

# HAIDA GWAI

July 2024

**WELLS GRAY TOURS**  
a world to experience

Haida totem pole

## **Our 46th year of tours to these amazing islands off BC's northwest coast!**

Haida Gwaii is an archipelago of more than 150 islands located off the northwest coast of British Columbia. Formerly called the Queen Charlotte Islands until 2010, Haida Gwaii is the westernmost point of Canada and is known for its vibrant Haida culture, rugged coast-lines, majestic mountains, stunning array of marine life, and giant old-growth cedars. One of the outstanding experiences is a Zodiac tour around Louise Island stopping at the abandoned Haida village of Skedans. Other highlights include the Haida Heritage Centre at Kaay'Innagaay, Tow Hill with its Blowhole, Balance Rock, a studio and artisan tour, and a fabulous traditional Haida Feast.



CANADIAN



GROUP SIZE



ACTIVITY LEVEL

### ► **Fares per person**

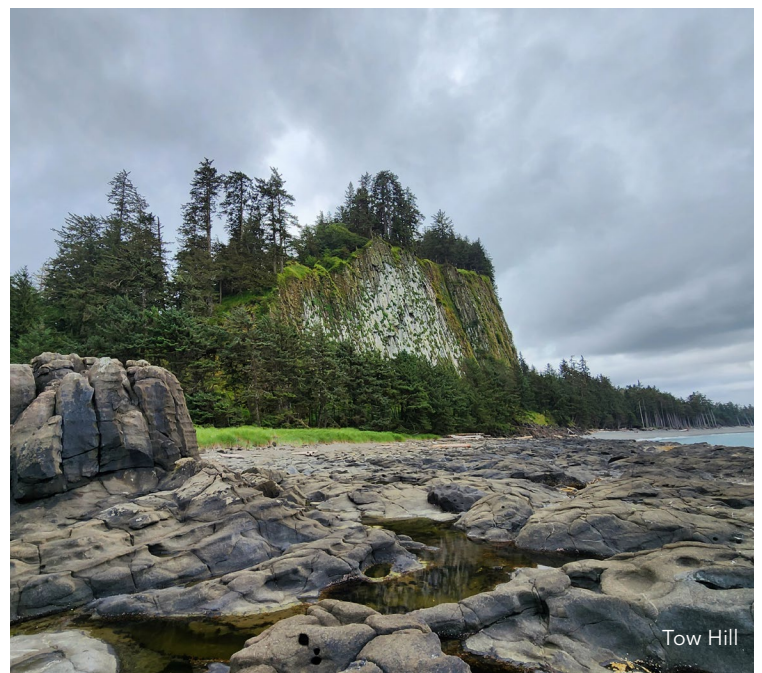
from **\$3,495** double/twin, **\$3,795** single\*

*\*additional pricing details provided on page 2.*

### ► **Earn 82 Experience Points**

### ► **Departure from:**

BC Interior



Tow Hill

Providing Quality Packaged Travel Since 1972



# DEPARTURE POINTS & DATES

**1 BC Interior:** July 25, 2024 - 6 Days



**Your specific departure point will be confirmed at time of booking.**  
**Passengers travelling from the BC Interior will begin and end the tour as follows:**

**1 BC Interior:** We fly from Kelowna to Sandspit on Thursday, July 25 and return to Kamloops or Kelowna on Tuesday, July 30. Transportation is provided from your pickup location on the day of departure and back when we return on July 30.

## FARES PER PERSON

Departure Point	Fares per Person	Notes
BC Interior	<b>\$3,495</b> double/twin <b>\$3,795</b> single <b>\$3,395</b> triple	<ul style="list-style-type: none"><li>• Please add 5% GST</li><li>• BC Seniors (65 &amp; over): \$12 discount with BC Services Card.</li></ul>

Haida canoe

## WHAT'S INCLUDED

### ► Meals

- **11 total:** 5 breakfasts, 4 lunches & 2 dinners

### ► Transportation

- Transfers to Kelowna Airport
- Air Canada flight from Kelowna to Sandspit
- Current air transport taxes & security fees
- 6 days of mini-bus travel on Haida Gwaii
- Ferry between Moresby & Graham Islands four times
- Air Canada flight from Sandspit to Kelowna or Kamloops
- Transfers from airports to home cities

