

# NEWFOUNDLAND

June 2024

**WELLS GRAY TOURS**  
a world to experience



St. John's Harbour

## An in-depth tour of Canada's easternmost province

2024 will be the third year that this tour of wild and wonderful Newfoundland has been offered, and the previous ones garnered rave reviews. The culture and heritage of Newfoundland runs deep. Come and discover all the things you never knew about this unique province. Highlights of this tour include visits to historic sites and stunning landscapes, 2 national parks, a puffin and whale watching cruise, an iceberg viewing cruise, 5 entertaining shows, and talks by local experts. In Gros Morne National Park, thrill to the boat trip on the fjord of Western Brook Pond. Get Screeched-In and kiss the cod during a cruise at Bonne Bay. Explore recreated sod houses at the ancient Viking settlement of L'Anse aux Meadows. Look out over the Atlantic Ocean from Cape Spear, North America's easternmost point. So much to see in 15 days!



CANADIAN



GROUP SIZE



ACTIVITY LEVEL

### ► Fares per person

from **\$6,995** double/twin, **\$8,190** single\*

*\*pricing details for all departures provided on page 2.*

### ► Earn 157 Experience Points

### ► Departure from:

BC Interior, Victoria & Lower Mainland



Providing Quality Packaged Travel Since 1972



# DEPARTURE POINTS & DATES

- I BC Interior:** June 22, 2024 - 15 Days
- V Vancouver Island:** June 22, 2024 - 15 Days
- L Lower Mainland:** June 22, 2024 - 15 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 Deer Lake in western Newfoundland on Saturday, June 22. We return to Kelowna from St. John's on Saturday, July 6.
- V Vancouver Island:** We fly from Victoria to Deer Lake in western Newfoundland on Saturday, June 22. We return to Victoria from St. John's on Saturday, July 6. Transportation is arranged to your pickup location in the Greater Victoria area. **Up-Island passengers**, we will fly you from Nanaimo or Comox Airport. **Note:** Depending on the number of people booked and coach size, home pickups may be offered in the Victoria area. The decision is made about 2 weeks before departure and you will be contacted about your pickup point and time.
- L Lower Mainland:** We fly from Vancouver to Deer Lake in western Newfoundland on Saturday, June 22. We return to Vancouver from St. John's on Saturday, July 6. Home pickup may be arranged at time of booking for passengers in the Greater Vancouver Area. Transportation to or from Vancouver Airport from Abbotsford or Chilliwack is not provided.

## FARES PER PERSON

	Departure Point	Fares per Person	Notes
<b>I</b>	BC Interior	<b>\$6,995</b> double/twin <b>\$8,190</b> single	• Please add 5% GST
<b>V</b>	Vancouver Island	<b>\$7,095</b> double/twin <b>\$8,290</b> single	
<b>L</b>	Lower Mainland	<b>\$7,020</b> double/twin <b>\$8,215</b> single	

# WHAT'S INCLUDED

## ► Meals

- **27 total:** 11 breakfasts, 8 lunches, 8 dinners

## ► Transportation

- Transfers to/from Kelowna, Victoria or Vancouver airports
- Flight from Kelowna, Victoria or Vancouver to Deer Lake, NL and return from St. John's
- Air transportation taxes & security fees
- 13 days of coach transportation
- Transfer from Deer Lake airport to hotel
- Transfer from St. John's hotel to airport

## ► Accommodation

- 14 nights of accommodation & hotel taxes
- Luggage handling at most hotels

## ► Key Highlights

- Insectarium
- Bonne Bay cruise with Screech-In Ceremony
- Green Point Geological Site with interpreter
- Gros Morne National Park
- Lobster Cove Head Lighthouse
- *Anchors Aweigh* show
- Western Brook Pond boat excursion
- Show at Theatre Newfoundland in Cow Head
- Entertainment by Wade Hillier

