

NEW YORK CITY

May 2024

**WELLS GRAY TOURS**
a world to experience



Manhattan from Top of the Rock

New York City, the city of icons. The list of familiar sights and experiences goes on and on: Empire State Building. Statue of Liberty. Rockefeller Center. American Museum of Natural History. Top of the Rock. Macy's Fifth Avenue. Radio City Rockettes. Metropolitan Museum of Art. Ground Zero. Central Park. Times Square. Wall Street. Broadway. The tour is planned for May, traditionally a quieter time for the city, when hotel rates are not as exorbitant. This tour has a balance of organized activities and free time to help you maximize your explorations during your stay. Two Broadway musicals are included and you may want to book some additional shows. A 2-day Hop-on Hop-off sightseeing bus pass and 7-day subway pass are included, so you can conveniently visit attractions. Your knowledgeable Wells Gray tour director is available to assist with your plans. Come and have a fabulous time in the Big Apple!



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

► **Fares per person**

from **\$5,545** double/twin, **\$7,065** single*
**pricing details for all departures provided on Page 2*

► **Early Booking Bonus**

\$240 discount on first 10 seats; **\$120** on next 6.

► **Earn 98 Experience Points**

► **Departure from:**

BC Interior, Vancouver Island & Lower Mainland



Times Square

Providing Quality Packaged Travel Since 1972

DEPARTURE POINTS & DATES

- I BC Interior:** May 25, 2024 – 9 Days
- V Vancouver Island:** May 25, 2024 – 9 Days
- L Lower Mainland:** May 25, 2024 – 9 Days



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

- I BC Interior:** We fly from Kelowna to Calgary on Saturday, May 25 and overnight at the Delta Hotel, conveniently located in the airport terminal. We fly on to New York the following day. Transfers are provided to Kelowna Airport. We leave New York on Saturday, June 1 and once again overnight in Calgary at the Delta Hotel YYC before returning to Kelowna on Sunday, June 2. Transfers are provided to your pickup location.
- V Vancouver Island:** We fly from Victoria, Nanaimo or Comox to Calgary on Saturday, May 25 and overnight at the Delta Hotel, conveniently located in the airport terminal. We fly on to New York the following day. Transfers are provided to Victoria Airport. We leave New York on Saturday, June 1 and once again overnight in Calgary at the Delta Hotel YYC before returning to Vancouver Island on Sunday, June 2. Transportation is arranged to your pickup location in the Victoria area.
Note: Home pickups may be offered in the Greater Victoria area, depending on the number of people booked and coach size. The decision is made about 2 weeks before departure and you will be contacted about your pickup point and time.
- L Lower Mainland:** We fly from Vancouver to Calgary on Saturday, May 25 and overnight at the Delta Hotel, conveniently located in the airport terminal. We fly on to New York from Calgary the following day. Transfers to Vancouver Airport in the Greater Vancouver area are provided. We leave New York on Saturday, June 1 and once again overnight in Calgary at the Delta Hotel YYC before returning to Vancouver on Sunday, June 2. 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. Passengers from Abbotsford or Chilliwack may also fly out of Abbotsford Airport. Transfers to Abbotsford Airport are not provided.

FARES PER PERSON

Departure Point	Fares Per person	Notes
I BC Interior	\$5,545 double/twin \$7,065 single \$5,125 triple	
V Vancouver Island	\$5,645 double/twin \$7,165 single \$5,225 triple	• Please add 0.5% GST
L Lower Mainland	\$5,570 double/twin \$7,090 single \$5,150 triple	

WHAT'S INCLUDED

► Meals

- **12 total:** 8 breakfasts, 1 food tour, 3 dinners

► Transportation

- Transfers to/from Kelowna, Victoria, or Vancouver Airports
- Flight from Kelowna, Victoria, Vancouver, Nanaimo, Comox, or Abbotsford Airport via Calgary to New York JFK & return
- Current air transport tax & security fees
- 1 checked bag per person
- Transfers between airport & Manhattan hotel

► Accommodation

- 8 nights of accommodation and hotel taxes
- Luggage handling at hotels

► Knowledgeable Wells Gray tour director

► Highlights

- New York Subway pass for 7 days
- Locally-guided tour of the landmarks and famous sights of Manhattan
- Food tour
- 2-day Hop-on Hop-off sightseeing bus pass
- Top of the Rock 70th floor Observation Deck
- *Harmony: A New Musical* at Barrymore Theatre
- Behind the scenes tour at Hudson Theatre
- Cruise past Manhattan landmarks
- *Back to the Future: The Musical* at Winter Garden Theatre
- Subway & ferry to/from Ellis Island with view of Statue of Liberty
- Ellis Island Museum

