

ST. LAWRENCE CRUISE & OTTAWA TULIP FESTIVAL

May 2024



Parliament Building in Ottawa

Includes 4-day cruise on Canadian Empress

The world's largest tulip festival was established in 1953 in Ottawa to preserve the heritage of Canada's role in liberating the Dutch during World War II. The symbolic tulip was a gift in perpetuity to the Canadian people for providing safe harbour to the Dutch Royal Family during the German occupation of the Netherlands. The tulip remains a valuable symbol of friendship. Prepare to be impressed with over a million tulips blooming during the festival, the largest display having 30 beds, 60 varieties, and over 300,000 blooms. Prior to the Tulip Festival, we board the *Canadian Empress* at Kingston for a 4-day cruise on the St. Lawrence River. Highlights are the 1000 Islands, Fulford Mansion, Fort Wellington, and Upper Canada Village. This intimate ship carries only 62 passengers and a guide is on board to tell you about all the passing sights and the fascinating history of the river.



CRUISE TOUR



GROUP SIZE



ACTIVITY LEVEL

► **Fares per person**

from **\$5,695** double/twin, **\$8,025** single*
*pricing details for all departures provided on page 2

► **Early Booking Bonus**

\$250 discount on first 12 seats; **\$125** on next 8.

► **Earn 115 Experience Points**

► **Departure from:**

BC Interior, Victoria & Lower Mainland



Canadian Empress in 1000 Islands

DEPARTURE POINTS & DATES

- I BC Interior:** May 11, 2024 - 11 Days
- V Vancouver Island:** May 11, 2024 - 11 Days
- L Lower Mainland:** May 11, 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 fly from Kelowna to Toronto via Calgary on Saturday, May 11 and stay overnight at the Sheraton Gateway Hotel, conveniently located in the airport terminal. We drive on to Kingston the following day. Transfers are provided to Kelowna Airport. We return from Ottawa to Kelowna via Calgary on Tuesday, May 21. A transfer is provided to your pickup location.
- V Vancouver Island:** We fly from Victoria, Nanaimo or Comox via Calgary to Toronto on Saturday, May 11 and overnight at the Sheraton Gateway Hotel, conveniently located in the airport terminal. We drive on to Kingston the following day. Transfers are provided to Victoria Airport for passengers in the Greater Victoria area. We return from Ottawa to Vancouver Island on Tuesday, May 21. Transportation is arranged to your pickup location in the Greater Victoria area. Transfers are not provided to and from Nanaimo or Comox airports. **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 via Calgary to Toronto on Saturday, May 11 and overnight at the Sheraton Gateway Hotel, conveniently located in the airport terminal. We drive on to Kingston the following day. We return from Ottawa to Vancouver on Tuesday, May 21. Transfers to and from Vancouver Airport are offered from your home for passengers in the Greater Vancouver area. Please arrange at time of booking. **Note:** Passengers from Abbotsford or Chilliwack may also fly out of Abbotsford Airport. Transfers to Abbotsford Airport are not provided.

FARES PER PERSON

	Departure Point	St. Lawrence Cabin	Ottawa Cabin	Sterling Cabin	Premier Cabin
I	BC Interior	\$5,695 double/twin \$8,025 single \$7,485 single special*	\$5,965 double/twin \$8,495 single	\$6,075 double/twin \$8,690 single	\$6,295 double/twin No single fare
V	Vancouver Island	\$5,795 double/twin \$8,125 single \$7,585 single special*	\$6,065 double/twin \$8,595 single	\$6,175 double/twin \$8,790 single	\$6,395 double/twin No single fare
L	Lower Mainland	\$5,720 double/twin \$8,050 single \$7,510 single special*	\$5,990 double/twin \$8,520 single	\$6,100 double/twin \$8,715 single	\$6,320 double/twin No single fare

***St. Lawrence cabin single special** - 4 rooms available
Please add 5% GST

WHAT'S INCLUDED

► Meals

- **18 total:** 9 breakfasts, 5 lunches & 4 dinners

► Transportation

- Transfers to/from Kelowna, Victoria, or Vancouver Airports
- Flight from Kelowna, Victoria, Vancouver, Abbotsford, Comox, or Nanaimo to Toronto
- Current air transport taxes & security fees
- Airline luggage fees for 1 suitcase
- Coach transportation for 5 days in Ontario
- Transfers from ship to attractions & return
- Transfer from Ottawa hotel to airport
- Flight from Ottawa to Kelowna, Victoria, Vancouver, Abbotsford, Comox, or Nanaimo.

