

# PALM SPRINGS & SAN DIEGO TO VANCOUVER CRUISE

April 2024



Golden Gate Bridge

## On Holland America's Eurodam

With cruising proving to be more popular than ever, here is a pleasant 6-day cruise on Holland America's Eurodam. We start with 4 nights at Palm Mountain Resort, a favourite for Wells Gray travellers with rooms that surround a palm tree lined pool terrace. The hotel is just off Palm Canyon Drive, noted for classy shopping, numerous restaurants, theatres, and art galleries. A ride on the Palm Springs Aerial Tram, a locally-guided tour, and visits to Living Desert, Air Museum, and Joshua Tree National Park are all included. Then we head to San Diego to board *Eurodam*. We take 6 days to cruise up the coast to Vancouver with day-long stops at Santa Barbara and San Francisco. Land and cruise – what a wonderful way to see some highlights of California.



CRUISE TOUR



ACTIVITY LEVEL

### ► Fares per person

from **\$3,920** double/twin, **\$4,080** single\*

\*pricing details for all departures provided on page 2

### ► Early Booking Bonus

**\$200** discount on first 15 seats; **\$100** on next 10.

### ► Earn 85 Experience Points

### ► Departure from:

BC Interior, Victoria & Lower Mainland



Palm Mountain Resort

# DEPARTURE POINTS & DATES



**I BC Interior:** April 23, 2024 - 11 Days

**V Vancouver Island:** April 23, 2024 - 11 Days

**L Lower Mainland:** April 23, 2024 - 11 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 depart on Tuesday, April 23 and fly to Palm Springs via Calgary. We dock at Canada Place on Friday, May 3 and drive home to the BC Interior.

**V Vancouver Island:** We depart on Tuesday, April 23 and fly from Victoria, Nanaimo or Comox to Palm Springs via Calgary. Transfers are provided to Victoria Airport for passengers in the Greater Victoria area. We return home on Friday, May 3. Transfers are provided to pickup points for passengers in the Greater Victoria area. Up-island passengers will be transported from Canada Place to Vancouver Airport for flight to Nanaimo or Comox.

**Note:** There is an additional cost to passengers for the flight from Vancouver to Nanaimo or Comox. Home pickups may be offered in the 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 depart on Tuesday, April 23 and fly from Vancouver or Abbotsford to Palm Springs via Calgary. Transfers are provided to Vancouver Airport for passengers in the Greater Vancouver area. We return to Vancouver on Friday, May 3. Transfers are provided from the Canada Place Cruise Terminal to pickup points in the Greater Vancouver area. Passengers from Abbotsford and Chilliwack will be transported on the main coach to specified drop off points in Chilliwack and Abbotsford.

**Note:** Home pick up may be arranged at time of booking for passengers in the Greater Vancouver area.

## FARES PER PERSON

Departure Point	Interior Stateroom Category I	Oceanview Stateroom Category D	Veranda Stateroom Category VD
<b>I BC Interior</b>	<b>\$3,920</b> double/twin <b>\$4,080</b> single	<b>\$4,090</b> double/twin <b>\$5,385</b> single	<b>\$4,115</b> double/twin <b>\$5,630</b> single
<b>V Vancouver Island</b>	<b>\$4,070</b> double/twin <b>\$4,230</b> single	<b>\$4,240</b> double/twin <b>\$5,535</b> single	<b>\$4,265</b> double/twin <b>\$5,780</b> single
<b>L Lower Mainland</b>	<b>\$3,945</b> double/twin <b>\$4,105</b> single	<b>\$4,115</b> double/twin <b>\$5,410</b> single	<b>\$4,140</b> double/twin <b>\$5,655</b> single

- Please add 0.2% GST
- Triple fares and ship suites also available.
- Vancouver Island pricing does not include flight from Vancouver to Nanaimo or Comox on May 3.