► Gratuities

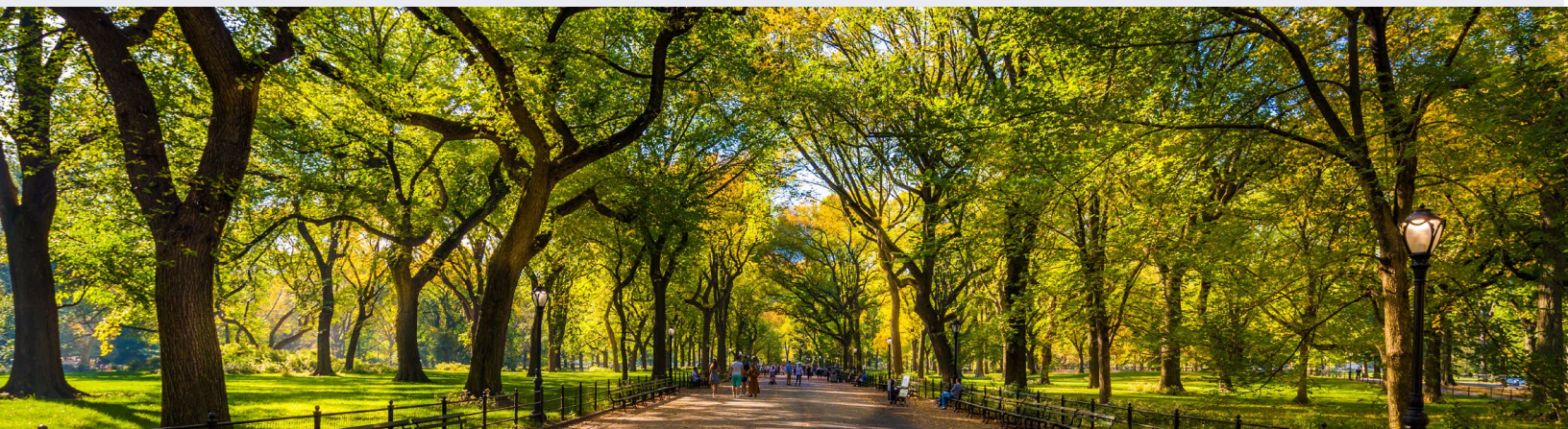
- Gratuities for local guides, food tour guide, Hudson Theatre guide, and cruise crew



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

New York Skyline

Saturday, May 25

Transfers are provided to Kelowna, Victoria and Vancouver Airports and we fly to Calgary. We stay overnight at the Delta Hotel, conveniently located in the airport terminal.

Meals included: Dinner

Accommodation: Delta Hotel YYC

Sunday, May 26

Our continuing flight is non-stop to New York's JFK Airport, arriving in late afternoon.

Welcome to New York City! Enjoy your first glimpse of the sights of the city on the way to the hotel where we stay six nights.

Meals included: Breakfast

Accommodation: M Social Hotel Times Square

Monday, May 27

Breakfast is included each morning. During a guided **sightseeing tour of Manhattan**, we view some of its iconic sights such as Times Square, Rockefeller Center, Fifth Avenue, Little Italy, and Central Park. Afterwards, an orientation to the subway system, using your seven-day pass, is provided by your tour director, so you feel comfortable about this convenient way to get around. The rest of the afternoon is free time.

Meals included: Breakfast, Dinner

Accommodation: M Social Hotel Times Square

Tuesday, May 28

We admire the panoramic view at **Top of the Rock**, the 70th floor observation deck above Rockefeller Center. At lunch-time, we join a food tour. Imagine walking into an **indoor food festival** in the middle of New York City with hundreds of high-quality gourmet choices of international foods curated by local chefs and restaurants. Choose whatever your taste buds fancy! During the afternoon, take advantage of your **Hop-on Hop-off sightseeing pass**. Using the supplied map showing different routes and pick up locations, you can hop on the bus, ride a few blocks, hop off, and conveniently visit an attraction. Tonight, we attend **Harmony: A New Musical** at the Ethel Barrymore Theatre. In 1927, in Berlin, six remarkably talented young men formed a singing group which became international sensations: The Comedian Harmonists. They sold millions of records, starred in major motion pictures, and played the biggest theatres around the world. By 1935, they were never heard from again. What happened? That's the extraordinary true story of Harmony.

Meals included: Breakfast, Food Tour

Accommodation: M Social Hotel Times Square

ITINERARY continued

Wednesday, May 29

This morning, we enjoy a behind the scenes tour of the **Hudson Theatre** which dates to 1903 and is New York's oldest theatre. Explore its nooks and crannies and secrets behind the curtain, as its walls have witnessed tragedy, gangsters, and legends of pop culture, music, and Broadway events for 120 years. The rest of the day is free to customize your visit to New York, using your Hop-on Hop-off touring pass or subway pass.

