

# SOUTH AFRICA, VICTORIA FALLS & DUBAI

September 2024

**WELLS GRAY TOURS**  
a world to experience

## With 5 wildlife safaris

The sheer beauty of South Africa's landscape, the unsurpassed flora and fauna, and the diversity of its people and culture is bewitching. Embark on a journey of discovery to the land of colourful contrasts — from wildlife safaris in Hluhluwe-Imfolozi National Park and Kapama Game Reserve to the great cities of Cape Town and Johannesburg. Cape Town introduces us to the historic lessons of colonization and coexistence. Johannesburg and Pretoria offer an international flavour and the excitement of a developing economy, plus the pivotal history of the Nelson Mandela era. The 5 safaris are truly memorable with wonderful opportunities to view the Big Five – lion, elephant, buffalo, rhino, and leopard. The tiny kingdom of Eswatini displays the tribal culture that has existed for millennia. Victoria Falls is one of the world's mightiest cataracts and we spend a day exploring awesome viewpoints with 2 nights at a luxury hotel on the banks of the Zambezi River. We fly to and from South Africa with Emirates. A stopover in Dubai each way is a chance to view stunning architectural wonders and skyscrapers such as Burj Khalifa. Come and join Wells Gray Tours on this remarkable itinerary.



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

### ► Fares per person

from **\$16,995** double/twin, **\$20,225** single\*

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

### ► Earn 241 Experience Points

### ► Departure from:

BC Interior, Vancouver Island & Lower Mainland



Providing Quality Packaged Travel Since 1972



# DEPARTURE POINTS & DATES

- I BC Interior:** September 26, 2024 - 23 Days
- V Vancouver Island:** September 26, 2024 - 23 Days
- L Lower Mainland:** September 26, 2024 - 23 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 Thursday, September 26 and overnight at the Embassy Suites in Lynnwood. We return home on Friday, October 18. 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 Thursday, September 26 and overnight at the Embassy Suites in Lynnwood. We return home on Friday, October 18. 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. Transportation is not provided to Nanaimo or Comox Airport.
- L Lower Mainland:** We travel to Seattle on Thursday, September 26 and overnight at the Embassy Suites in Lynnwood. We return home on Friday, October 18. 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
<b>I</b>	<b>BC Interior</b>	<b>\$16,995</b> double/twin <b>\$20,225</b> single	<ul style="list-style-type: none"><li>• This tour is exempt from GST</li><li>• There is an additional cost to up-island passengers flying from/to Nanaimo or Comox to join this tour</li></ul>
<b>V</b>	<b>Vancouver Island</b>	<b>\$17,145</b> double/twin <b>\$20,375</b> single	
<b>L</b>	<b>Lower Mainland</b>	<b>\$17,020</b> double/twin <b>\$20,250</b> single	

# WHAT'S INCLUDED

## ► Meals

- **53 total:** 20 breakfasts, 15 lunches & 18 dinners
- **52 total:** 20 breakfasts, 14 lunches & 18 dinners

## ► Transportation

- Transportation to/from Seattle
- Emirates flight from Seattle to Dubai
- Current air taxes, fuel surcharges, & security fees on 8 flights
- 1 checked bag per person on flights
- Transfer from Dubai Airport to hotel & return
- Emirates flight from Dubai to Cape Town
- Transfer from Cape Town Airport to hotel
- 12 days coach transportation in South Africa and Eswatini
- Transfer from Cape Town hotel to airport
- Flight from Cape Town to Durban
- Transfer to Hoedspruit Airport
- Flight from Hoedspruit to Johannesburg
- Transfer from Johannesburg Airport to hotel
- Transfer from Johannesburg hotel to airport
- Flight from Johannesburg to Victoria Falls
- Transfer from Victoria Falls Airport to hotel & return
- Flight from Victoria Falls to Johannesburg
- Flight from Johannesburg to Dubai
- Transfer from Dubai Airport to hotel & return
- Emirates flight from Dubai to Seattle

## ► Accommodation

- 2 nights accommodation & taxes in Seattle
- 3 nights accommodation & taxes in Dubai
- 13 nights accommodation & taxes in South Africa and Eswatini
- 2 nights accommodation & taxes at Victoria Falls
- Luggage handling at most hotels