► Accommodation

- 6 nights of hotel accommodation & taxes
- 4 days/4 nights on board *Canadian Empress*
- Port charges & cruise taxes
- St. Lawrence Seaway ship transit fees
- Luggage handling at hotels & ship

► Key Highlights

- Locally-guided tour of Kingston
- Entertainment & other services on the ship
- Arthur Child Heritage Museum
- Fulford Mansion
- Fort Wellington National Historic Site
- Upper Canada Village
- Horse-drawn carriage ride from the ship to Upper Canada Village & return
- 1000 Islands Boat Museum
- Bellevue House National Historic Site
- Old Fort Henry with guided tour
- Locally-guided tour of Ottawa tulip attractions
- Canadian Museum of History
- Imax Theatre
- Canadian War Museum

► Guides & Gratuities

- Cruise gratuities
- Gratuities to guides & drivers on city tours

► 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 and cruises you will be required to handle your own luggage and walk longer distances in airports and cruise terminals. There is no elevator on the ship. No matter which deck you are on, expect to use some stairs such as up to the dining room from St. Lawrence Deck or down to the dock from Ottawa Deck, or up from both those decks to the Sun Deck. There is walking during the Ottawa tulips tour to see several gardens and the free day in Ottawa could have some walking, depending on the activities you choose to do. The optional Haunted Walk lasts about 2 hours at a leisurely pace with many stops.

This tour is not suitable for people who depend on walkers or have mobility challenges with a flight of stairs. 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.



Tour Size 40

This tour is limited to 40 participants.



Boldt Castle

ITINERARY

Saturday, May 11

We fly to Toronto and stay overnight at the Sheraton Gateway Hotel, conveniently located inside Terminal 3 at Pearson International Airport.

Accommodation: Sheraton Gateway Hotel

Sunday, May 12

We drive to **Kingston** which played a vital role in Canada's birth. It was always a military fort, first as a French stronghold against both British and Iroquois enemies and then as a British fort defending against American invaders. After the Rideau Canal was built in 1832, Kingston became the primary economic centre for Upper Canada and was briefly the capital of the Province of Canada. A local guide conducts a drive past landmarks such as Queen's University, City Hall, the Martello Towers, Royal Military College, and infamous Kingston Penitentiary. At 5:30 pm, our ship *Canadian Empress* is ready for boarding in downtown Kingston. The Captain's welcome reception is followed by dinner. We cruise out of Kingston's harbour at 7 pm and anchor for the night in the midst of the 1000 Islands.

Meals included: Breakfast, Dinner

Accommodation: *Canadian Empress*

Monday, May 13

The ship weaves among the **1000 Islands** and docks in **Gananoque** (pronounced ga-nan-AWK-way) so we can visit the Arthur Child Heritage Museum. We continue among the islands via Wanderer's Channel, the Admiralty Islands, and Millionaires' Row where palatial mansions overlook the river. **Boldt Castle** was built in 1900 by George Boldt who owned the Waldorf Astoria Hotel in New York. The castle was meant to be a gift for his wife with 120 rooms, 6 storeys, indoor pool, powerhouse, ballrooms, and gardens. In 1904, Mrs. Boldt suddenly died and work stopped on the castle, never to be completed. We sail around the castle, but do not land because it is in the USA. Nearby is the 42-room **Singer Castle**, built in 1896 by the owner of Singer Sewing Machines. Arriving in Brockville, we tour the splendid **Fulford Place Mansion**, built in 1901 by Senator George Fulford who made a fortune selling a cure-all medicine known as Dr. Williams' Pink Pills for Pale People. Tonight, take a stroll around historic Brockville and enjoy local entertainment on the ship.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Canadian Empress*

Tuesday, May 14

It is about an hour's cruise to Prescott. We visit **Fort Wellington National Historic Site** which defended the St. Lawrence during the War of 1812 and the Upper Canada Rebellion of 1837. This afternoon, the *Canadian Empress* cruises along the Galop Canal, built in 1846, and passes through the Iroquois Lock.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Canadian Empress*