# WHAT'S INCLUDED

## ► Meals

- **126 total:** 10 breakfasts, 9 lunches & 7 dinners
- **VL25 total:** 10 breakfasts, 8 lunches & 7 dinners

## ► Transportation

- Transportation to/from Kelowna, Vancouver or Victoria airports from departure points in BC Interior, Greater Vancouver & Victoria areas
- Flight to Palm Springs (from Kelowna, Victoria, Vancouver, Abbotsford, Nanaimo or Comox)
- Current air taxes, security fees & fuel surcharges
- 1 checked bag
- 5 days of coach transportation
- Transfer from Palm Springs airport to hotel

## ► Knowledgeable Wells Gray tour director

## ► Accommodation

- 4 nights of hotel accommodation & taxes
- Luggage handling at hotels
- Stateroom for 6 nights on board *Eurodam*
- Port charges & cruise taxes
- Luggage handling at hotels & ship

## ► Key Highlights

- Palm Springs Aerial Tramway
- Locally-guided tour of Palm Springs & Valley
- Living Desert
- Palm Springs Air Museum
- Guided tour of Joshua Tree National Park

## ► Guides & Gratuities

- Cruise gratuities
- Gratuities for California guides & drivers

## Activity Level 1

1

**Light activity:** You're a relaxed and easy-going traveller that likes to discover new places and meet new people. You can climb a flight of stairs, board a coach, stand for short periods and walk at a leisurely pace with breaks during the day for up to 60 minutes without difficulty or 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 walker or 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.



Joshua Tree National Park



San Francisco

## ITINERARY

### Tuesday, April 23

We fly via Calgary and arrive in the popular desert resort of Palm Springs in late afternoon. Our coach meets us at the airport. We stay four nights at Palm Mountain Resort which has an excellent location, a block off Palm Canyon Drive where many shops and restaurants are found.

**Accommodation:** Palm Mountain Resort

### Wednesday, April 24

Breakfast is included each day at nearby Sam's Place. This morning, we thrill to one of the city's highlights – the spectacular **Palm Springs Aerial Tramway** which ascends nearly 2,000 metres into the San Jacinto Mountains. Each car rotates slowly during the climb, affording an incredible 360-degree view of the desert and craggy cliffs. At the top, you can visit the interpretive centre. During the afternoon, a local expert conducts an entertaining **drive around Palm Springs** and the Palm Desert Valley past some celebrity homes and historic attractions. A welcome dinner is planned at Lulu's Bistro.

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

**Accommodation:** Palm Mountain Resort

### Thursday, April 25

During the morning, we explore **Living Desert**, a 1200-acre preserve featuring exotic birds and animals, botanical gardens, nature trails and the Wildlife Wonders show. This afternoon, we visit the **Palm Springs Air Museum** which displays a large collection of flying World War II airplanes and is dedicated to the restoration and operation of legendary fighter aircraft. **Note:** You can opt out of the Air Museum and have a free afternoon; fare reduction is \$24 per person; please book by final payment. Tonight, Palm Canyon Drive is closed to vehicles and the street is converted to pedestrian use for **Village Fest** where you can enjoy music, entertainment, food, or people watching.

**Meals included:** Breakfast

**Accommodation:** Palm Mountain Resort

### Friday, April 26

A local guide is with us all day as we explore **Joshua Tree National Park**, created in 1994. It protects 800,000 acres of Mojave Desert wilderness and features curious rock formations and a great array of desert plants such as the imposing Joshua Tree, ocotillo, yucca, and cactus.

**Meals included:** Breakfast, Lunch

**Accommodation:** Palm Mountain Resort

### Saturday, April 27

Leaving Palm Springs, we drive to the San Diego cruise terminal and board the **Eurodam** about noon. An embarkation lunch is served on the Lido Deck. The afternoon is free time to explore the ship. Enjoy a festive "Farewell to San Diego" deck party as we cast off at 4 pm. Savour a sumptuous dinner in the dining room, followed by a lively stage show in the theatre.

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

**Accommodation:** Eurodam

# ITINERARY continued

## Sunday, April 28

The *Eurodam* anchors at **Santa Barbara** from 7 am to 5 pm and you ride in tenders to go ashore. The city is known as America's Riviera and enjoys a distinctly Mediterranean climate. Built along the Mission Trail, Santa Barbara has a delightful balance of traditional Spanish and modern structures. Mission Santa Barbara was founded in 1786 on the feast day of Saint Barbara and is considered "The Queen of the Missions". You can buy a sightseeing tour from the ship or on the dock. Other attractions are the panoramic view from the open air tower of the Spanish-Moorish Courthouse and **Stearns Wharf** which dates to 1872 and is lined with restaurants and shops.

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

**Accommodation:** *Eurodam*

## Monday, April 29

This is a day of cruising off the California Coast. Enjoy all the facilities on board. Tonight or sometime during the cruise, you may wish to dine in the Pinnacle Grill, Tamarind, or Canaletto restaurants for a special experience (make a reservation in advance).