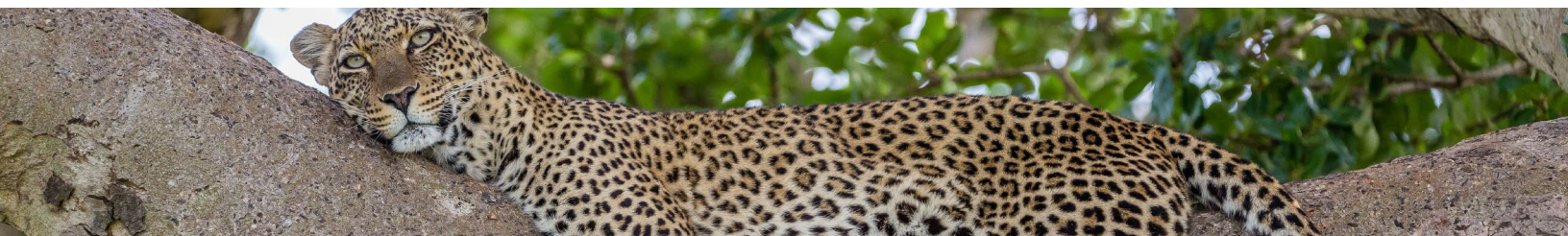
## ► Guides & Gratuities

- Gratuities for local guides, coach drivers and game reserve drivers

## ► Knowledgeable Wells Gray tour director

## ► Key Highlights

- Museum of Flight
- Full-day guided tour of Dubai highlights
- Walking tour of Souk Madinat Jumeirah
- 4-wheel drive dunes tour in Arabian Desert
- Barbecue & entertainment at Bedouin camp
- Guided tour of Cape Town
- Castle of Good Hope and Company Garden
- Cable car to the top of Table Mountain
- Diamond cutting workshop
- Guided tour of the Cape Peninsula
- Seal Island cruise
- Cape of Good Hope
- Cape Point Funicular
- Boulders Beach penguin colony
- Winelands tour with 2 tastings & a cellar tour
- Huguenot Memorial Museum & Monument
- Game drive in Hluhluwe-Imfolozi National Park
- Wildlife cruise on the St. Lucia Estuary
- Swazi Candles
- Ngwenya Glass Factory
- Cultural tour at Matsama Village
- Blyde River Canyon & Bourke's Luck Potholes
- God's Window
- 3 wildlife watching drives in Kapama Reserve
- Guided tour of Soweto
- Hector Pieterse Museum
- Nelson Mandela House
- Regina Mundi Church
- Apartheid Museum
- Guided tour of Pretoria
- Voortrekker Monument
- Kruger House Museum & Union Buildings
- Sunset cruise on the Zambezi River
- Guided tour of Victoria Falls viewpoints
- Emperors Palace for "Farewell to Africa" dinner
- Guided historical tour of Dubai
- Shingadha Museum
- Ride in a water taxi across Dubai Creek
- Burj Khalifa observation deck on 124th floor







Cape Town

## ITINERARY

### Thursday, September 26

We travel to Seattle and stay overnight at the Embassy Suites in Lynnwood. Meet your fellow travellers during a reception with cocktails, beer, and wine.

**Meals included:** **L** Lunch, Dinner **VL** Dinner

**Accommodations:** Embassy Suites Lynnwood

### Friday, September 27

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 Emirates leaves Seattle Airport in late afternoon, non-stop to Dubai.

**Meals included:** Breakfast

### Saturday, September 28

**Welcome to Dubai, United Arab Emirates!** The time is 12 hours ahead of Pacific Time. Our bilingual guide, driver, and coach meet us at the airport and take us to our hotel for a two-night stay.