Wednesday, May 15

We ride on horse-drawn carriages from our overnight dock to **Upper Canada Village**, an elaborate living history museum. Step back 150 years and stroll the streets, visiting restored buildings and chatting to costumed actors about their work and life. Back on board, we cast off about noon and start heading upstream on the St. Lawrence. Our overnight dock is at Gananoque.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Canadian Empress*

ITINERARY continued

Thursday, May 16

In the morning, we visit the 1000 Islands Boat Museum. Then it is a short cruise to **Kingston** where we disembark the *Canadian Empress* at 2 pm. We take a walk through John A. Macdonald's **Bellevue House** and grounds. Our hotel has a beautiful setting on the Lake Ontario waterfront.

Meals included: Breakfast, Lunch

Accommodation: Holiday Inn Kingston

Friday, May 17

We take a guided walk through **Old Fort Henry** which has loomed over Kingston since the War of 1812. A larger fort was constructed between 1832 and 1836 to defend Lake Ontario, the entrance to the Rideau Canal, and the harbour. These were the strongest defences in Canada west of Québec City, but neither was ever attacked. Lunch is included in a unique restaurant inside the fort's stone walls. Afterwards, there is a two-hour drive north to **Ottawa** where we stay four nights at the Marriott Hotel. Its location is ideal, just blocks away from the Tulip Plaza, Parliament Hill, and the Rideau Canal, and a block from the Sparks Street pedestrian mall.

Meals included: Breakfast, Lunch

Accommodation: Marriott Hotel Ottawa

Saturday, May 18

A local guide joins us this morning for a tour of the city and the garden sites of the **Ottawa Tulip Festival**. While we walk through the tulip beds, our guide will be available to answer any questions about the tulips. Other highlights this morning include Little Italy, Dows Lake, and Elgin Street. The afternoon is free time.

Meals included: Breakfast

Accommodation: Marriott Hotel Ottawa

Sunday, May 19

Today we visit two of the most acclaimed national museums. First is the **Canadian Museum of History** with highlights such as the First Nations Hall, Canada Hall, and Canadian Personalities Hall. An IMAX film is included here. This afternoon, we visit the **Canadian War Museum** which reflects on Canada's military history and how it shaped the country. The rest of the day is leisure time.

Option: Tonight, join the Haunted Walk where a local guide shares some favourite ghost stories and leads you to some haunted spots in downtown Ottawa. Cost is \$25 per person plus GST. Please book by final payment.

Meals included: Breakfast

Accommodation: Marriott Hotel Ottawa

Monday, May 20

Today is a free day to spend in Ottawa as you wish, and your tour director can assist with suggestions. Take a tour of the Parliament Buildings (the Centre Block is closed for renovations). Join a fun tasting tour of Byward Market. Rent a bike and ride the trail along the Rideau Canal. Visit more exceptional attractions, such as the Museum of Nature or the National Gallery of Canada. Return to the Tulip Festival gardens for another delightful stroll.

Meals included: Breakfast

Accommodation: Marriott Hotel Ottawa

Tuesday, May 21

A transfer is provided to Ottawa Airport. We fly via Calgary to home cities.



TOUR & CRUISE NOTES

Canadian Empress

CANADIAN EMPRESS: The M/V *Canadian Empress* was the result of some fanciful thinking on the part of Bob Clark in 1979. Having lived on the St. Lawrence River for years and being familiar with its many attractions and scenic beauty, Bob could not understand why there wasn't an overnight cruise ship providing excursions up and down the river. He was active in the architecture, real estate, and housing industries, so Bob's entrepreneurial spirit wouldn't allow him to let go of this idea. Soon the keel for the ship was being laid and the *Canadian Empress* was launched in 1981. The year 1908 was chosen as a design and decor theme because Bob wanted a vessel that would integrate well with the history of the St. Lawrence River. The ship is not a replica of any specific vessel, but is a composite of many vessels that were common in the St. Lawrence region during the last century.

The *Canadian Empress* is 33 metres long with a 9-metre beam and a draft of just 1.5 metres. She carries only 62 passengers in 31 cabins. There are three decks. St. Lawrence Deck is the lowest and has most of the cabins and the gift shop. Ottawa Deck has 8 cabins, the Grand Saloon Lounge and Dining Room, and forward and aft outdoor sitting areas. The Sun Deck has lots of outdoor seating. Most cabins have two single beds (4 have a double bed), toilet, shower, sink, and window(s). Cabins are compact compared to an ocean cruise ship, typically about 8 square metres. There is daily housekeeping service. You will likely spend most daylight time away from your cabin in the Grand Saloon or on deck enjoying the scenery. Nightly entertainment is provided, usually by a local group or person and can include music, singing or magic.

