

BEST OF THE BALTICS

September 2024

WELLS GRAY TOURS
a world to experience



Tallinn, Estonia

Lithuania, Latvia, Estonia & Helsinki

"The Baltics" or the Baltic States refers to three countries on the eastern shore of the Baltic Sea in Northern Europe – Lithuania, Latvia, and Estonia. They offer fascinating historical sites, cultural treasures, and culinary experiences. The capital of Lithuania, Vilnius, celebrated its 700th anniversary in 2023, and some castles and cathedrals date back even earlier. Some of the hands-on events are about traditional black bread baking and an overview of the ancient Estonians with a simple ritual experience. Tastings and samplings are frequent – Lithuanian Hard Cheese, Chaga tea, traditional Karaim food with Kibinai and Gira, smoked fish, Riga Black Balsam, beer, and cider. After visiting these 3 countries, we take the ferry over to Helsinki for a 2-day visit. Flights are with Finnair from Seattle to Vilnius and return from Helsinki. This exciting tour with so many unique experiences has never been offered before by Wells Gray.



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

► Fares per person

from **\$10,250** double/twin, **\$11,520** single*

*pricing details for all departures provided on page 2.

► Early Booking Bonus

\$300 discount on first 8 seats; **\$150** on next 4.

► Earn 171 Experience Points

► Departure from:

BC Interior, Victoria & Lower Mainland



Providing Quality Packaged Travel Since 1972

DEPARTURE POINTS & DATES

- I BC Interior:** September 18, 2024 - 19 Days
- V Vancouver Island:** September 18, 2024 - 19 Days
- L Lower Mainland:** September 18, 2024 - 19 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 travel to Seattle on Wednesday, September 18 and overnight at the Embassy Suites in Lynnwood. We return home on Sunday, October 6. Transportation is provided from your pickup point on the day of departure, and back again when we return.
- V Vancouver Island:** We travel to Seattle on Wednesday, September 18 and stay overnight at the Embassy Suites in Lynnwood. We return home on Sunday, October 6. 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: Home pickup 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. There is an additional cost to up-island passengers flying from/to Nanaimo or Comox to join this tour.
- L Lower Mainland:** We travel to Seattle on Wednesday, September 18 and stay overnight at the Embassy Suites near the airport. We return home on Sunday, October 6. Transportation is provided from your pickup point on the day of departure, and back again when we return.
Note: Home pickup may be arranged at time of booking for passengers in the Greater Vancouver Area.

FARES PER PERSON

	Departure Point	Fares per Person	Notes
I	BC Interior	\$10,250 double/twin \$11,520 single	• This tour is exempt from GST
V	Vancouver Island	\$10,425 double/twin \$11,695 single	
L	Lower Mainland	\$10,275 double/twin \$11,545 single	

WHAT'S INCLUDED

► Meals

- **43 total:** 17 breakfasts, 10 lunches & 16 dinners
- **42 total:** 17 breakfasts, 9 lunches & 16 dinners

► Transportation

- Transportation to/from Seattle Airport
- Flight on Finnair from Seattle to Vilnius, Lithuania
- Current air transport taxes & security fees
- 1 checked bag per person on flights
- Transfer from Vilnius Airport to hotel
- Coach transportation in Europe for 14 days
- Ferry from Klaipėda to Curonian Spit & return
- Ferry from Tallinn to Helsinki
- Transfer from Helsinki hotel to airport
- Flight on Finnair from Helsinki to Seattle

► Accommodation

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

► Key Highlights

- Museum of Flight
- Guided tour of Vilnius
- Cathedral Basilica of Sts Stanislaus & Vladislaus
- Museum of Occupation and Freedom Fights
- Tasting of Lithuanian Hard Cheese
- Yacht cruise around Trakai Castle Island
- Trakai Castle
- Pažaislis Monastery
- Guided tour of Kaunas Old Town