Option: Another Broadway show can be booked with details available 3 months prior.

Meals included: Breakfast

Accommodation: M Social Hotel Times Square

Thursday, May 30

The morning is free time. We take a 1½ hour narrated **landmarks cruise** to view New York's most famous buildings from the water, including a close-up view of the Statue of Liberty. Tonight, we attend **Back to the Future: The Musical** at the Winter Garden Theatre. When Marty McFly finds himself transported back to 1955 in a time machine built by the eccentric scientist Doc Brown, he accidentally changes the course of history. Now he's in a race against time to fix the present, escape the past and send himself... back to the future. The popular movie has been transported onto the Broadway stage!

Meals included: Breakfast

Accommodation: M Social Hotel Times Square

Friday, May 31

We ride the subway, then the ferry to **Ellis Island** viewing the famous Statue of Liberty from the water. The Ellis Island Museum tells stories of the 17 million immigrants who arrived here from 1892 to 1954. The rest of the day is leisure time. A farewell dinner is at the Playwright Celtic Pub.

Meals included: Breakfast, Dinner

Accommodation: M Social Hotel Times Square

Saturday, June 1

There is free time until 2 pm when a transfer is provided from the hotel to JFK Airport. With treasured memories of the Big Apple, we fly with WestJet to Calgary, arriving about 9 pm.

Meals included: Breakfast

Accommodation: Delta Hotel YYC

Sunday, June 2

Our flights continue to Kelowna, Victoria, Vancouver and other airports.

Meals included: Breakfast



New York City

TOUR NOTES

M Social Hotel Times Square: Your accommodation for six nights in New York City is at the four-star M Social Hotel (formerly Novotel Times Square Hotel), located in the heart of Midtown Manhattan. It is right in the theatre district on the corner of 52nd Street and Broadway and is within walking distance to New York City's best attractions: 6 minutes to Times Square, 8 minutes to Central Park, 5 minutes to Rockefeller Center, and 6 minutes to Fifth Avenue's prestigious shops. The hotel has a fitness centre and restaurant, and many other restaurants are nearby.

Walking: New York City is best explored on foot. Because of traffic congestion and the proximity of everything to our hotel, many of the attractions we visit are reached by walking which could be 1 block to 2 km. Note that taxis are numerous and accessible, so you have the option of taking a cab if you prefer. A subway pass for 7 days is included, so it is easy to get around.

Theatre: We have included show tickets for two Broadway musicals – *Harmony* at the Ethel Barrymore Theatre and *Back to the Future* at the Winter Garden Theatre. There is an option for a third arranged show on Wednesday, May 29. If you want to attend additional shows, you may purchase tickets in advance, or you can wait until you get to New York and pick up 'day of show' tickets for a greatly reduced rate at the ticket office located in Times Square. There could be 30 to 40 shows playing when you are there.

Flight seating: We are unable to take requests for window or aisle seating on the planes. The airline will not accept them, as group seating is assigned as a block. If this is important to you, we suggest you take the "No Flight" option with a fare reduction of \$850 and book your own flight which allows seat selection.

TOUR POLICIES

Payments: A deposit of \$400 per person is requested at the time of booking and balance is due March 21, 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).

Early Booking Bonus: Receive \$240 discount on first 10 seats and \$120 on next 6 seats for booking early with deposit. The discount is not offered after March 21, 2024.

Cancellation Policy: Up to January 22, 2024, the cancellation charge is \$100 per person. From January 23 to February 21, the cancellation charge is \$200 per person. From February 22 to March 21, the cancellation charge is \$400 per person (your deposit). From March 22 to April 19, the cancellation charge is 70% of the tour fare. After April 19, 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. Theatres can close shows earlier than scheduled, so a replacement show would be arranged in that case. 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, currency exchange rates, 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.

TOUR POLICIES continued

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 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: Wikimedia (cover photos), Adobe Stock (Statue of Liberty, Central Park, New York skyline, New York with taxis), and Tour Director Rhonda (Panoramic shot of Times Square).

Experience Points or E-points: This tour earns 98 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 March 21, 2024.

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



Times Square

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

KELOWNA
2575 Richter St.
Kelowna, BC
V1Y 2R1
250-762-3435

VERNON
3206 35th St.
Vernon, BC
V1T 6B7
250-545-9197

PENTICTON
100 -159 Wade Ave East
Penticton, BC
V2A 8B6
250-493-1255

VICTORIA
102-736 Broughton St.
Victoria, BC
V8W 1E1
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.