The ship docks most nights in a town along the St. Lawrence River, so you can go ashore at your leisure and explore the area. Although the ship enters the USA several times, it does not dock there, so passports are not required.

Three meals a day plus afternoon tea and in-between treats are served in the Grand Saloon. There are usually two entrees offered with dinner. The menus utilize fresh in-season locally produced fruits and vegetables, and bread may come from the pioneer ovens at Upper Canada Village.

Wine and beer are complimentary at lunch and dinner, and other choices are available from the well-stocked bar. Coffee and tea are available 24 hours a day.

THE 1000 ISLANDS: With each nautical mile, nature's northern masterpiece unfolds. Within one 80-kilometre stretch of the mighty St. Lawrence River, there are no less than 1,870 islands. In these "1000 Islands", birthplace of the famous 1000 Islands Dressing, we explore intricate river channels, sumptuous greenery, mysterious coves, and nooks and crannies veiled in folklore. We sail past summer cottages, opulent mansions, and even two castles, Boldt and Singer. These islands have been the summer homes of the rich and famous: the Astors, the Pullmans, the McNallys, Helena Rubenstein, Irving Berlin, Mary Pickford, and a host of others. We cruise under several bridges including the multiple spans of the Thousand Islands Bridge. Early Canadian history is well-demonstrated during our visits to the Fulford Mansion, Fort Wellington, and Upper Canada Village. There is plenty of time to relax on deck as the scenery of the St. Lawrence River glides past. The New York Times wrote, "When the time comes for sleep, sleep comes easily on a ship surrounded by a thousand islands and a million stars."

All shore excursions included: On many cruises, shore excursions are a significant additional expense. On this cruise, all shore excursions are included. Usually a bus picks you up beside the ship and takes you to a local attraction. To reach Upper Canada Village, you ride on horse-drawn carriages.

Please book early: *Canadian Empress* has confirmed a block of cabins for this tour, mostly on the St. Lawrence Deck. Sterling and Premier categories can be requested if you are interested. Cabins are normally held until 60 days before sailing, however any unsold cabins can be taken away from us at any time if the ship fills.

Singles: Four ship cabins on St. Lawrence deck are designated for singles with a lower single supplement. Book early for these! After these are booked, the fare for a St. Lawrence cabin will increase for a single.

TOUR POLICIES

Payments: A deposit of \$500 per person is requested at the time of booking and the balance is due February 7, 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 \$250 discount on the first 12 seats and a \$125 discount on the next 8 seats for booking early with deposit. The discount is not offered after February 7, 2024.

Cancellation Policy: Up to January 8, 2024, your tour payments will be refunded less an administrative charge of \$100 per person. From January 9 to February 7, the cancellation charge is \$300 per person. From February 8 to March 7, the cancellation charge is 40% of the tour fare. From March 8 to April 7, the cancellation charge is 80% of the tour fare. After April 7, there is no refund.

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.

Flight seating: We are unable to take requests for window or aisle seating on the planes. The airlines will not accept them, as group seating is assigned as a block. If this is important to you, we suggest you take the "No Flight" option with a fare reduction of \$700 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.

Itinerary and Fare Changes: Due to continuing after effects of the pandemic, sometimes we are notified about changes to the itinerary prior to departure and sometimes during the tour. We do our best to substitute a similar service if something cancels, but occasionally the only alternative is to provide a refund for the missed activity. Please note that if we are forced to cancel a tour component 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.

Food Allergies: You must notify us no later than at final payment if you have a food allergy. The ship should be able to satisfy most food allergies, but restaurants on land may not be able to (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: Adobe Stock (Canadian Parliament building page 1; St. Lawrence Cruise Lines (*Canadian Empress* page 1), Wikimedia Commons (tulips page 2), Roland Neave (*Canadian Empress* page 6).