### ► Accommodation

- 5 nights of accommodation & motel taxes
- Luggage handling at motel

### ► Knowledgeable Wells Gray tour director

### ► Key Highlights

- Daajing Giids Visitor Centre
- Haida Feast with visit to a Skidegate home-Haida Heritage Centre at Kaay'Innagaay with Haida guide and 2 interpretive programs
- Haida Gwaii local guide for a day
- Naikoon Provincial Park fee
- Balance Rock
- Port Clements Museum
- Zodiac tour around Louise Island to Skedans

### ► Guides, Gratuities & Fees

- Skedans Village Watchman fee
- Gwaii Haanas National Park fee
- Gratuities for Haida Gwaii guide, Zodiac pilot, & drivers



Beaches near Tow Hill

## ITINERARY

### Thursday, July 25

Transfers are provided to Kelowna Airport, then we fly on Air Canada to Sandspit on Moresby Island. **Welcome to Haida Gwaii!** A mini-bus meets us at the airport, then we ride the ferry to Graham Island. We stay five nights in **Daajing Giids**, formerly Village of Queen Charlotte. Check out the Visitor Centre, browse the shops, or rent a kayak or bicycle. Tonight, we go to Keenawai's Kitchen in Skidegate where a Haida member, Roberta Olson, serves a fabulous **Haida Feast** in her home. Savour traditional foods, possibly consisting of smoked salmon, halibut, venison, herring roe on kelp, salad, and a berry dessert (the menu may change).

**Meals included:** Dinner

**Accommodation:** Sea Raven Motel

### Friday, July 26

The day is devoted to the **Haida Heritage Centre** at Kaay'llnagaay, an impressive structure at Skidegate. The original Queen Charlotte Islands Museum was opened on this site in 1976 by Prime Minister Pierre Trudeau. Six monumental poles were raised in 2001 to signal the beginning of construction of this world-class cultural centre and this multi-million dollar complex opened to great acclaim in 2008. It tells the story of the Haida Nation and features a large collection of Haida cultural materials and native art. Two programs are offered, conducted by Haida guides, the Outdoor Pole tour and Indoor tour.

**Meals included:** Breakfast, Lunch

**Accommodations:** Sea Raven Motel

### Saturday, July 27

A local guide joins us for the day. We drive to Masset on the north coast of Graham Island and visit the **Haida village of Old Massett**. The tour visits several totem poles including the 16-metre tall pole raised by carver Kihlyaahta Christian White in 2022. Nearby is Sarah Davidson's craft shop selling silver, wood, and argillite carvings. This afternoon, we drive along the scenic North Beach to **Naikoon Provincial Park**. You can hike to the top of volcanic Tow Hill for a magnificent view of the coast (and sometimes Alaska), admire the ocean's power if the Blowhole erupts, and search for agates along the beach.

**Meals included:** Breakfast, Lunch

**Accommodations:** Sea Raven Motel

### Sunday, July 28

In the arts community of **Tlell**, we visit two interesting craft shops. Other stops are made at extraordinary **Balance Rock**, St. Mary's Spring, and the Port Clements Museum. Two walks are featured today: Masset Inlet Shoreline Trail and another to see the remains of the famous **Golden Spruce**, felled by a vandal in 1997. We see some trees that are over 500 years old.

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

**Accommodation:** Sea Raven Motel

### Monday, July 29

We take the ferry to Moresby Island, then ride in vans on back roads to Cumshewa Inlet. This is the farthest point that a road penetrates the South Moresby wilderness which is mostly protected by **Gwaii Haanas National Park**. Here we board large Zodiacs for an excursion around Louise Island, exploring secluded coves, narrow passages, and



## ITINERARY continued

### Monday, July 29 continued

watching for wildlife such as seals, sea lions, peregrine falcons, and eagles. A stop is made at Skedans, a village abandoned in the late 19th century, where we walk amid standing Haida totem poles. Weather and tides permitting, the return trip goes through Louise Narrows.