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

**Accommodation:** *Eurodam*

## Tuesday, April 30

Be sure to be on deck or out on your balcony early when the *Eurodam* makes a dramatic entrance to **San Francisco**, passing under the amazing Golden Gate Bridge. This is a free day to explore San Francisco as you wish — take a ship's shore excursion, book a tour on the dock, stroll Fisherman's Wharf, ride a historic cablecar, or browse the shops of Pier 39. The *Eurodam* sails at 11 pm, so you can experience some San Francisco nightlife.

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

**Accommodation:** *Eurodam*

## Wednesday, May 1

Enjoy a relaxing day at sea and all the facilities on board.

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

**Accommodation:** *Eurodam*

## Thursday, May 2

Enjoy another relaxing day at sea.

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

**Accommodation:** *Eurodam*

## Friday, May 3

We dock at Canada Place in Vancouver, bid farewell to the *Eurodam*, and travel home.

**Meals included:**  Breakfast,  Lunch  Breakfast



Cable car in San Francisco



Eurodam dining

## TOUR & CRUISE NOTES

**MS EURODAM:** The Eurodam made her inaugural cruise in 2008 after being christened by Queen Beatrix of the Netherlands. She is Holland America's second largest design with a capacity of 2,100 passengers. Eurodam's gross tonnage is 86,000 and she is 285 metres long. Her 11 decks feature a 1,000-seat live entertainment theatre, nine lounges, casino, shopping arcade, movie theatre, beauty shop, library, games room, Internet centre, spa, gymnasium, and two swimming pools (one with sliding dome cover). Eurodam has 14 elevators and four of them are glass with panoramic views. An exquisite \$2 million collection of art and artifacts is showcased throughout the ship with a theme of "The Dutch Golden Age".

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

Staterooms have twin lowerbeds (some convert to queen-size double), television, music, telephone, and bathroom with toilet, sink, and shower or bathtub. A crew of nearly

900 ensures top-quality service and entertainment. Every day has a full schedule of optional activities: dance class, bridge, bingo, shuffleboard, table-tennis, karaoke, board games, and fitness activities. The movie theatre presents films several times daily and, every evening, there is live entertainment in the Mainstage Theatre plus musicians playing in most lounges.

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

**Please Book Early:** Cruises are incredibly popular nowadays. Ships are filling up faster and earlier than they once did, so waiting too long to book usually means "Sorry, wait till next year." Holland America has confirmed a block of staterooms for this cruise and they are normally held until 90 days before sailing (mid January 2024). However, any unsold staterooms can be taken away from us at any time if the ship or even a category fills. This occurs on most of our group cruises, then we must turn away disappointed customers, even though seats are available on the connecting motorcoach. Therefore, please don't delay booking this tour.

## TOUR POLICIES

**Payments:** A deposit of \$500 per person is requested at the time of booking and balance is due January 18, 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 a \$200 discount on the first 15 seats and \$100 on next 10 seats for booking early with deposit. The discount is not offered after January 18, 2024.

WELLS GRAY TOURS - PALM SPRINGS & SAN DIEGO TO VANCOUVER CRUISE

**Cancellation Policy:** Up to December 18, 2023, your tour payments will be refunded less an administrative charge of \$100 per person. From December 19, 2023 to January 18, 2024, the cancellation charge is \$300 per person. From January 19 to February 16, the cancellation charge is 40% of the tour fare. From February 17 to March 18, the cancellation charge is 80% of the tour fare. After March 18, there is no refund.

**Itinerary and Fare Changes:** Due to continuing after effects of the pandemic, sometimes we are notified about

# TOUR POLICIES continued

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, 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.

**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 \$260 and book your own flight which allows seat selection.

**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.

**Travel Insurance:** A Comprehensive Insurance policy is available through Wells Gray Tours and coverage is provided by Travel Guard. Policies purchased at deposit include a waiver of the pre-existing condition clause for medical and cancellation claims, otherwise policies can be purchased no later than at final payment. Medical questionnaire is not needed. Please contact us for details.

**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.

**Photo Credits:** Holland America Line (Golden Gate Bridge, dining room), Palm Mountain Resort, Adobe Stock (Stearns Wharf, Joshua Tree National Park, San Francisco, & cable car).

**Experience Points or E-points:** This tour earns 85 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 January 18, 2024.

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

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

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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.

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

Revised March 2023

**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.