- Kaunas Castle
- Tour of Curonian Spit with Parnidis Dune & smoked fish tasting
- Amber Museum & Tiškevičiai Palace
- Cold War Museum in Plokščiai
- Hill of Crosses
- Traditional black bread baking workshop
- Rundāle Palace & Gardens
- Walking tour of Riga Central Market with sampling
- Guided tour of Riga
- Riga Black Balsam tasting
- Sunset cruise on the Daugava River
- Sea Buckthorn garden tour
- Gauja National Park
- Cēsis Castle with theatrical program
- Cider farm with tasting and production talk
- Guided tour of Tallinn
- Lahemaa National Park & Viru Bog boardwalk
- Workshop about ancient Estonians with Chaga Tea tasting
- Guided tour of Helsinki
- Guided walk through Old Town Porvoo

► Guides & Gratuities

- Knowledgeable Local Tour Manager for 15 days
- Gratuities for Local Tour Manager, drivers & guides in Europe

► 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; stand for prolonged periods; and handle your own luggage in airports and where luggage handling is not available. You can climb three flights of stairs easily and unassisted. **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.

Some hotels may not have elevators to all floors and rooms may be up a flight of stairs. Sometimes the coach cannot drive all the way to an attraction. 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.



Tour Size 25

This tour is limited to 25 participants, making it a more intimate travel experience.



Trakai Island Castle in Lithuania

ITINERARY

- Wednesday, September 18** We travel to Seattle for an overnight stay at the Embassy Suites in Lynnwood. Meet your fellow travellers during a reception with cocktails, beer, and wine, followed by dinner.
Meals included: **L** Lunch, Dinner **VL** Dinner
Accommodations: Embassy Suites Lynnwood
- Thursday, September 19** We drive to the **Museum of Flight** which displays over 150 of the world's most remarkable planes including a Concorde, the first 747 and 737 planes, and Air Force One, plus the Red Barn, birthplace of the Boeing Company. Our overnight flight on Finnair leaves Sea-Tac Airport in late afternoon.
Meals included: Breakfast
- Friday, September 20** We change planes in Helsinki and continue to Vilnius, arriving about 6 pm (10 hours ahead of Pacific Time). **Welcome to Lithuania!** Our local guide, driver, and coach meet us at the airport, and we drive to the Amberton Cathedral Square Hotel for a three-night stay. This intimate hotel has a superb location in the historic district of Vilnius with a fine view of Vilnius Cathedral. A welcome dinner is planned.
Meals included: Dinner
Accommodations: Amberton Cathedral Square
- Saturday, September 21** A local guide conducts a tour around **Vilnius** including the Cathedral Basilica of Sts Stanislaus and Vladislaus, Old Town, and City Hall. After lunch, we visit the Museum of Occupation and Freedom Fights. It is situated in the former KGB building where the crimes of the Soviet regime were planned for 50 years.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Amberton Cathedral Square
- Sunday, September 22** This is a free day to explore Vilnius as you wish. A tasting of **Lithuanian Hard Cheese** is included.
Meals included: Breakfast, Dinner
Accommodation: Amberton Cathedral Square
- Monday, September 23** A short drive takes us to **Trakai**, a resort town noted for its picturesque landscape and the legendary Trakai Island Castle. It was a cradle of the Lithuanian statehood, an important military and political centre, headquarters of the Lithuanian Grand Dukes, and the old capital of Lithuania. A notable feature of Trakai is that the town was built and preserved by people of different nationalities – Karaims, Tatars, Lithuanians, Russians, Jews, and Poles. We take a **yacht cruise around Trakai Castle**, built on an island in Lake Galvė in the 14th century, followed by a tour of the castle. Lunch is traditional Karaim food with Kibinai and gira tasting. In the afternoon, we visit the **Pažaislis Monastery** and Church of the Holy Mary Arrival, founded by the monks of Camaldolese and now considered one of the finest examples of Baroque architecture in Eastern Europe. Enjoy traditional Lithuanian cuisine for dinner.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Viešbutis Kaunas

ITINERARY continued

Tuesday, September 24

Kaunas is Lithuania's second largest city and it keeps the authentic spirit of the country's national character alive. A tour visits the Old Town and Kaunas Castle, then we continue via a picturesque road along the River Nemunas to the port city of Klaipėda. Here we learn about Lithuanian book smugglers who defied a Russian ban on Lithuanian language books from 1864 to 1904 and smuggled books into the country. We stay two nights at the National Hotel which dates to 1855.

