

BOSTON TO QUÉBEC CITY CRUISE

September 2024



On Holland America's Zuiderdam

With cruising proving to be more popular than ever, here is a wonderful 7-day cruise in New England and the Maritimes. We start with 1½ days in Boston hearing about historical sites like Old North Church, Boston Tea Party, and Paul Revere House, and strolling the campus of Harvard University. On board *Zuiderdam*, we make stops at Rockland, Maine; Halifax, Sydney, and Charlottetown, and cruise through the awesome Saguenay Fjord. We disembark in Québec City and spend 2 days strolling the cobblestone streets, exploring icons of Canadian history such as the Plains of Abraham and Place Royale, and enjoying the thrilling cablecar ride up Montmorency Falls.



CRUISE TOUR



ACTIVITY LEVEL

► Fares per person

from **\$6,585** double/twin, **\$8,705** single*
**pricing details for all departures provided on page 2*

► Early Booking Bonus

\$250 discount on first 15 seats; **\$125** on next 10.

► Earn 135 Experience Points

► Departure from:

BC Interior, Victoria & Lower Mainland



Québec City

Providing Quality Packaged Travel Since 1972

DEPARTURE POINTS & DATES

- I BC Interior:** September 18, 2024 – 13 Days
- V Vancouver Island:** September 18, 2024 – 13 Days
- L Lower Mainland:** September 18, 2024 – 13 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 from communities in the BC Interior on Wednesday, September 18, drive to Seattle, and overnight at the Embassy Suites near the airport. We return on Monday, September 30, flying into Kelowna from Québec City. Transportation is provided from your pickup location on the day of departure, and back again when we return.
- V Vancouver Island:** Transportation is provided to Seattle on Wednesday, September 18, and we stay overnight at the Embassy Suites near the airport. We return on Monday, September 30, flying into Victoria from Québec City. For passengers in the Greater Victoria Area, transportation is provided from your pickup point on the day of departure, and back when we return.
Note: There is an additional cost to up-island passengers flying from/to Nanaimo or Comox to join this tour. 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 Wednesday, September 18, drive to Seattle, and overnight at the Embassy Suites near the airport. We return on Monday, September 30, flying into Vancouver from Québec City. For passengers in the Greater Vancouver Area, transportation is provided from your pickup location on the day of departure and back when we return. Passengers from Abbotsford and Chilliwack will be picked up with the main coach on the day of departure, but will need to make their own way home from Vancouver Airport on September 30.
Note: Home pickup 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 C	Veranda Stateroom Category VE
I BC Interior	\$6,585 double/twin \$8,705 single	\$6,895 double/twin \$9,280 single	\$7,420 double/twin \$10,745 single
V Vancouver Island	\$6,685 double/twin \$8,805 single	\$6,995 double/twin \$9,380 single	\$7,520 double/twin \$10,845 single
L Lower Mainland	\$6,610 double/twin \$8,730 single	\$6,920 double/twin \$9,305 single	\$7,445 double/twin \$10,770 single

- Please add 1% GST.
- Triple fares and ship suites also available.
- Vancouver Island pricing does not include cost of additional flights from/to Nanaimo or Comox.

WHAT'S INCLUDED

► Meals

- **24 total:** 9 breakfasts, 7 lunches, 8 dinners

► Transportation

- Transportation to Seattle Airport
- Flight from Seattle to Boston
- Current air transportation taxes & fees
- 1 checked bag
- Transfer from Boston Airport to hotel
- 2 days of coach transportation in Boston
- 2 days of coach transportation in Québec City
- Transfer from Québec hotel to airport
- Flight from Québec City to Kelowna, Victoria, or Vancouver
- Transfers from airport to your pickup point for passengers is the BC Interior, Greater Victoria Area, & Greater Vancouver Area.

► Accommodation

- 5 nights of hotel accommodation & taxes
- Stateroom for 7 nights on *Zuiderdam*
- Cruise gratuities
- Port charges & cruise taxes
- Luggage handling at hotels and ship

► Key Highlights

- Guided driving & walking tour of Boston
- Boston Tea Party ships & museum
- Old North Church
- Fenway Park tour
- Walking tour of Harvard University
- View Boston
- Locally-guided coach tour of Halifax
- Maritime Museum of the Atlantic
- Peggy's Cove
- Guided coach tour of Prince Edward Island
- Anne of Green Gables house
- PEI National Park
- Locally-guided tour of Québec City
- Montmorency Falls with cablecar ride
- Ciderie Verger Bilodeau
- Tigidou Jam Factory

► Gratuities

- Gratuities for local guides, drivers & boat crew

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

Although cruising is normally Activity Level 1, the included tours in Boston, Halifax, PEI, and Québec City have more activity which could include walks of up to 1 km, walking on cobblestone streets, and stairs. Choose shore excursions at the cruise ports based on your abilities. 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.