- L'Anse aux Meadows National Historic Site
- Grenfell House & Interpretive Centre
- Broom Point Fisheries Exhibit & park program
- Deer Lake evening entertainment
- Botwood Flying Boat Museum
- Gander Aviation Museum
- Silent Witness Memorial
- Beothuk Centre
- Prime Berth Fishing Museum
- Iceberg Quest boat tour at Twillingate
- Terra Nova National Park
- Bonavista Peninsula tour with Lighthouse,
- Ryan Premises NHS, Ye Matthew Legacy, & Trinity Bay
- Wooden Boat Museum
- Heart's Content Cable Station
- Locally-guided sightseeing in St. John's
- Cape Spear National Historic Site
- Signal Hill National Historic Site
- Puffin & whale watching boat excursion
- Traditional Jiggs dinner with Spirit of Newfoundland entertainment

## ► Guides & Gratuities

- Gratuities for local guides, museums & boats

## ► Knowledgeable Wells Gray tour director



### Activity Level 3

**High Activity:** You are an active traveller that wants to explore wherever you go. You don't mind a mix of full days, early morning starts and some late nights. You can walk

longer distances (up to and occasionally exceeding 4 km), which may be over uneven ground, beaches/shorelines, or at higher elevations; climb in and out of zodiacs or small boats without any assistance; walk on docks which may have steep ramps at low tide; stand for prolonged periods; and handle your own luggage. You can climb three flights of stairs easily and unassisted.

This tour is not appropriate for people with canes, walkers, wheelchairs, or other mobility assistance devices. 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.

**Please note:** Prior to accepting your booking, you will be required to sign a declaration that you are capable of travelling on an Activity Level 3 tour.



### Tour Size 30

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





Tablelands in Gros Morne National Park

# ITINERARY

- Saturday, June 22

All departures fly to **Deer Lake** in western Newfoundland.  
**Accommodation:** Holiday Inn Express
- Sunday, June 23

First, we visit the **Insectarium** which displays thousands of insect species (mounted and live) along with a butterfly conservatory and beehive. The remote **Viking Trail** ranks among the most scenic highways in Eastern Canada because it is bounded by the Gulf of St. Lawrence to the west and the barren Long Range Mountains to the east. **Gros Morne National Park**, a UNESCO World Heritage Site, protects a wilderness of deep fjords and coastal beaches. We take a short walk with a Parks Canada ranger who talks about the remarkable ancient tablelands. We stay two nights at two small inns in Norris Point.  
**Meals included:** Breakfast, Dinner  
**Accommodations:** Neddies Harbour Inn and Sugar Hill Inn
- Monday, June 24

A wonderful experience is the **Bonne Bay boat tour** which provides views of the Gros Morne tablelands. Newfoundland’s traditional welcome is arranged on the boat with a Screech-in Ceremony. Do you dare to kiss the cod? With the benefit of a Parks Canada interpreter, we explore **Green Point Geological Site** which protects an intriguing sequence of layered rocks. Almost 500 million years ago, these rocks formed on the bottom of an ancient ocean and geologists have discovered fossils that define the boundary between the Cambrian and Ordovician periods, making Green Point a world geological benchmark. Near Rocky Harbour, we visit **Lobster Cove Head Lighthouse**, built in 1897 and still flashing its warning light across the Gulf of St. Lawrence. Dinner is in Rocky Harbour, followed by the **Anchors Aweigh** show where a band of five talented musicians present renditions of popular Newfoundland songs and tunes, sprinkled with oneliners and wit.  
**Meals included:** Breakfast, Dinner  
**Accommodations:** Neddies Harbour Inn and Sugar Hill Inn
- Tuesday, June 25

**Western Brook Pond** is one of Newfoundland’s best-known attractions, yet its name hardly does justice to this awesome fjord cut deep into the tablelands of Gros Morne. The lake is 16 km long and our two-hour cruise passes 600-metre high cliffs and many cascading waterfalls.  
**Note:** There is a mostly level walk of 2.7 km each way (45 to 60 minutes) from the parking lot to the boat dock. Those who prefer not to do this walk can be dropped off at the motel, but it is a truly spectacular boat excursion.  
We stay overnight in Cow Head. Tonight, we have tickets to attend a show at Theatre Newfoundland’s **Gros Morne Festival**.  
**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Shallow Bay Motel

# ITINERARY continued

## Wednesday, June 26

We continue along the Viking Trail, admiring more splendid coastal scenery. We stay two nights in **St. Anthony** near the tip of the Northern Peninsula. Entertainment this evening with songs and music is provided by Wade Hillier.

