

# INSIDE PASSAGE & SKEENA TRAIN

June 2024

**WELLS GRAY TOURS**  
a world to experience



## ***Includes grizzly bear watching at Khutzymateen Sanctuary***

Explore the amazing North Coast by land and sea! The 500-kilometre journey from Port Hardy to Prince Rupert aboard BC Ferries' *Northern Expedition* takes 15 hours, all in daylight to permit great viewing of the rugged coastline and abundant wildlife. In Prince Rupert, we thrill to a 7-hour catamaran excursion to the Khutzymateen Grizzly Sanctuary and also tour the restored North Pacific Cannery. Then we board VIA Rail's Skeena Train for a spectacular journey through the Coast Mountains to Houston. We drive south through the Cariboo with a visit to the historic gold rush town of Barkerville. This is a wonderful British Columbia circle tour!



RAIL TOUR



ACTIVITY LEVEL

### ► **Fares per person**

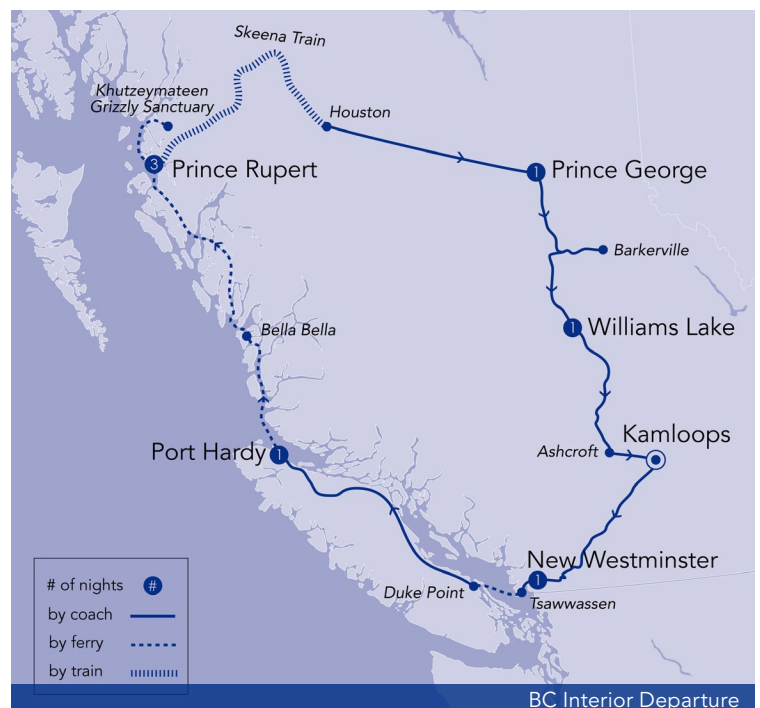
from **\$3,375** double/twin, **\$4,080** single\*

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

### ► **Earn 79 Experience Points**

### ► **Departure from:**

BC Interior & Lower Mainland



BC Interior Departure

*Providing Quality Packaged Travel Since 1972*

# DEPARTURE POINTS & DATES



- I BC Interior:** June 23, 2024 – 8 Days
- L Lower Mainland:** June 24, 2024 – 7 Days

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

- I BC Interior:** We depart from the BC Interior on Sunday, June 23 and travel to New Westminster and stay overnight at the Inn at the Quay before riding the ferry to Nanaimo the following day. We travel home on Sunday, June 30.
- L Lower Mainland:** We depart on Monday, June 24 and after riding the ferry to Nanaimo, we drive north on the Island Highway through Campbell River to Port Hardy. We fly back to Vancouver from Kelowna on Sunday, June 30. Transportation is arranged to your pickup location in the Greater Vancouver area.  
**Note:** Home pick up may be arranged at time of booking for passengers in the Greater Vancouver area.

