

CRUISING THE GULF ISLANDS

May 2024

WELLS GRAY TOURS
a world to experience



Poets Cove Resort

4 nights at Poets Cove with 2 days cruising

Poets Cove is the premier luxury resort in the Gulf Islands. Nestled in Bedwell Harbour on South Pender Island, the resort has every amenity you could wish for. The main building has 22 beautifully appointed bedrooms, all with a balcony and spectacular ocean view. Spa treatments are available in the Susurrus Spa and there is leisure time for you to enjoy this service. This tour features two full days of cruising in the Gulf Islands on Orca Spirit's *Pacific Explorer*. She is equipped with hydrophones to enhance the underwater experience and a certified marine naturalist with great knowledge and passion for Vancouver Island's marine wildlife is on board. We ride a water taxi over to Salt Spring Island and spend some time in Ganges. Also included is a visit to historic Roesland and the Pender Island Museum, part of Gulf Islands National Park. Come and explore the Gulf Islands with the benefits of small vessel cruising and a luxury resort for home base.



CANADIAN



GROUP SIZE



ACTIVITY LEVEL

► Fares per person

from **\$3,550** double, **\$4,035** single*

*all pricing details provided on Page 2

► Early Booking Bonus

\$100 discount on first 10 seats; **\$50** on next 6.

► Earn 90 Experience Points

► Departure from:

Vancouver Island



Sunset at Poets Cove

Providing Quality Packaged Travel Since 1972

DEPARTURE POINTS & DATES

V Vancouver Island: May 13, 2024 - 5 Days



Passengers travelling from the Vancouver Island region will begin and end the tour as follows:

V Vancouver Island: We depart Victoria on Monday, May 13. For passengers in the Greater Victoria Area, a transfer is provided from your pickup location to the dock at the Coast Victoria Hotel where we board the *Pacific Explorer*. Transportation is also provided back to your pickup point when we return on Friday, May 17.

Note: Depending on the number of people booked and coach size, home pickups may be offered in the Greater Victoria area. The decision is made about 2 weeks before departure and you will be contacted about your pickup point and time.

FARES PER PERSON

Departure Point	Fares Per person	Notes
Vancouver Island	\$3,550 double \$3,605 twin \$4,035 single	<ul style="list-style-type: none">• Please add 5% GST• Rooms at Poets Cove have either a king bed or two twin beds

View from South Pender Island

WHAT'S INCLUDED

► Meals

- **10 total:** 4 breakfasts, 2 lunches, 4 dinners

► Transportation

- Transfers to/from Coast Victoria Hotel

► Accommodation

- 4 nights of accommodation & hotel taxes
- Luggage handling at hotels

► Knowledgeable Wells Gray tour director

► Highlights

- 2½ days of cruising on *Pacific Explorer* around the Gulf Islands and San Juan Islands
- Marine naturalist for 2 days on board
- Water taxi from Pender Island to Salt Spring Island and return
- Driving & walking tour of Pender Island sights with local guide
- Pender Islands Museum at Roesland
- Gulf Islands National Park

► Gratuities

- Gratuities for crew on vessels



Roesland

ITINERARY

Monday, May 13

A transfer is provided to the dock at the Coast Victoria Hotel. We board the ***Pacific Explorer*** at the hotel and cruise out of the Inner Harbour. The cruise route is flexible and depends on sightings of **Orca whales** or other marine creatures. We may cross the border to the San Juan Islands (no passport needed, since we don't land). We may cruise along **Spieden Island**, a privately-owned island with a collection of exotic animals. A marine naturalist is with us on board today and tomorrow to spot wildlife and provide commentary about the islands. A box lunch is served on board. After about six hours of splendid Gulf Islands scenery, we enter peaceful Bedwell Harbour and dock in front of **Poets Cove Resort** on South Pender Island. Settle into your luxurious lodge room with a view of the harbour for the next four nights. Following an excellent dinner in the Aurora Room, enjoy music in Syrens, a walk on the extensive grounds, or relaxing on your deck watching the sunset across the bay.