Experience Points or E-points: This tour earns 115 e-points. Each time you travel on a Wells Gray tour, you earn e-points that are added to your account after the tour returns. One e-point equals \$1. Redeem your earned points on select tours or accumulate enough points to earn a free tour! Redemptions offered until February 7, 2024.

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

WE PLAN.
YOU PACK.
NO WORRIES!

www.wellsgraytours.com
1-800-667-9552



Our offices are open for walk-in traffic or by appointment

KAMLOOPS	KELOWNA	VERNON	PENTICTON	VICTORIA
Head Office				
250 Lansdowne St.	2575 Richter St.	3206 35th St.	100 -159 Wade Ave East	102-736 Broughton St.
Kamloops, BC	Kelowna, BC	Vernon, BC	Penticton, BC	Victoria, BC
V2C 1X7	V1Y 2R1	V1T 6B7	V2A 8B6	V8W 1E1
250-374-0831	250-762-3435	250-545-9197	250-493-1255	250-590-7889

Your Tour Experience

PLEASE CAREFULLY READ THE FOLLOWING INFORMATION:

ACCOMMODATIONS: The hotels named in the tour descriptions are confirmed at the time the brochure is printed. It is very unusual for changes to occur, but clients will be notified whenever possible.

- **Hotel Lists:** Your ticket package contains a hotel list, which gives the hotel name, address, and phone number. You can leave this list with family/friends so you can be contacted while on your tour.

- **Special rooming requests:** If you wish to have a ground floor room where there is no elevator, a lower floor room in a high-rise hotel, or a room adjacent to another traveller, please make this request at the time you book your tour. Although we make every effort to confirm your request by passing the information onto the hotels, it cannot be guaranteed.

- **Class of Room:** Our choice of accommodation is in the deluxe to first class range. We try to strike a happy medium by maintaining a high standard of hotels while keeping a close eye on costs. Most hotels we use are members of the National Tour Association or approved by the Canadian or American Automobile Association. AAA rating is usually ♦♦♦ or better.

ROOM PARTNERS: Our reservation system tracks partner requests, and you can add your name to our partner request list, or we can provide you with the name and phone number of a possible partner. Together you can decide if you are compatible and would like to travel together.

SINGLES: Some hotels limit the number of single rooms assigned to each group, so people travelling alone should make reservations early. On a full tour, singles are requested to sit with other singles on the coach, so that travelling companions can sit together.

SEAT ROTATION: This is mandatory on all tours, and your tour director will describe the pattern and the frequency of the moves. For fairness to other clients, exceptions will not be made.

BOARDING PASS: Your ticket package contains a boarding pass which we request you fill out and give to the tour director upon departure. This contains essential information that the tour director would require in case of an emergency. Note that these are shredded after the tour returns to protect your privacy.

SMOKING POLICY: All motorcoaches are non-smoking, but rest stops are frequent. If smoking outdoors, please be considerate of those clients who may have allergies to smoke. Also note that many hotels are entirely non-smoking.

FOOD ALLERGIES: You must notify us no later than at final payment if you have a food allergy. Some tours go to remote places where restaurants may not be able to satisfy all food allergies. Please do not tell us about your food preferences, as restaurants ignore these requests. An allergy causes medical distress, a preference does not. For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve.

ITINERARY NOTES: Some tours have choices for attractions or accommodation, and sometimes there are attractions that are at an additional cost and listed as optional. Please choose these options when you book your tour as some are limited in space. If you wish to leave the tour at any time to visit friends and family, you are certainly welcome to do so. Please ensure that the tour director is informed and note that Wells Gray Tours Ltd. will not make a refund for any missed or unused portions of the tour package.

SPECIAL NEEDS: If you require ongoing assistance in any way, you must be accompanied by a travelling companion who will be fully responsible for your needs while on tour. Your tour director cannot provide ongoing assistance. Some tours may not be suitable due to the level of activity, so please discuss your needs with us when you book your tour. Please note that coaches cannot carry a scooter or motorized wheelchair.

DEPARTURE TIMES: We suggest that you arrive at your departure point no later than 15 minutes prior to the time shown on your ticket. The first day of a tour usually has many stops for client pick up. Please turn on your cell phone so the tour director can notify you if the coach is late.