## FARES PER PERSON

	Departure Point	Fares Per person	Notes
<b>I</b>	<b>BC Interior</b>	<b>\$3,375</b> double/twin <b>\$4,080</b> single <b>\$3,150</b> triple	• Please add 5% GST
<b>L</b>	<b>Lower Mainland</b>	<b>\$3,515</b> double/twin <b>\$4,100</b> single <b>\$3,325</b> triple	





# WHAT'S INCLUDED

## ► Meals

- **11 total:** 4 breakfasts, 5 lunches, 2 dinners
- **9 total:** 3 breakfasts, 4 lunches & 2 dinners

## ► BC Interior Transportation

- Coach transportation for 8 days
- Ferry from Tsawwassen to Nanaimo

## ► Lower Mainland Transportation

- Coach transportation for 7 days
- Ferry from Tsawwassen to Nanaimo
- Flight from Kelowna to Vancouver
- Current air taxes & security fees
- Transfer from Vancouver Airport to pickup point in Greater Vancouver area

## ► Accommodation

- All accommodation & hotel taxes
- Luggage handling at hotel

## ► Highlights

- *Northern Expedition* ferry through Inside Passage from Port Hardy to Prince Rupert
- Reserved seat in the ferry's Aurora Lounge
- North Pacific Cannery Museum
- Museum of Northern British Columbia
- All-day boat excursion to Khutzymateen Sanctuary for grizzly bear viewing
- VIA Rail train from Prince Rupert to Houston
- Historian on coach from Quesnel to Barkerville
- Barkerville Historic Town
- Gratuities for local guides & boat crew
- Theatre Royal show
- Ashcroft Manor

## ► Knowledgeable Wells Gray tour director



### 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.





## ITINERARY

### Sunday, June 23

BC Interior passengers travel to **New Westminster** and stay overnight at the Inn at the Quay overlooking the Fraser River. You may want to take a stroll along the Westminster Quay boardwalk this evening.

**Meals included:** ① Lunch

**Accommodation:** Inn at the Quay

### Monday, June 24

After riding the ferry to Nanaimo, we drive north on the Island Highway through Campbell River to **Port Hardy**.

**Meals included:** ① Breakfast, Dinner      ② Dinner

**Accommodation:** Kwa'lilas Hotel

### Tuesday, June 25

The **Northern Expedition** departs Port Hardy for a 15-hour scenic voyage through the **Inside Passage**. Along 500 kilometres of magnificent coastline, we pass hundreds of islands and waterfalls, and probably see wildlife such as bald eagles, porpoises, or whales. Highlights are the narrows at Bella Bella, Princess Royal Channel, and the long canal-like Grenville Channel. Enjoy a comfortable reserved seat in the private, key-access Aurora Lounge for the whole voyage. On arrival at **Prince Rupert**, we stay three nights at the Crest Hotel, the finest in the city.

**Cabin option:** You can purchase an outside ferry cabin for \$150 or inside cabin for \$120 (per cabin), if available. Prices may increase in 2024. Each is equipped with two berths, sink, toilet, and shower. Please request when you book this tour.

**Accommodation:** Crest Hotel

### Wednesday, June 26

We drive to Port Edwards on the Skeena River and tour the restored **North Pacific Cannery** which was built in 1889. This afternoon, we admire the wonderful exhibits at the **Museum of Northern British Columbia**.

**Meals included:** Lunch

**Accommodation:** Crest Hotel

### Thursday, June 27

The **Khutzeymateen Grizzly Sanctuary** was established in 1994 and preserves one of the largest populations of grizzly bears in BC. We board a 22-metre catamaran for a seven-hour excursion to the sanctuary. The vessel has lots of outdoor deck space and floor to ceiling windows for unsurpassed viewing. We travel north through Chatham Sound, listening to fascinating stories about native villages and watching for dolphins, seals, sea lions, bald eagles, and blue herons as we learn first-hand about this diverse marine environment. June is a great month for easy viewing, as grizzlies are playing and feeding along the shoreline.

**Meals included:** Lunch

**Accommodation:** Crest Hotel



## ITINERARY continued

### Friday, June 28

**VIA Rail's Skeena Train** offers an awesome eight-hour journey. There are splendid views as we follow the broad Skeena River and the rushing Bulkley River through the **Coast Mountains**. Across the Interior Plateau, the train skirts dozens of lakes and the tracks usually follow a different route than the Yellowhead Highway. Our coach driver meets us in Houston because the train usually runs late for the last 300 km into Prince George due to many freight trains. Your luggage travels conveniently on the coach today. We stay overnight in **Prince George**.