**Accommodations:** Doubletree Hotel Al Jadaf

### Sunday, September 29

**Dubai** is a stunning city, sometimes compared to the Emerald City in the *Wizard of Oz* because of its spectacular modern architecture and incredible skyscrapers. Its economic boom can be traced to oil in 1969, but currently, trade and oil are important. The city has a population of 3.6 million and is one of the world's fastest growing cities. Today, we experience this remarkable city with a tour including Dubai Marina, **Palm Jumeirah**, world's largest man-made island; the architectural wonder of the Atlantis Palm Hotel; and the **Souk Madinat Jumeirah**, a colourful and vibrant market. In late afternoon, we experience the desert outside Dubai and board 4-wheel drive vehicles for a thrilling ride across the **Arabian Desert sand dunes**. We watch a splendid sunset from the highest dune, then continue to a Bedouin campsite for refreshments, a belly dancing performance with Arabic music, and a barbecue buffet dinner.

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

**Accommodation:** Doubletree Hotel Al Jadaf

### Monday, September 30

Our flight on Emirates takes us to Cape Town. Welcome to **South Africa**! Our guide and coach meet us at the airport and take us to the awesome Table Bay Hotel. This 5-star hotel, often ranked as the finest in Cape Town, is situated on the waterfront and adjacent to the Victoria & Alfred shopping centre. We stay four nights here.

**Meals included:** Breakfast

**Accommodation:** Table Bay Hotel

### Tuesday, October 1

With its unrivalled natural beauty, **Cape Town** is certainly a highlight of Africa. Originally intended as a supply station for Dutch ships en route to India and the Far East, by 1652 Cape Town had become the first permanent European settlement in South Africa. As time passed, other settlements were created, yet the Cape Colony looked to Cape Town as its economic and cultural hub. First, we ride the aerial cable car to the summit of legendary **Table Mountain** and admire the panoramic view of the city and ocean below. Our city tour includes **The Castle of Good Hope** and

# ITINERARY continued

## Tuesday, October 1 continued

Company Garden and drives past the Parliament, City Hall, and Slave Lodge. Visit the colourful Malay Quarter to marvel at the ice-cream colours of the quaint Bo-Kaap homes. A diamond cutting workshop is included. Dinner is at Gold Restaurant with interactive Djembe drumming and a 14-dish African feast with entertainment.

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

**Accommodation:** Table Bay Hotel

## Wednesday, October 2

We drive along Millionaires' Paradise from Clifton to Llandudno, heading towards the charming working harbour of Hout Bay. Here we board the Seal Island cruise to see the large colonies of **Cape Fur Seals** sunning themselves on the rocky outcrops. Following the famed Chapman's Peak Drive, hugging the cliffs, we reach the **Cape of Good Hope**, southernmost point of Africa where the Atlantic and Indian Oceans clash. Take a ride on the funicular for magnificent views. On the return, we meander back along the coast and stop in Simon's Town with lunch at Bertha's Restaurant. Next, visit the **penguin colony** at Boulders Beach.

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

**Accommodation:** Table Bay Hotel

## Thursday, October 3

The **Cape Winelands** are renowned for crisp white and classic French-style red wines, but the region also has a stunning natural beauty with vast estates shaded from the African sunshine by giant oak trees and towering mountains overlooking lush valleys. During this tour, we enjoy a tasting at Fairview Wine Estate Farmers, visit the Huguenot Memorial Museum/Monument, take a cellar tour with wine tasting at Blaauwklippen Vineyards, and have lunch at Neethlingshof wine estate.

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

**Accommodation:** Table Bay Hotel

## Friday, October 4

We fly from Cape Town to **Durban**, then drive to St. Lucia. It is a small town on the KwaZulu Natal Coast of the Indian Ocean and serves as a gateway to Isimangaliso Wetland Park, South Africa's first World Heritage Site. We stay two nights at Elephant Lake Hotel, situated on the shore of the St. Lucia Estuary.

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

**Accommodation:** Elephant Lake Hotel

## Saturday, October 5

We take a morning game drive in open vehicles into **Hluhluwe-Imfolozi National Park**, Africa's oldest game reserve. It contains an immense diversity of fauna and flora, and is particularly famous for its conservation of **black and white rhinos**. This afternoon, we enjoy a boat cruise on the **St. Lucia Estuary** and maybe encounter large pods of hippos, the occasional crocodile, and prolific birdlife.