**Meals included:** Breakfast, Lunch

**Accommodations:** Sea Raven Motel

### Tuesday, July 30

The morning is free time, then we take the ferry to Sandspit. Our Air Canada flight leaves in mid-afternoon for Vancouver, then connecting flights go to Kamloops and Kelowna. Transfers are provided to home cities.

**Meals included:** Breakfast



Haida totem pole



### Activity Level 3

**High Activity:** You are an active traveller who 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 4 km without difficulty which may be over uneven ground or on beaches/shorelines; climb in and out of Zodiacs or small boats without any assistance; walk on docks which may have steep ramps at low tide; and stand for prolonged periods. You can climb three flights of stairs easily and unassisted, and can handle your own luggage in airports or at hotels where luggage handling may not be available.

The Zodiac trip to Skedans may experience rough water, but most of the route is through sheltered waterways. This tour is not appropriate for people with canes, walkers, wheelchairs, or other mobility assistance devices. 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.

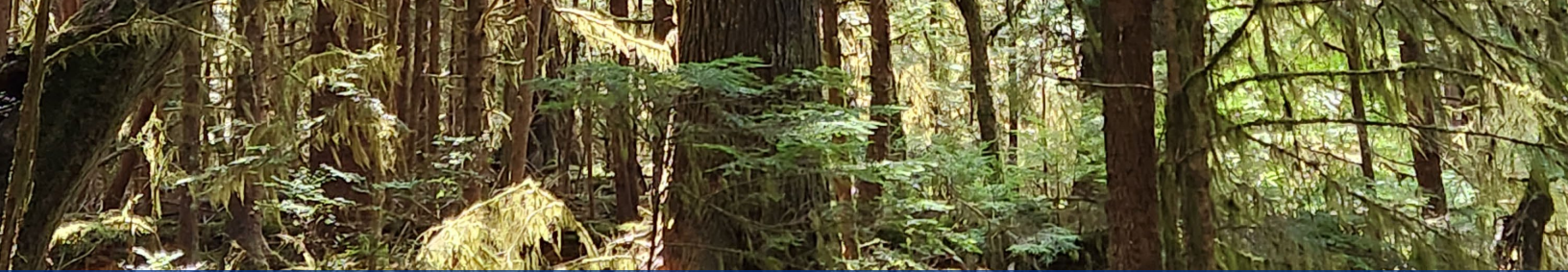
**Please note:** Prior to accepting your booking, you will be required to sign a declaration that you are capable of travelling on an Activity Level 3 tour.



### Tour Size 20

This tour is limited to 20 participants, making it a more intimate travel experience. This is due to the capacity of the mini-bus and the visitor limit imposed in Skedans. Early booking is strongly recommended as this is always a popular tour.





## TOUR NOTES

**HAIDA GWAI:** Haida Gwaii is an archipelago of more than 150 islands located about 80 km off the northwest coast of British Columbia. The islands stretch nearly 300 km from Langara Island at the northwest tip to the Kerouard Islands, strung out like a sentinel off the south end. Haida Gwaii is the westernmost point of Canada and is known for its vibrant Haida culture, rugged coastlines, majestic mountains, stunning array of marine life, and giant cedars. About 5,000 residents are scattered between several communities on the two largest islands, Graham and Moresby, in an eclectic mix of cultures and lifestyles. The islands enjoy a mild climate with no great extremes in temperature and more sunshine than given credit for.

The islands form the heartland of the Haida Nation, upon which people have lived for 13,000 years, and who currently make up about half of the population. The Haida exercise their sovereignty over the islands through their acting government, the Council of the Haida Nation. Their culture is seemingly marked on every tree and rock. Their stories, language, and history entwine with Xuya (raven), Taan (bear), Guud (eagle), and Chiina (salmon). The Haida have been reclaiming their culture for the last 30 years and have many achievements such as the Heritage Centre, a national park to replace the logging industry, new monumental poles being raised, and repatriation of artifacts removed by early explorers.