ITINERARY

- Wednesday, September 18** We arrive in Seattle for an overnight stay at the Embassy Suites near the airport. Meet your fellow travellers during a reception with cocktails, beer, and wine.
Meals included: Lunch
Accommodation: Embassy Suites Sea-Tac
- Thursday, September 19** We fly on Alaska Airlines non-stop to **Boston**, arriving about 7 pm Eastern Time. Our coach meets us at the airport and it is a short drive to our hotel.
Accommodation: Springhill Suites Boston Revere
- Friday, September 20** A full-day tour with a local guide is included. One of the oldest cities in the USA, Boston was founded in 1630 by Puritan colonists from England. It was the scene of several key events of the American Revolution, such as the Boston Massacre, the Boston Tea Party, the Battle of Bunker Hill, and the Siege of Boston. First, there is a driving tour including Beacon Hill, Paul Revere House, Old North Church, Boston Common, and Massachusetts State House. Lunch is on your own in the bustling Faneuil Hall Market. Afterwards, visit the **Boston Tea Party Ships** and be part of the famous event that changed the course of American history. An 18th century host leads you through an interactive colonial town meeting and on to one of the ships to “dump the tea”. Finish the afternoon touring the country’s oldest and most beloved ballpark where the Babe pitched – **Fenway Park**.
Meals included: Breakfast, Dinner
Accommodation: Springhill Suites Boston Revere
- Saturday, September 21** The Boston tour continues with a visit to Cambridge, location of **Harvard University** and Massachusetts Institute of Technology. Next, we ride the fast elevators to View Boston, perched atop the Prudential Center, for a panoramic vista of the city. Afterwards, we drive to the cruise terminal and board the **Zuiderdam**. The afternoon is free time to explore the ship. We cruise away from Boston at 3 pm. Savour a sumptuous dinner in the dining room, followed by a lively stage show in the theatre.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Holland America’s *Zuiderdam*
- Sunday, September 22** We sail along the coast of New Hampshire and Maine overnight and arrive at **Rockland, Maine**, at 7 am. This is a tender port. It’s a town of 7,000 people on Penobscot Bay. The downtown is full of historic brick buildings and small businesses lining quaint streets. Tours of the area can be purchased. The ship departs at 2 pm and sails among the islands studding Penobscot Bay.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Holland America’s *Zuiderdam*
- Monday, September 23** The *Zuiderdam* arrives at 10 am in **Halifax**, the capital of Nova Scotia and largest city of the Maritimes. A locally-guided tour includes the historic waterfront, St. Paul’s Church, the universities, and residential areas. Nova Scotia’s naval heritage comes alive during a visit to the Maritime Museum of the Atlantic. Famous **Peggy’s Cove** is one of the most picturesque fishing villages along the Atlantic coast.

ITINERARY *continued*

Monday, September 23 *continued*

We stroll along the harbour to a view of the iconic lighthouse. We are back on board the *Zuiderdam* in time for the 6 pm departure.

Meals included: Breakfast, Dinner

Accommodation: Holland America's *Zuiderdam*

Tuesday, September 24

Our next port of call is **Sydney**, Nova Scotia, on Cape Breton Island, where we are docked from 10 am to 6 pm. You may wish to visit the Fortress of Louisbourg, the formidable French stronghold of the early 18th century, or the Cape Breton Miners' Museum in Glace Bay and take an underground tour of the vast coal mines, or maybe join an excursion on the Cabot Trail. You can book these trips in advance at www.hollandamerica.com or on board the ship.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Holland America's *Zuiderdam*

Wednesday, September 25

Charlottetown is the capital of Prince Edward Island and our ship docks here from 9 am to 6 pm. An all-day guided tour includes highlights of Charlottetown, Cavendish Beach, Dalvay by the Sea, and the famous Anne of Green Gables cottage.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Holland America's *Zuiderdam*

Thursday, September 26

This is a day at sea while we cruise across the Gulf of St. Lawrence and enter the St. Lawrence River. There are many activities and entertainment choices on board.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Holland America's *Zuiderdam*

Friday, September 27

You should be on deck early this morning when the *Zuiderdam* enters the **Saguenay Fjord** and we admire the sheer cliffs, a 300-metre waterfall, and the striking statue of Notre-Dame-du-Saguenay. Much of the fjord is protected by a national park. Its width ranges from 2 to 4 km, and its deepest water is 270 metres. We dock in Saguenay, Québec, from 9 am to 7 pm. Tours of nearby attractions are available.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Holland America's *Zuiderdam*

Saturday, September 28

We dock in **Québec City** and bid farewell to the *Zuiderdam*. A guided tour takes us past the Legislative Buildings, the St. Louis Gate into this walled city, the Plains of Abraham, and along quaint, narrow, cobbled streets. There is also a walking tour of **Place Royale** where some buildings date to the 17th century. The afternoon is free time and the Delta Hotel has an excellent location on the edge of Le Vieux Québec.