**Meals included:** Breakfast, Dinner

**Accommodation:** Hotel North

## Thursday, June 27

We tour the home of Dr. Wilfred Grenfell, founder of **Grenfell Mission**, and view the Jordi Bonet Murals at the hospital. This afternoon, we visit **L'Anse aux Meadows National Historic Site** and examine the reconstructed sod houses and artifacts from Leif Eriksson's Viking expedition to "Vinland" about the year 1000.

**Meals included:** Breakfast, Lunch

**Accommodation:** Hotel North

## Friday, June 28

We retrace the Viking Trail to **Deer Lake**, stopping at the Arches to see the waves eroding the seashore. At Broom Point, we learn about the Newfoundland fisherman's lifestyle through a Parks Canada program, Of Fish & Friends. Dinner has more Newfoundland entertainment included.

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

**Accommodation:** Holiday Inn Express

## Saturday, June 29

Leaving Deer Lake, we follow the Trans-Canada Highway east. We visit the Flying Boat Museum in **Botwood**, the town where the giant Pan American clippers landed and refuelled in the 1930s during trans-Atlantic flights. **Gander** was once the largest airport in the world and, throughout the 'Jet Age' of the 1950s and 1960s, European flights stopped here for fuel. The Gander Aviation Museum has an amazing collection of aircraft. A local person meets us to talk about Gander's role as host to thousands of air travellers who were grounded on September 11, 2001, the story told by the popular musical, *Come From Away*. We also pause at the Silent Witness Memorial to the Arrow Air crash of 1985.

**Meals included:** Breakfast, Lunch

**Accommodation:** Comfort Inn Gander

## Sunday, June 30

We drive to the north coast at **Twillingate**. Stops are made at the Prime Berth Fishing Museum where we experience the gregarious personalities and lifestyles of the Newfoundland fishermen, and the **Beothuk Centre** which interprets these vanished native people and their culture. The north coast is known for **icebergs** that have floated from Greenland, so we take a two-hour boat excursion which hopefully can approach one of these amazing ice giants.

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

**Accommodation:** Anchor Inn Twillingate

## Monday, July 1

We spend the morning exploring **Terra Nova National Park**. From the visitor centre, enjoy short walks along the shore of Newman Sound or part of the Goowiddy loop. Then we head to Clarenville for a two-night stay.

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

**Accommodation:** Quality Inn Clarenville

## Tuesday, July 2

The day is devoted to exploring the **Bonavista Peninsula**, one of Newfoundland's iconic places as noted by the poetic line, "From Bonavista to Vancouver Island" in *This Land is Your Land*. We visit the **Cape Bonavista Lighthouse** which operated from 1843 until 1962 and is now a museum dedicated to the lifestyle of a lightkeeper. Next is **Ryan Premises National Historic Site** which operated as a retail store and cod exporter from 1857 to 1978. Nearby is Ye Matthew Legacy, a recreation of John Cabot's 1497 ship. A stop in Trinity Bay is also included today.

**Meals included:** Breakfast, Lunch

**Accommodation:** Quality Inn Clarenville



## ITINERARY continued

### Wednesday, July 3

Newfoundland is known for some wonderful place names and today we follow the **Baccalieu Trail** through villages such as Heart's Content, Heart's Desire, and Heart's Delight. As if those aren't romantic enough, how about Cupids, Harbour Grace, and even Dildo? We explore the Wooden Boat Museum and the Cable Station which was the western terminus of the Trans-Atlantic cable from 1866 to 1965. We continue across the farmlands of the Avalon Peninsula and stay three nights in downtown **St. John's**.