Meals included: Breakfast, Lunch, Dinner

Accommodation: National Hotel Klaipėda

Wednesday, September 25

We take a short ferry ride from Klaipėda to the **Curonian Spit**, a remarkable sand dune formation that stretches 98 km along the Baltic Sea coast. Much of it is protected as a UNESCO Heritage Site for its unique sandy and wooded cultural landscape. Some of the sights are small fishing villages, great cormorant colonies, and the **Parnidis Dune** which rises 52 metres above sea level and provides a great view of the Baltic Sea and Curonian Lagoon. There is an opportunity for smoked fish tasting today. Back on the mainland, we visit the **Amber Museum** in Palanga, housed in the splendid Tiškevičiai Palace. After remaining for thousands of years at the bottom of the Baltic Sea, these pieces of resin have turned into amber, which is referred to as the gold of Lithuania. Several thousand pieces are displayed, some containing insects and plants.

Meals included: Breakfast, Dinner

Accommodation: National Hotel Klaipėda

Thursday, September 26

Leaving the Baltic coast, our first stop is the **Cold War Museum** in Plokščiai, located in the former Soviet Union's underground military complex. From 1963 to 1978, powerful ballistic missiles were based here, ready for launching. The site was abandoned when the Soviet Union collapsed, and the museum opened in 2012. Next we visit the Hill of Crosses near Šiauliai. Cross-crafting is a unique cultural tradition in Lithuania, recognized by UNESCO among the masterpieces of the Oral and Intangible Heritage of Humanity. Next we participate in a **traditional black bread baking workshop** with tasting of the famous Tree Cake. A discussion and dinner with the bakery owners is followed by a folk show. We spend the night in Panevėžys.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Romantic Boutique Hotel

Friday, September 27

The north part of Lithuania is known for its fertile soil and beer brewers, so a tasting of local beer made with passion is a must. Afterwards, we cross the border from Lithuania into **Latvia**. We tour the spectacular **Rundāle Palace and Gardens**, one of the two major baroque palaces built for the Dukes of Courland between 1736 and 1768. We stay three nights in **Riga**, capital of Latvia.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Semarah Metropole

Saturday, September 28

We walk through the Central Market, the largest food market in Northern Europe, with sampling of local products. A locally-guided tour of Riga includes **Riga Castle**, the defensive walls, Swedish gate, "Three Brothers" House, Domas Cathedral and Monastery, City Hall, and Statue of Liberty, plus viewings of Riga's Art Nouveau architecture. We enjoy a tasting of **Riga Black Balsam**, the traditional Latvian herbal liqueur. After dinner, relax during a sunset cruise on the Daugava River.

Meals included: Breakfast, Dinner

Accommodation: Semarah Metropole

Sunday, September 29

We visit a **Sea Buckthorn garden**. Its berries are used in cosmetic products, oil, tea, juice, ice cream and beer. This afternoon, there is leisure time or a shopping trip to the huge Jurmala Outlet Village.