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

**Accommodation:** Ramada Plaza Hotel

### Saturday, June 29

We are treated to the knowledge of an expert historian during the coach trip from Quesnel to **Barkerville**. This is BC's largest restored heritage town and offers plenty to do today – listen to a discussion of Cariboo justice with Judge Begbie at the Richfield Courthouse, watch the gold cleanup at the Cornish waterwheel, attend church at St. Saviour's, or discuss an 1880s character with a costumed interpreter. The afternoon show at the Theatre Royal is an hour of lively music and songs, funny stories of the gold rush, and great entertainment. We stay overnight in Williams Lake.

**Meals included:** Breakfast

**Accommodation:** Coast Fraser Inn

### Sunday, June 30

We follow the Cariboo Highway to Cache Creek, hearing more stories about the gold rush and pioneer characters. Lunch is at Ashcroft Manor, a roadhouse built in 1862 to serve travellers on the Cariboo Wagon Road. We head home in the afternoon.

**Meals included:** Breakfast, Lunch





## TOUR NOTES

**NORTHERN EXPEDITION:** BC Ferries' *Northern Expedition* was specially designed for Inside Passage voyages. Launched in 2009, she is 150 metres long with a beam of 23 metres and a draft of 7½ metres. She carries 130 vehicles, 600 passengers, and 30 crew at a travelling speed of 20.3 knots. The ferry has three passenger decks and an outdoor sun deck. Facilities include the Canoe Café, Vista Restaurant, gift shop, and Raven's Lounge. A comfortable reserved seat in the private Aurora Lounge is included in your fare. The

500-kilometre journey from Port Hardy to Prince Rupert takes 15 hours, almost all in daylight to permit great viewing of the rugged coastline and abundant wildlife, marine life, and birdlife. Our motorcoach travels on the ferry, so luggage and other belongings can be stored there.

**Please Book Early!** Unsold ferry and train space must be released on April 23, 2024. Even though we may have seats on the motorcoach, there may not be space on the ferry or train if you book after this date.

## TOUR POLICIES

**Payments:** A deposit of \$300 per person is requested at the time of booking and the balance is due April 23, 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.

**Seniors Discount:** BC seniors (65 & over) receive \$79 discount extended by BC Ferries and Via Rail. Booking deadline is April 23, 2024. You must show your BC Services Card to receive the discount when you book and also bring it with you on the tour. Your photo ID is required to board the ferry.

**Cancellation Policy:** Up to March 22, 2024, your payments will be refunded less an administrative charge of \$100 per person. From March 23 to April 23, the cancellation charge is \$200 per person. From April 24 to May 22, the cancellation charge is 50% of the tour fare. After May 22, there is no refund.

**Itinerary and Itinerary & Fare Changes:** Due to continuing after effects of the pandemic, sometimes we are notified about changes to the itinerary prior to departure and sometimes during the tour. We do our

best to substitute a similar service if something cancels, but occasionally the only alternative is to provide a refund for the missed activity. Please note that if we are forced to cancel a component of this tour due to an issue beyond our control, the current penalties still apply if you choose to cancel the entire tour. Fuel surcharges and changes to taxes or other tour costs can occur at any time, therefore Wells Gray Tours reserves the right to increase fares due to such changes up to departure.

**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.

**Food Allergies:** You must notify us no later than at final payment if you have a food allergy. Some 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



## TOUR POLICIES continued

include a waiver of the pre-existing condition clause, otherwise policies can be purchased no later than at final payment. Medical questionnaire is not needed. Please contact us for details.

**Photo credits:** BC Ferries (Cover photo of Inside Passage), AdobeStock (Khutzymateen Grizzly and bald eagle), tour director Lisa (Skeena Train), Doug Davis (whale), and tour director Elvia (Barkerville photo).

**Experience Points or E-points:** This tour earns 79 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 April 23, 2024.

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



Barkerville

WE PLAN.  
YOU PACK.  
NO WORRIES!

[www.wellsgraytours.com](http://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
<b>250-374-0831</b>	<b>250-762-3435</b>	<b>250-545-9197</b>	<b>250-493-1255</b>	<b>250-590-7889</b>

# 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](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.*