hour guided tour includes places of historical and cultural interest such as the World Seed Deposit, a panoramic view of the Isfjorden, the northern-most commercial airport in the world,

ITINERARY continued

Sunday, June 16 continued

the “Polar Bear Sign”, the Central Coal Station, the Church, and the entrance of Coal Mine #3. Lunch is at Restaurant Kroa Svalbard. Later, we explore the Svalbard Museum where exhibits present the islands’ 400-year history and the relationship between sea and land, nature and cultural history. The evening is leisure time to stroll around this unique community and remember that the sun never sets here in June, since we are well north of the Arctic Circle. We sail away from Spitsbergen at 2 am, heading south to Iceland.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Monday, June 17

During these next two 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 one of the venues. Check out the fitness centre. Savour a fine dinner in one of the specialty restaurants. The choices are many.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Tuesday, June 18

This is a day at sea, the ship’s daily newsletter keeps you informed about scheduled activities.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Wednesday, June 19

Iceland is a remote island in the North Atlantic, noted for its awesome glaciers, about 30 volcanoes, geothermal activity, countless waterfalls, and numerous hot springs. Out of a population numbering more than 300,000, half live in the capital of Reykjavik and the rest of the island is mostly rural. Sheep outnumber humans by 3:1. Our first port is **Akureyri**, capital of the north and a big city on the Icelandic scale with 18,000 people. Our seven-hour tour of the region stops first at **Goðafoss** (“Waterfall of the Gods”) where, in the year 1000, a chieftain threw his pagan statues to prove his loyalty to the new Christian God. During the drive all around shallow **Lake Mývatn**, we explore natural wonders such as the moon-like crater **Skútustair**, the bunkhouse for trolls, and the colourful boiling mud pots at **Námaskarð**. The ship departs at 9 pm.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Norwegian Star*

Thursday, June 20

Overnight, the *Star* sails along the north coast of Iceland to the peninsula of Vestfirði (West Fjords). We arrive at **Ísafjörður** at 9 am and take tenders to the dock. Bordered on three sides by dramatic mountains that form a natural harbour, the idyllic town of Ísafjörður has only 2,600 people. Settled since the 16th century and traditionally dependent on fishing, its streets are today lined with old wooden houses interspersed with shops and cafés. Our five-hour guided tour explores Ísafjörður, then travels to another western fjord to view the 100-metre high **Dynjandi waterfalls**. The ship sails at 6 pm.

Meals included: Breakfast, Dinner

Accommodation: *Norwegian Star*

Friday, June 21

We arrive at the end of our voyage in **Reykjavik** and bid farewell to *Norwegian Star*. Our coach and Icelandic guide are waiting. Today’s drive is called the Golden Circle featuring several highlights of western Iceland. We pass through an agricultural area with a mixture of farms and summer cottages. **Hveragerði** has many greenhouses that grow vegetables and flowers, all heated with natural warm water. 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 largest waterfalls, **Gullfoss**, which plunges 30 metres into Hvítá Canyon. Afterwards, we stop at **Pingvellir National Park**, site of the National Assembly which was

ITINERARY continued

Friday, June 21 (continued)

founded here in 930 AD to rule the country, and we take a walk through the old parliament site. Þingvellir is not only important for Icelandic history, but also for geology because the meeting of two drifting continental plates can be seen here. Returning to Reykjavik, we stay two nights at the Grand Hotel, the city's finest.

Meals included: Breakfast, Dinner

Accommodation: Grand Hotel Reykjavik

Saturday, June 22

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.

Meals included: Breakfast

Accommodation: Grand Hotel Reykjavik

Sunday, June 23

In the morning, we drive to the **Lava Centre** which is an interactive, high-tech exhibition depicting volcanic activity, earthquakes, and the creation of Iceland over millions of years. Afterwards, we head to the Keflavik Airport which has lots of shops and restaurants. In late afternoon, we fly on Icelandair to Seattle, arriving about 6 pm.