Meals included: Breakfast, Dinner

Accommodation: Semarah Metropole

ITINERARY continued

- Monday, September 30** Today's highlight is **Gauja National Park**, the largest and oldest national park in Latvia. It is noted for biological diversity with a variety of landforms, natural springs, sandstone outcrops, picturesque views, and unique natural, cultural and historical monuments. Nearby is Cēsis Castle which dates to 1208 and we are entertained by a theatrical program. Heading north, we cross the border into **Estonia** and stay overnight in the resort town of Pärnu on the Gulf of Riga. Dinner is at a cider farm with tasting and a talk about production.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Hedon Spa & Hotel
- Tuesday, October 1** A two-hour drive takes us to **Tallinn**, the capital of Estonia, located on the Gulf of Finland. There is time for shopping at an artist-friendly complex. During a city tour through the old town, we see the city walls and defence towers, Fat Margaret Tower, Tompea Castle, Alexander Nevsky Cathedral, Town Hall, the Knights of Blackheads Fraternity House, Oleviste Church, and the House of Three Sisters.
Meals included: Breakfast, Dinner
Accommodation: Superior Palace Hotel Tallinn by Radisson Blu
- Wednesday, October 2** We visit Lahemaa National Park and take a walk across the **Viru Bog** on a boardwalk to an observation tower for a view of sand dunes, eskers, and heath forest. A light lunch is served at a nearby farm. Afterwards, a workshop presents an overview of the ancient Estonians with a simple ritual experience and **Chaga Tea** tasting.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Superior Palace Hotel Tallinn by Radisson Blu
- Thursday, October 3** We board a ferry at Tallinn for the two-hour crossing of the Gulf of Finland to Helsinki. **Welcome to Finland!** During a city tour, we see the main sights of **Helsinki** including Senate Square, Uspenski Cathedral, Market Square, Oodi City Library, Helsinki Music Centre, House of Parliament, and Temppeliaukio Rock Church.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Scandic Hotel Simonkenttä
- Friday, October 4** We visit **Porvoo** with a walk through Old Town, noted for its colourful wooden 18th and 19th century buildings, and the 15th century Porvoo Cathedral. Porvoo was one of the six medieval towns of Finland. Returning to Helsinki, lunch is at Fazer Cafe, Finland's most famous chocolate and sweets producer. A farewell dinner is planned.
Meals included: Breakfast, Lunch, Dinner
Accommodation: Scandic Hotel Simonkenttä
- Saturday, October 5** The morning is free time. Our flight on Finnair leaves in late afternoon for Seattle.
Meals included: Breakfast
Accommodation: Embassy Suites Sea-Tac
- Sunday, October 6** We travel to home cities.
Meals included: Breakfast



Rundāle Palace in Latvia

TOUR NOTES

Documentation: A passport is required to visit Lithuania, Latvia, Estonia, and Finland and must be valid for at least three months after your return to Canada. A visa is not required for these countries.

Currency & Expenses: The currency in all four countries is the Euro and, as of January 2024, a Canadian dollar is worth €0.68. You should order euros from your bank 1-2 weeks before departure, or plan to use ATMs. Credit cards are accepted almost everywhere. Gratuities are included for all group meals and for guides and drivers.

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 \$1,900 and book your own flight which allows seat selection.

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

Flight delays due to weather: In the event flights are delayed or cancelled by airlines due to weather, there