TRAVEL INSURANCE: Insurance is **not included** in tour fares, but it is available for purchase. We strongly recommend purchasing insurance to protect the non-refundable portion of your fare and to provide coverage for unexpected events. Our policies are underwritten by AIG Insurance Company of Canada. Policy must be purchased no later than the time of final payment. Policies purchased at deposit include a waiver of the pre-existing condition clause as relates to cancellation, upgrade, or trip interruption. A detailed brochure is available. Premiums are always subject to change until paid as insurance companies can change premiums without notice.

GRATUITIES: Gratuities are at your discretion; however, they are a significant portion of income for these professionals. Please use local currency. The following are guidelines:

- **Tour director and coach driver:** \$7 CAD per person per day to the tour director and \$5 per person per day to the driver. Please do not start a group collection. The most discreet method is to place the tip in an envelope and on the final day either hand it to the tour director or driver or leave it on her/his seat.

- **Meals:** In Canada and the USA, 15-20% of the pre-tax bill; note: For included meals, gratuities have been included.

- **Housekeeping staff:** \$2 per person per night local currency.

- **Luggage handling:** \$2 per bag. Note: Tip for one piece of luggage at hotel is usually included.

- **Transfer driver with luggage handling:** \$2 per person.

LOST ITEMS: Clients disembarking at the end of a tour are urged to check that they have all their personal belongings with them. Lost items are usually held in Kamloops or Victoria Wells Gray offices.

CURRENCY: Your credit card is a convenient way to pay for many meals and purchases. ATMs are easily accessible in Canada and the USA but may be difficult to find in other countries. You should also carry some cash with you in the currency of that country for gratuities and in case credit cards cannot be used.

LUGGAGE: The limit per person is one large suitcase, weighing no more than 50 lbs., and a small carry-on bag. A luggage tag is included in your ticket package. The Wells Gray tag is essential for the efficient handling of bags at hotels. Please attach the completed tag to your suitcase before arriving at your departure point. If you are on a cruise, please do not attach your cruise luggage tag until the morning of embarkation. Airlines charge a fee for checked luggage on Canada and USA flights. This is included in your tour fare if the airline allows Wells Gray to prepay this fee, but if payment is required at the airport, you must pay this directly to the airline at check-in.

COMMENT SHEETS: We always strive to improve, and comments from our customers are very important. Your tour director will hand out a comment sheet during the tour (with a confidential envelope if desired), so you can tell us what you think. To maintain a high standard of service, Wells Gray management reads every client's comments and discusses any problems and praises with the hotels, motorcoach company, other suppliers, and our staff.

TOUR PACKAGE: Your tour price includes all items listed in the "What's Included" section in the tour brochure. GST on applicable tours is extra.

Terms & Conditions

PAYMENTS: A deposit is required within three days of booking and is outlined in each tour brochure. If a deposit or balance becomes overdue and we cannot contact you, your reservation will be cancelled. By placing a deposit, you agree to the Terms and Conditions. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards). If your cheque payment returns as 'non-sufficient funds', Wells Gray Tours Ltd. must charge you a \$25 NSF fee.

CANCELLATIONS: The cancellation policy for each tour is described in detail in the tour brochure. If you cancel after the final payment date, without paying in full, you forfeit the full deposit paid.

CONSUMER PROTECTION: In British Columbia, Consumer Protection BC requires that any business or organization that collects advance deposits from people for future travel must be registered with the government and must hold those deposits in trust. This protects consumer deposits in the unlikely event of bankruptcy. Wells Gray Tours Ltd. is also a member in good standing of the National Tour Association, which requires its members to carry at least \$1 million in professional liability, errors, and omission insurance.

BORDER CROSSING: For any travel outside of Canada, a valid passport is required. Passport numbers and expiry dates are required in advance for many tours, and this information will be collected before final payment. Clients are responsible for ensuring that they have valid documentation for all border crossings. Clients without valid documents may be detained by Customs Officers and therefore miss their tour. Wells Gray Tours Ltd. cannot assume responsibility for portions of a tour missed due to improper documentation.

ROOM PARTNERS: Wells Gray Tours Ltd. cannot assume responsibility for added costs due to disagreements encountered while travelling or for cancellations by one party of a double or twin accommodation room prior to departure.

LUGGAGE & LOST ITEMS: Luggage insurance is not included in your fare. Please note that neither Wells Gray Tours Ltd. nor the motorcoach company can assume responsibility for lost or damaged luggage or its contents.