Meals included: Breakfast

Accommodation: Delta Hotel Québec City

Sunday, September 29

Montmorency Falls is 83 metres high and we admire stunning views from the cable car, from the many lookout points throughout the site, or from the stairs climbing up the side of the promontory. At the top of the cliff sits Manoir Montmorency which houses restaurants, a gift shop, and an interpretation centre. Then we cross the bridge to Île d'Orléans and tour the Ciderie Verger Bilodeau and the Tigidou Jam Factory.

Accommodation: Delta Hotel Québec City

Monday, September 30

We fly from Québec City to Kelowna, Victoria, and Vancouver and travel home.



Charlottetown

TOUR & CRUISE NOTES

MS ZUIDERDAM: Holland America's *MS Zuiderdam* (pronounced Zy-der-dam) made her inaugural cruise in 2002. She was the first of four Vista-class ships launched, followed by *Oosterdam* in 2002, *Westerdam* in 2004 and *Noordam* in 2006. Carrying 1,848 passengers, these ships are Holland America's third largest design, but they still have an intimate feel to them. *Zuiderdam's* gross tonnage is 82,000 and she is 300 metres long. Her 11 decks feature a 900-seat live entertainment theatre, seven lounges, casino, shopping arcade, movie lounge, beauty shop, library, games room, Internet centre, spa, gymnasium, and two swimming pools (one with sliding dome cover). *Zuiderdam* has 14 elevators and four of them are glass with panoramic views.

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 six buffet-style serving stations for breakfast, lunch, dinner, and the 11 pm buffet. The Pinnacle Grill and Canaletto 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 24 hours a day.

Staterooms have twin lower beds (some convert to queen-size double), television, music, telephone, and bathroom with toilet, sink and shower or bathtub. A crew of over 800 ensures top-quality service and entertainment. Every day has a full schedule of optional activities: dance class, bridge, bingo, shuffleboard, table-tennis, karaoke, and board games. The movie theatre presents recent films frequently, there is an entertaining live stage show every evening, and musicians are playing in most lounges.

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-June). However, any unsold staterooms can be taken away from us at any time if the ship or even a category fills. This often occurs on most of our group cruises, then we must turn away disappointed customers, even though seats are available on the motorcoach. Please don't delay booking this tour.

Dinner reservations: The *Zuiderdam* 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 specialty restaurants take reservations online in advance or on board and you should do this early in the voyage.

Included lunches: The above itinerary shows an included lunch on every cruise day except September 23. These lunches are on the ship (except during the PEI tour), so if you book a shore excursion, you may miss an included lunch if you are not back on board at lunchtime. There is no compensation for missed lunches.

Flight seating: We are unable to take requests for window or aisle seating on the plane. 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 \$865 and book your own flight which allows seat selection.

TOUR POLICIES

Payments: A deposit of \$700 per person is requested at the time of booking and balance is due June 13, 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: Early bookers receive a \$250 discount on the first 15 seats and \$125 on the next 10 seats for booking early with deposit. The discount is not offered after June 13, 2024.

Cancellation Policy: Up to May 13, 2024, your tour payments will be refunded less an administrative charge of \$100 per person. From May 14 to June 13, the cancellation charge is \$300 per person. From June 14 to July 12, the cancellation charge is 50% of the tour fare. From July 13 to August 13, the cancellation charge is 80% of the tour fare. After August 13, there is no refund.

Itinerary and Fare Changes: Due to continuing after effects of the pandemic, sometimes we are notified about changes to the itinerary prior to departure and sometimes during the tour. We do our best to substitute a similar service if something cancels, but occasionally the only alternative is to provide a refund for the missed activity. Please note that if we are forced to cancel a 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, 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 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, 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. An allergy causes medical distress, whereas 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. Unfortunately, restaurants cannot accommodate food preferences.

Photo Credits: Adobe Stock (Boston, Québec City, Peggy's Cove, and Charlottetown).

Experience Points or E-points: This tour earns 135 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 June 13, 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.