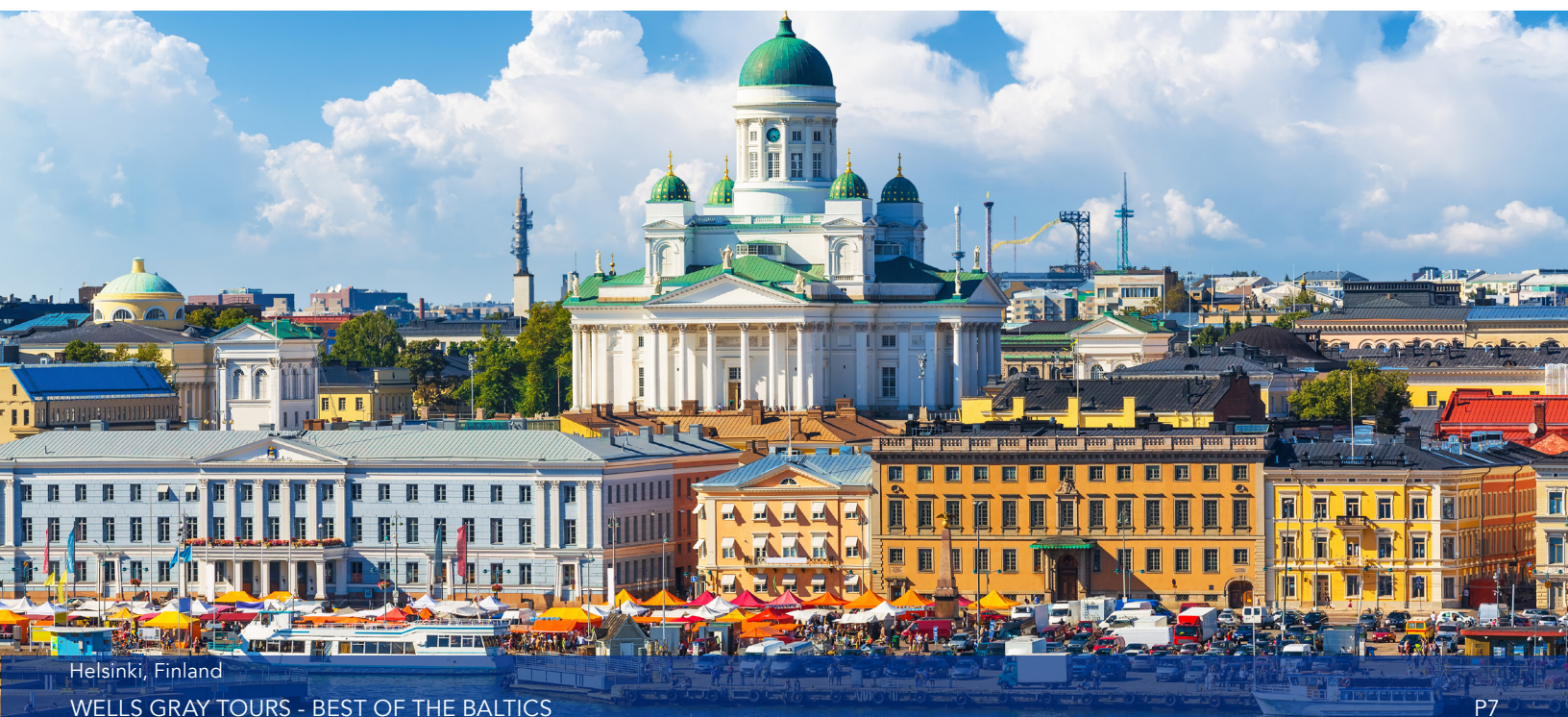
may be additional costs to you. Wells Gray Tours Ltd. will not pay for hotel rooms and meals during the delay.

Food Allergies: You must notify us no later than at final payment if you have a food allergy. This tour goes to some 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.

Beverages: Although most meals are included, it is not common practice in Europe to include beverages with meals. Bottled water is usually served, but any other beverage will probably be at your expense.

Single Accommodation: Rooms for singles are often a different style or smaller size than twin rooms. Many hotels also limit the number of single rooms allocated to a group, so please book early if you prefer to travel single.

Triple Accommodation: Triple rooms are not available.



Helsinki, Finland

TOUR POLICIES

Payments: A deposit of \$800 per person is requested at the time of booking and balance is due June 18, 2024. By paying the deposit, you agree to the Terms & Conditions, Activity Level and Cancellation Policy outlined. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards).

Early Booking Bonus: Receive a \$300 discount on the first 8 seats and \$150 on next 4 seats for booking early with deposit. The discount is not offered after June 18, 2024.

Cancellation Policy: Up to May 17, 2024, the cancellation charge is \$100 per person. From May 18 to June 18, the cancellation charge is \$300 per person. From June 19 to July 18, the cancellation charge is 40% of the tour fare. From July 19 to August 16, the cancellation charge is 80% of the tour fare. After August 16, 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.

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: All photos from Adobe Stock.

Experience Points or E-points: This tour earns 171 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 18, 2024.

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

WE PLAN.
YOU PACK.
NO WORRIES!

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



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

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Kamloops, BC
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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

BEST OF THE BALTICS — September 18, 2024

This tour is rated "Activity Level 3" by the tour planners at Wells Gray Tours, using our new activity scale with 4 levels. This rating means there is a lot of activity which could include one or more of (but is not limited to) the following:

- You can walk 2 kilometres in 1 hour.
- You can stand for extended periods during walking tours of historic sites and towns.
- You can walk on cobblestones, uneven sidewalks, beaches with sand or rock, and on boat docks that may have steep ramps.
- 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" on the new scale with 4 levels.
- I have read the brochure with the full itinerary and description of activities that are typical on this tour.
- I understand that this is the second highest activity level 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 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. 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.