ITINERARY: Expect the unexpected. If you are unable to participate in all aspects of the itinerary, Wells Gray Tours Ltd. will not issue a refund or provide a fare reduction for any missed or unused portions of the tour package. If any unforeseen delays, cancellations, changes, or add-ons happen that are beyond Wells Gray Tours control, (or by customer choice) there may be extra costs involved that may be passed onto you, the client, after the trip returns. There is no guarantee of refunds or reimbursements.

EXPERIENCE POINTS: Each time you travel with Wells Gray Tours, you earn Experience Points (e-points). The number of e-points you earn is written on the front page of each tour brochure. Your e-points will be awarded to you after your tour returns and can then be redeemed on future tours. E-Points must be earned before they can be redeemed. 1 e-point is equivalent to \$1.00.

PHOTOGRAPHY: Wells Gray Tours Ltd. and its designated tour director reserve the right to take photographs or videos during the operation of any tour or part thereof and to use the resulting photography or videos for promotion on Facebook, the Wells Gray Tours Ltd. website or for other commercial uses. By making a reservation with Wells Gray Tours Ltd., you agree to allow your likeness to be used by Wells Gray Tours Ltd. without compensation to you. If you prefer that your likeness not be used, please notify us in writing at final payment, or give a note to the tour director on the first day.

CHANGES TO FARES: Due to the uncertainties of inflation, fuel surcharges, taxes and foreign exchange, Wells Gray Tours Ltd. reserves the right to modify tour fares in the event of cost changes.

COVID-19: Some countries we are visiting may require all tour participants to be tested for Covid-19 prior to departure and/or be fully vaccinated against COVID-19 at least 14 days prior to departure. You are responsible for ensuring you meet the requirements for the countries they you are visiting. **Expect changes to the itinerary.** It may not be possible to communicate changes ahead of departure.

FACE MASK REQUIREMENTS: Although it is not mandatory, Wells Gray Tours strongly encourages everyone to wear a face mask at airports, in public places, and onboard motor coaches, ships and airplanes. If you unfortunately become ill with Covid-19, you can still ride on the coaches in the rear seat, but you must wear a KN-95 or N-95 mask.

TRAVEL RESTRICTIONS: Wells Gray Tours Ltd. has no special knowledge regarding the financial condition of any supplier or the existence of unsafe conditions, health hazards, weather hazards, political conditions, or climate extremes at locations to which you may travel. For information about these concerns, we recommend contacting the Travel Advice Section of the Government of Canada website at travel.gc.ca. For public-health information, we recommend contacting the BC Centers for Disease Control at 604-707-2400 or bccdc.ca. The responsibility for checking and verifying all passport, visa, vaccination, or other entry requirements of your destination(s) and all conditions regarding health, safety, security, political stability, and labour or civil unrest at such destination(s) solely belongs to the traveller. Each tour has many suppliers, each with their own policies or rules which you are expected to abide by while on their premises. It is extremely rare, but suppliers can close unexpectedly overnight or declare bankruptcy. Funds that we have deposited with them on your behalf may not be recoverable and therefore not refundable to you.

PRIVACY: Information collected by Wells Gray Tours Ltd. for purposes of the tour or marketing or to assist attending personnel in the event of an emergency is confidential and will not be disclosed to third parties.

FORCE MAJEURE: In the circumstances amounting to force majeure, Wells Gray Tours will not be required to refund any money to you, although if Wells Gray Tours can recover any monies from our suppliers, we will refund these to you. Suppliers may choose to provide travel vouchers or credits in lieu of refund. Wells Gray Tours is not responsible for a supplier's failure to pay a refund.

RESPONSIBILITY

Neither Wells Gray Tours Ltd., nor any of its agents or representatives shall be held liable or responsible directly or indirectly for any delay, injury, loss or damage to any person or property, occasioned by the neglect or default of any person or company providing transportation, accommodation or any other services in connection with these tours, or damages resulting directly or indirectly from act of God, sickness, strike, quarantine, weather, government restraints, machinery breakdown, or any other cause beyond our control. Wells Gray Tours Ltd. acts as an agent for its suppliers, including but not limited to companies providing transportation, accommodation, and other services rendered. The right is reserved to withdraw all, or part of any tour should conditions warrant and make such alterations in the itinerary as may be found necessary for the convenience and proper operation of any tour, without penalty.