Meals included: Breakfast

Accommodation: Embassy Suites Sea-Tac

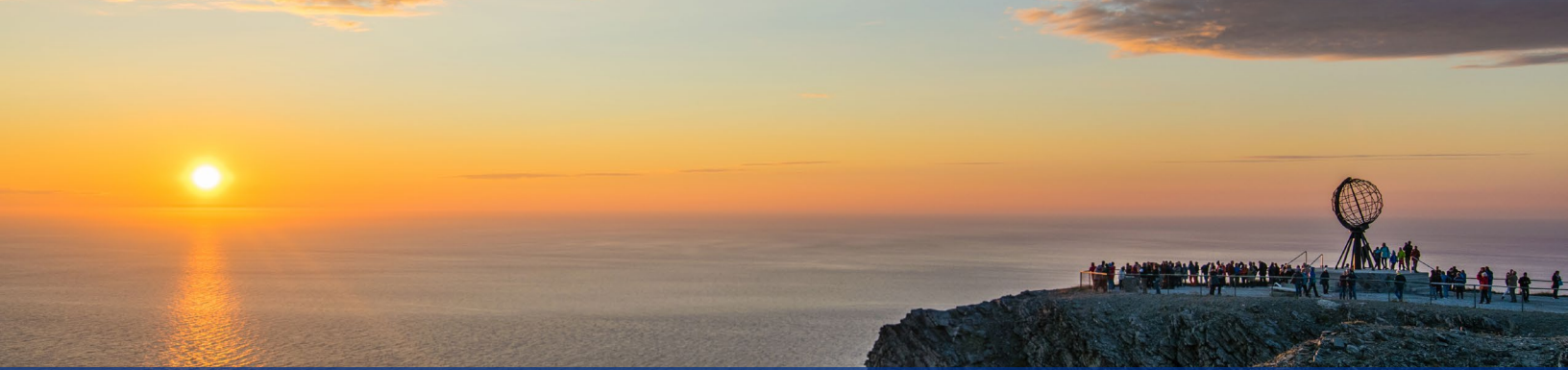
Monday, June 24

We travel home from Seattle. Transportation is provided to your pickup point in the BC Interior, Lower Mainland and Victoria area.

Meals included: Breakfast



Goðafoss waterfall in Iceland



North Cape in Norway

TOUR & CRUISE NOTES

President's Cruise #7: Roland and Anne Neave invite you to join them for this exciting cruise from Tromsø, Norway, to Reykjavik, Iceland, on board the *Norwegian Star*. A highlight is the island of Spitsbergen and the town of Longyearbyen, the world's northernmost settlement. About once a year, the Neaves choose a cruise route somewhere in the world and host their President's Cruise. Roland founded Wells Gray Tours in 1972 and is the company's President. Previous President's cruises have featured the Eastern Mediterranean, Panama Canal, Norway Fjords, Dubai to Singapore, Sydney to Auckland, and four rivers of Europe (Moselle, Rhine, Main, and Danube). The first five cruises were all on ocean ships, the 2019 cruise was the first on a river vessel, and the 7th President's Cruise is again on the ocean.

During this President's Cruise, Roland and Anne will host several receptions and social gatherings. Appetizers, beer, wine, and soft drinks are provided, along with lots of conversation. Roland and Anne look forward to renewing old acquaintances or meeting you for the first time.

On Board the *Norwegian Star*: *Norwegian Star* was launched in 2001 and was completely refurbished in 2021. Carrying 2,348 passengers, she is one of the smaller vessels in the Norwegian fleet of 17 ships. *Star's* gross tonnage is 92,000 and she is 294 metres long with 11 decks and 12 elevators. Facilities include the Stardust Theatre for live entertainment, 11 bars and lounges, casino, duty-free shops, beauty shop, library, games room, internet access, spa, fitness centre, 2 pools, and 6 hot tubs.

Star offers 13 places to eat. The complimentary dining rooms are Aqua and Versailles; Garden Café is the buffet; others are Ginza (Asian), O'Sheehan's Grill (Irish decor), and Topsiders Grill (burgers). The five specialty restaurants are Cagney's Steakhouse, Le Bistro (French), Moderno (Brazilian), La Cucina (Italian), and Teppanyaki (Asian), each with gourmet menus. Two dinners in the specialty restaurants are included for Balcony

staterooms, one for Oceanview staterooms. You can also dine in the privacy of your stateroom by ordering from the room service menu (extra fee). You should reserve in advance online for specialty restaurants (or on boarding day). You can show up when you are ready for the complimentary restaurants.