**Meals included:** Breakfast, Lunch

**Accommodation:** Delta St. John's Hotel

### Thursday, July 4

A morning tour with a local guide visits the historic **Cabot Tower** atop Signal Hill where Marconi received the first Trans-Atlantic wireless message in 1901. We also see the Confederation Building, the colourful "Jellybean Houses", and Quidi Vidi Battery. An exciting experience is standing at the most easterly point in North America, Cape Spear, graced by two historic lighthouses.

**Accommodation:** Delta St. John's Hotel

### Friday, July 5

The morning is leisure time. The afternoon features a **puffin & whale watching cruise** in the Witless Bay Ecological Reserve. With 2.5 million seabirds including 500,000 pairs of Atlantic Puffins, this reserve offers amazing opportunities to see and photograph the birds, and these waters are also one of the best feeding areas for whales in Atlantic Canada. Tonight is our farewell gathering featuring a **traditional Jiggs Dinner**, also called a scoff or a feast, along with some lively Spirit of Newfoundland entertainment.

**Meals included:** Dinner

**Accommodation:** Delta St. John's Hotel

### Saturday, July 6

All departures fly home. Transfers are provided to your pickup point in the BC Interior, Greater Victoria area, or Lower Mainland.



Western Brook Pond





L'Anse aux Meadows

## TOUR NOTES

### UNTOUCHED AND UNSPOILED...WITH PLENTY OF BREATHING ROOM

As Newfoundlanders and Labradorians are fond of saying, this place is about as far from Disneyland as you could possibly get. And yet, we think you will find that it competes as one of the happiest places on earth. The people are extremely proud of their province — Labrador on the mainland and the island of Newfoundland — and are very resilient. Economic hardship has often plagued this land, and yet the people endure and thrive in spite of it, most often with great joy. The natural wonders here are unparalleled, with stark rugged landscapes warmed by a thousand kilometres of shoreline. The history is vibrant, full of stories of adventure and global events and ordinary people doing extraordinary things. This is a journey of popular sights and off the beaten path places, but an experience not soon forgotten.

Celebrate your arrival in Newfoundland with a Screech-In Ceremony during the Bonne Bay cruise and be bold enough to kiss the cod. Walk on 500 million year old rocks at Green Point. Admire the soaring cliffs above Western Brook Pond. Be humbled by history at L'Anse aux Meadows, settled by the Vikings about a thousand years ago. Explore two national parks, Gros Morne and Terra Nova, and several national historic sites. Learn about the Newfoundland fishery at Broom Point and Prime Berth Museum. Enjoy local entertainment on five evenings. Take boat excursions close to an iceberg at Twillingate and watch thousands of puffins, other

seabirds, and whales near St. John's. Stand on Signal Hill where the first trans-Atlantic wireless message was received in 1901, and look out over the Atlantic from Cape Spear, North America's easternmost point.

The first Wells Gray tour featuring only the province of Newfoundland was in 2022. Our Maritimes & Newfoundland tour has been an annual event since 1978, but this tour provides an in-depth discovery of Canada's easternmost province. It is an amazing experience amid the wonders of Atlantic Canada.

This unique tour has many experiences on the Island of Newfoundland, but does not visit Labrador.

Expect some hotels to have 3-star ratings (not luxurious). Your 3-night stay in St. John's at the Delta Hotel is the best accommodation. Some communities only have one place to stay such as at Cow Head and, at Norris Point, our group is split among two small inns. Finding available and suitable hotels has dictated this itinerary.

**Flight seating:** We are unable to take requests for window or aisle seating on the planes. The airline will not accept them, as group seating is assigned as a block. If this is important to you, we suggest you take the "No Flight" option with a fare reduction of \$1125 and book your own flight which allows seat selection.

**Flight upgrades:** Please enquire about current prices for upgrades on the flights to and from Newfoundland. Premium economy or business class may be available.



Atlantic Puffins

# TOUR POLICIES

**Payments:** A deposit of \$700 per person is requested at the time of booking and the balance is due March 19, 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).