The Islands were first visited by Europeans in 1774. Juan Perez sailed up the west coast looking for new lands to claim for Spain and trying to cut off the southern advance of the Russians. The land he spotted was Langara Island but named Cape Santa Margarita. In 1787, Captain George Dixon realized that these were islands and not part of the mainland as earlier believed. In true seafaring tradition, Dixon named the islands for his ship Queen Charlotte which honoured the wife of King George III. In 2010, the Queen Charlotte Islands were officially renamed Haida Gwaii, meaning "Islands of the Haida people".

Haida Gwaii has fascinated biologists for over a century. The islands were not glaciated during the Ice Age and are very isolated, so they have become a showcase of evolution with species found here that are non-existent

elsewhere. Several areas have been set aside in their natural condition. Gwaii Haanas National Park is the largest, covering half of Moresby Island, and resulted from a hard-won battle with forest companies. Naikoon Provincial Park protects the northeast of Graham Island including volcanic Tow Hill, Rose Spit, and miles of wilderness beaches.

Wells Gray has offered tours to Haida Gwaii every year since 1978. We hope you can join us in 2024 which will be our 46th year of arranging tours to these amazing islands!

**Flights:** The flights are on Air Canada via Vancouver to Sandspit. All current air transportation taxes and security fees are included in the tour price, but these could change even after final tour payment, in which case a fare adjustment will be made. Checked luggage fees are not included. Air fares to/from Sandspit are very expensive, far higher than other Canadian routes where several airlines compete. Of course, this impacts the cost of this tour since your flights are included.

**Mini-bus transportation:** There are no full-size motorcoaches on Haida Gwaii. Your transportation is in a 23-passenger mini-bus, operated by Eagle Transit based on Haida Gwaii. There is no on-board restroom, but facilities are available at frequent intervals and there are no long driving distances.

**Accommodation:** Accommodation on Haida Gwaii is very limited with a few small motels in Daajing Giids and Masset. Wells Gray Tours books rooms two years in advance to ensure availability during the summer season. This tour stays five nights at the Sea Raven Motel in Daajing Giids. There is no elevator to the second floor. If you expect deluxe lodging while travelling, this tour may not be appropriate for your needs. Rooms are certainly not up to the standard that Wells Gray uses in the rest of British Columbia, but they are the only rooms available for a group tour.

**Identification:** You must bring government-issued photo ID with you, such as a passport or BC Services Card / Driver's Licence. Otherwise, you will not be allowed to board the flights.

# TOUR POLICIES

**Payments:** A deposit of \$400 per person is requested at the time of booking and the balance is due May 22, 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:** BC seniors (65 & over) receive a \$12 discount extended by BC Ferries, so you must bring your BC Services Card.

**Cancellation Policy:** Up to April 22, 2024, your payments will be refunded less a fee of \$100 per person. From April 23 to May 22, the cancellation charge is \$400 per person (your deposit). From May 23 to June 21, the cancellation charge is 70% of the tour fare. After June 21, 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 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. Restaurants on

Haida Gwaii 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.

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

**Flight 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 (Haida Totem, canoe, and beaches near Tow Hill on pages 1, 2, and 5 respectively) and tour director Lisa (Tow Hill, Haida totem, and forest on pages 1, 4, and 5).

**Experience Points or E-points:** This tour earns 82 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 May 22, 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**

## HAIDA GWAI — July 25, 2024

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

- You can walk 3 km in 1 hour.
- You can climb into and out of a Zodiac with assistance from crew.
- You can walk on beaches with sand or rock, and on boardwalks that may be wet or slippery.
- You can climb one flight of stairs to your motel room on Haida Gwaii.
- 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 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 I require frequent 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** \_\_\_\_\_

**List body ailments:** \_\_\_\_\_

**List food allergy medical requirements:** \_\_\_\_\_

*Body ailment example: bad right knee, managed with Advil*

*Food allergy example: Allergic to peanuts, please avoid cross-contamination. Carries epi-pen.*



# 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.*