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

**Accommodation:** Elephant Lake Hotel

## Sunday, October 6

Today is an enchanting drive to the tiny **Kingdom of Eswatini**, formerly Swaziland, ruled by King Mswati III. It is the smallest country in southern Africa, landlocked within South Africa, and among the most easy-going and laid-back regions. Swazis are more likely to celebrate for fun than demonstrate for reform. A progressive attitude towards wildlife preservation has resulted in the creation of several national parks. We stop at Swazi Candles, then stay overnight at a rural hotel in Mhlambanyatsi, near the capital of Mbabane.

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

**Accommodation:** Foresters Arms Hotel

## ITINERARY continued

### Monday, October 7

We admire exquisite pieces of glass and art at Ngwenya Glass during a factory tour. Later, we cross back into South Africa and stop at **Matsamo Cultural Village** to learn about Matsamo customs and traditions.

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

**Accommodation:** Casterbridge Hollow Hotel

### Tuesday, October 8

We travel to **Kapama Game Reserve** via the panorama route. Highlights include gigantic Blyde River Canyon, the extraordinary rock formations of Bourke's Luck Potholes, and the view of the vast Lowveld landscape from the ledge of God's Window. The afternoon is our first wildlife drive through Kapama Game Reserve. We stay two nights at Kapama River Lodge which epitomises 5-star safari accommodation. The majestic Drakensberg Mountains form the backdrop to the lodge which is positioned along a bend of the seasonal Kapama River. The lodge is stylishly decorated to reflect old Africa and rooms have wonderful views over the game reserve from private patios.

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

**Accommodation:** Kapama River Lodge

### Wednesday, October 9

Two wildlife viewing drives are offered, accompanied by a skilled ranger and tracker, and you can expect to encounter a diverse range of animal and bird species. Since Kapama is a Big Five reserve, seeing **lions, leopards, elephants, rhinos, and buffalo** is likely. About 350 species of birds have been recorded on the reserve. The trip starts at first light. There may also be wildlife around the lodge such as nyala antelope and vervet monkeys. A second game drive is in late afternoon and, as darkness falls, the nocturnal animals appear. The tracker scans the landscape using a spotlight which illuminates animals' eyes.

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

**Accommodation:** Kapama River Lodge

### Thursday, October 10

A third game drive is early this morning, then we drive to Hoedspruit and fly to **Johannesburg**. This is South Africa's largest city, the financial and commercial capital of South Africa. Renowned as the City of Gold, Johannesburg is a vibrant city with a vast web of suburbs and townships. We stay three nights at the luxurious 5-star Sandton Sun Hotel.

**Meals included:** Breakfast, Dinner

**Accommodation:** Sandton Sun Hotel

### Friday, October 11

**Soweto** is home to over two million people living in crowded and chaotic conditions. South Africans gave much to achieve a truly democratic country and this tour shares some of the pain and struggle of those heroes. Our day begins at the Hector Pieterse Museum where we start to unravel the cause of the devastating riots, followed by a visit to **Nelson Mandela's house**. Our next stop is the fascinating Regina Mundi Church, site of many underground meetings of banned political parties. Next, visit the famed **Apartheid Museum** which takes you from the dark days of 'whites only' privilege through to Mandela's historic release. A series of 22 exhibits presents a dramatic emotional journey that tells a story of a state-sanctioned system based on racial discrimination and the struggle of the majority to overthrow this tyranny.

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

**Accommodation:** Sandton Sun Hotel

### Saturday, October 12

**Pretoria** is South Africa's administrative capital, founded in 1855 and named after the Voortrekker leader, Pretorius. The Voortrekker Monument is a striking memorial that honours the early Dutch pioneers. We also visit the Kruger House Museum and the Union Buildings.

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

**Accommodation:** Sandton Sun Hotel

## ITINERARY continued

### Sunday, October 13

It's a two-hour flight this morning from Johannesburg to Victoria Falls in Zimbabwe. We stay two nights at the 5-star Palm River Hotel, situated on the banks of the Zambezi River upstream from the falls. It offers restaurants, lounges, swimming pool, and a spa. Enjoy a sunset cruise on the mighty **Zambezi River** which provides a terrific vantage point to watch animals come to the river's edge to quench their thirst as the sun sets.