**Cancellation Policy:** Up to February 20, 2024, your tour payments will be refunded less an administrative charge of \$100 per person. From February 21 to March 19, the cancellation charge is \$400 per person. From March 20 to April 19, the cancellation charge is 40% of tour fare. From April 20 to May 17, the cancellation charge is 80% of tour fare. After May 17, 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 component of an extensive tour due to an issue beyond our control, the current penalties still apply if you choose to cancel the entire tour. Fuel surcharges and changes to taxes 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 in Newfoundland 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. Please contact us for details.

**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.

**Photo Credits:** Adobe Stock (St. John's Harbour, Cape Spear Lighthouse, L'Anse aux Meadows, Tablelands in Gros Morne National Park, and puffins), and NL Tourism (Western Brook Pond).

**Experience Points or E-points:** This tour earns 157 e-points. Each time you travel on a Wells Gray tour, you earn e-points that are added to your account after the tour returns. One e-point equals \$1. Redeem your earned points on select tours or accumulate enough points to earn a free tour! Redemptions offered until March 19, 2024.

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

WE PLAN.  
YOU PACK.  
NO WORRIES!

[www.wellsgraytours.com](http://www.wellsgraytours.com)  
1-800-667-9552



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

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

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

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

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

**VICTORIA**  
102-736 Broughton St.  
Victoria, BC  
V8W 1E1  
**250-590-7889**



## NEWFOUNDLAND — June 22, 2024

This tour is rated “**Activity Level 3**” by the tour planners at Wells Gray Tours. There is a lot of activity which could include one or more of, but is not limited to, the following:

- You can walk 3 kilometres in 1 hour and can walk longer distances (up to and occasionally exceeding 4 km).
- You can walk on uneven sidewalks or trails, beaches with sand or rock, wet or slippery boardwalks, and boat docks with steep ramps.
- You can climb three flights of stairs easily and unassisted.
- You can carry your own luggage in airports.

Since a few people who are not capable of doing the above activities can hold up the entire group, Wells Gray Tours expects everybody booking a tour with “Activity Level 3” to be reasonably fit. You must be able to participate in activities without the assistance of the tour director, driver, or other travellers. Please read the following and sign acknowledging that these statements are true. The tour deposit will be due after you have signed this statement.

I want to travel on a Wells Gray tour with a rating of “Activity Level 3”.

I have read the brochure with the full itinerary and description of the activities that are typical on this tour.

I understand that this is one of the highest activity levels that a Wells Gray tour can be rated.

I am confident that I can participate in tour activities at this level and I will not hold up or delay the other members of the tour.

I do not require the use of a wheelchair or a walker.

If my physical condition changes between booking and departure date such that I can no longer do this level of activity, I will notify the Wells Gray office or agent. The specified penalties will apply for cancelling and travel insurance may cover this.

If I am not capable of keeping up with the group or I require ongoing assistance, I understand that the Wells Gray tour director has the right to not allow me to participate in some activities or some days of the tour. **In extreme situations, I acknowledge that I may be required to leave the tour and travel home at my own expense, and that travel insurance will probably not cover me.**

This statement has been implemented by Wells Gray Tours to maintain high quality itineraries, accurate timing, and the enjoyment of all tour participants. Each person booking this tour must sign this statement. Thank you for your understanding.

Signature\_\_\_\_\_ Name \_\_\_\_\_ Date\_\_\_\_\_

# 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](http://travel.gc.ca). For public-health information, we recommend contacting the BC Centers for Disease Control at 604-707-2400 or [bccdc.ca](http://bccdc.ca). The responsibility for checking and verifying all passport, visa, vaccination, or other entry requirements of your destination(s) and all conditions regarding health, safety, security, political stability, and labour or civil unrest at such destination(s) solely belongs to the traveller. Each tour has many suppliers, each with their own policies or rules which you are expected to abide by while on their premises. It is extremely rare, but suppliers can close unexpectedly overnight or declare bankruptcy. Funds that we have deposited with them on your behalf may not be recoverable and therefore not refundable to you.

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

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

## RESPONSIBILITY

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