Staterooms have television, music, telephone, safe, and bathroom with toilet, sink, and shower or bathtub. A great variety of stage shows is presented in the Stardust Theatre and Norwegian is known for its extravagant entertainment. Every day has a full schedule of optional activities: dance class, bridge, bingo, shuffleboard, table-tennis, karaoke, board games, and fitness classes.

If you book an Oceanview or Balcony stateroom, the following five amenities are included:

- Beverage package – a variety of alcoholic and non-alcoholic drinks up to \$15 each. Gratuities on these drinks are included (value \$230).
- Two dinners in your choice of five specialty restaurants for Balcony staterooms; one dinner for Oceanview staterooms. Gratuities are included.
- Shore excursion credit of US\$50 per stateroom per tour. Every port has a tour arranged by Wells Gray, but you can use this for a Norwegian-arranged tour during free time.
- 150 minutes of free internet use.
- US\$100 shipboard credit which can be used for most purchases on the ship.

Shore excursions included: On many cruises, shore excursions are a significant additional expense. During this cruise, **seven shore excursions are included** and arranged by Wells Gray Tours in Leknes, Hammerfest, Alta, Honningsvåg, Longyearbyen, Akureyri, and Ísafjörður. Before and after the cruise, three days of touring are included in Oslo and Tromsø and two days in Iceland, with the significant attractions included. Some tours are a half-day and you can reserve other

TOUR NOTES continued

tours arranged by Norwegian on the [ncl.com](https://www.ncl.com) website or on board. Your \$100 shipboard credit (per stateroom) can be used to purchase these tours and you get a \$50 discount (per stateroom) on each Norwegian shore excursion.

Importance of booking 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 another year." Norwegian has confirmed a block of staterooms for this tour and they are normally held until 4 months before sailing. However, any unsold staterooms can be taken away from us at any time if the ship fills and this has happened on many previous cruises. This cruise is especially popular as few cruise ships visit Spitsbergen. **Please book early.**

Dinner reservations: The *Norwegian Star* offers open dining in the complimentary restaurants. You can make a reservation earlier in the day, but usually you go to a restaurant when you are ready with your friends, or ask to join a large table and meet some new people. The five specialty restaurants accept reservations online about three months prior; they also take reservations on board and you should do this early in the voyage.

Included lunches: The above itinerary shows an included lunch on most cruise days. These lunches are on the ship (except during the tours in Longyearbyen and Akureyri), 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 planes. The airlines 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 \$2,100 and book your own flights which allow seat selection. This applies to flights from Seattle to Oslo to Tromsø and Reykjavik to Seattle.

Flight upgrades: Please enquire about current prices and availability for business class seating on the flight from Seattle to Oslo and Reykjavik to Seattle.

Gratuities for cruise staff and European guides and drivers are included. As well as hosting this cruise as Wells Gray's President, Roland Neave is your tour director and gratuities to him are respectfully declined.

Currency: The Norwegian kronur and Icelandic kronur are the standard currency in those countries. You can order from your bank a few weeks prior or exchange US dollars at a local bank. The currency on board the ship is the US dollar. Purchases can be charged to your ship account and paid at the end of the cruise by credit card.

Rooms for singles are often a different style or smaller size than twin rooms in hotels (not on ship). Many hotels limit the number of single rooms for a group. Please book early if you prefer to travel single.

Triples are not available on this tour.

TOUR POLICIES

Payments: A deposit of \$1,000 per person is requested at time of booking and balance is due February 1, 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 (\$5,000 limit per person on credit cards).

Cancellation Policy: Up to January 2, 2024, the cancellation charge is \$100 per person. From January 3 to February 1, the cancellation charge is \$400 per person. From February 2 to March 1, the cancellation

charge is 30% of the tour fare. From March 2 to April 2, the cancellation charge is 60% of the tour fare. After April 2, 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

TOUR POLICIES continued

our control, the current penalties still apply if you choose to cancel the entire tour. Fuel surcharges and changes to foreign currency exchange rates or 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 for medical and cancella-tion claims, otherwise policies can be purchased no later than at final payment. Please contact us for details.

Photo Credits: All photos from Adobe Stock.

Experience Points or E-points: This tour earns 211 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 February 1, 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.