Meals included: Lunch, Dinner

Accommodation: Poets Cove Resort

Tuesday, May 14

The Gulf Islands water taxi picks us up at the marina and takes us over to **Salt Spring Island** and the town of Ganges. There is free time in Ganges to browse the shops, then we ride the water taxi back to Poets Cove in mid-afternoon.

Meals included: Breakfast, Dinner

Accommodation: Poets Cove Resort

Wednesday, May 15

Back on board the *Pacific Explorer*, a six-hour cruise is offered which may explore the shorelines of **Saturna, Mayne, or Prevost Islands**. The captain continues to watch for whales, seals, sea lions, and other marine life. Lunch is served on board.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Poets Cove Resort

Thursday, May 16

During a tour of **Pender Island**, there are short walks at Brooks Point, along Mortimer Spit, and across the bridge between the two Pender Islands. A stop is made at Roesland, once a popular beach resort that closed in 1990 and is now part of **Gulf Islands National Park**. Here we visit Pender Islands Museum and enjoy a walk among the arbutus trees to the tip of Roe Island.

Meals included: Breakfast, Dinner

Accommodation: Poets Cove Resort

Friday, May 17

We board the *Pacific Explorer* and return to Victoria. A transfer is provided to your pickup point.

Meals included: Breakfast



Orca

TOUR NOTES

POETS COVE RESORT: Poets Cove is the luxury resort of the Gulf Islands. Nestled in Bedwell Harbour on South Pender Island, the resort has every amenity you could wish for. It was built in 2004 at a cost of \$30 million. The main building has 22 beautifully appointed bedrooms, all with ocean view and a deck. The rooms feature either one King bed or two twin beds. There are also spacious 2-bedroom cottages and villas with living room and 2 bathrooms which are suitable for 4 double/twin guests sharing or 2 single guests sharing at the same fares (please request availability). The Aurora Dining Room serves our breakfasts and dinners, and Syrens Bistro offers a pub atmosphere for casual evening get-togethers. Spa treatments are available in the Susurrus Spa and there is leisure time to enjoy this service. An outdoor pool and hot tub are tucked into

the hillside above the lodge. This tour was first offered as the 2010 Mystery Tour and everybody was impressed with the luxury of Poets Cove; the tour has been offered 12 times since then and is consistently a sell-out.

PACIFIC EXPLORER: Our charter vessel, *Pacific Explorer*, is licenced for 70, but this tour carries only 30 passengers for comfort. She has full-length tinted windows, indoor nook seating for everyone, washrooms, bar service, and an open-air viewing deck with bench seats and awning. She is 15.5 metres long and travels at up to 22 knots. The vessel is equipped with hydrophones to hear what is happening underwater and a certified marine naturalist is on board.



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.

This tour includes short distances to walk and some stairs, mostly getting on and off *Pacific Explorer* or the water taxi. The ramps to the boat docks can be steep at low tide. There is a short walk to/from the hotel along the dock. The nature walk at Brooks Point and the walk onto Mortimer Spit are optional. The coach and vessels cannot carry a scooter or motorized wheelchair. **Everybody** participating in this tour is expected to be capable of handling Activity Level 2. 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.



Tour Size 30

This tour is limited to 30 participants, making it a more intimate travel experience.

TOUR POLICIES

Payments: A deposit of \$300 per person is requested at the time of booking and the balance is due March 12, 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.

Discounts: Early bookers receive a \$100 discount on the first 10 seats and \$50 on the next 6 seats for booking early with deposit. The discount is not offered after March 12, 2024.

Cancellation Policy: Up to February 12, 2024, your tour payments will be refunded less an administrative charge of \$100 per person. From February 13 to March 12, the cancellation charge is \$200 per person. From March 13 to April 11, the cancellation charge is 50% of the tour fare. After April 11, there is no refund.

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

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

Photo credits: Poets Cove Resort (page 1), tour director Marion (sunset at Poets Cove, page 1), tour director Laura (view from South Pender Island, page 2), Pender Islands Museum (Roesland, page 3), and Orca Spirit (vessel, page 4).

Experience Points or E-points: This tour earns 90 e-points. Each time you travel on a Wells Gray tour, you earn Experience Points, or e-points. One e-point equals \$1. Redeem your points on select tours or accumulate enough points to earn a free tour! Redemptions offered until March 12, 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.