**Meals included:** Breakfast, Dinner

**Accommodation:** Palm River Hotel

### Monday, October 14

Victoria Falls is one of the most spectacular natural wonders of the world. The local people call it "Mosi-oa-Tunya" (the smoke that thunders) and there is a magic about it manifested in the towering column of spray, the roar of the falling water, the terrifying abyss, and tranquil lagoons upstream in which hippos and crocodiles lurk. The cataract is 1.7 km wide and drops 108 metres into the Zambezi Gorge, and an average of 30,000 cubic metres of water plummet over the edge every minute in October. Victoria Falls is considered the largest curtain of falling water in the world. Remarkably preserved as a national park and a World Heritage Site, Victoria Falls inspires visitors as much today as it did David Livingstone in the 1860s. During the morning, we visit the best-known sites: the Main Falls, Horseshoe Falls, Rainbow Falls, the Boiling Pot, and Livingstone Island. October is the dry season here, so there is a lot less water than at peak flow in April. However, the falls are more visible now because a towering column of spray may obscure the falls during high water. The afternoon is free time.

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

**Accommodation:** Palm River Hotel

### Tuesday, October 15

We fly back to Johannesburg and go to the Emperors Palace for a "Farewell to Africa" dinner. Later this evening, we board Emirates for an overnight flight to Dubai.

**Meals included:** Breakfast, Dinner

### Wednesday, October 16

Towering skyscrapers have risen from the sands in the fast-growing city of Dubai, but it has never forgotten its vibrant heritage and golden traditions. A local guide shows us through Bastakiya, one of the oldest neighbourhoods of Dubai including the Shingadha Museum. We weave through the alleys of the Al Fahidi Historical District, ride an "abra", a traditional water taxi, across Dubai Creek, walk through the gold and spice souks, and stop by the spectacular Jumeirah Mosque. Later, we ride the high-speed elevators to level 124 of the Burj Khalifa, the world's tallest building at 828 metres (the CN Tower is only 553 metres). The panoramic view of city, desert, and ocean from the observation deck is amazing.

**Meals included:** Lunch, Dinner

**Accommodation:** Doubletree Hotel Al Jadaff

### Thursday, October 17

Our Emirates flight leaves Dubai at 10 am, non-stop to Seattle, arriving early afternoon.

**Meals included:** Breakfast

**Accommodation:** Embassy Suites Lynnwood

### Friday, October 18

Transportation is arranged to your departure point. Those travelling by coach will have a stop at the Bellis Fair Mall in Bellingham, and the Duty-Free Store before crossing the border

**Meals included:** Breakfast





# TOUR NOTES

**Documentation:** A passport is required, valid for 6 months after return date. You must have at least 2 blank pages in your passport for entry and exit stamps. Tourist visas for United Arab Emirates, South Africa, and Eswatini are not needed as of January 2024, but this could change.

**Currency & Expenses:** The currency in United Arab Emirates is the Dirham and, as of January 2024, a Canadian dollar is worth 2.7 Dirhams. The currency in South Africa is the Rand and a Canadian dollar is worth 13.9 Rands. The Rand is widely accepted in Eswatini. You should order Dirhams and Rands 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 in United Arab Emirates and Africa.

**Flight seating:** We are unable to take requests for window or aisle seating on the planes. The airlines will not accept them, as group seating is assigned as a block. If this is important to you, we suggest you take the “No Overseas Flight” option with a fare reduction of \$2,400 and book your own flight to/from South Africa which allows seat selection. Flights within Africa (to Durban, Johannesburg, and to/from Victoria Falls) would still be included for passengers that select “No Overseas Flight”.

**Flight upgrades:** Please enquire about current prices for upgrades on the flights from Seattle to Cape Town and return from Johannesburg. Premium economy and business class may be available. An additional deposit may be required for flight upgrades.



## Activity Level 3

This activity rating uses the new scale of 1 to 4 introduced in November 2023.

**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, beaches/shorelines, or at higher elevations; climb in and out of small boats without any assistance; and stand for prolonged periods during walking tours. 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. 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 25

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





# TOUR POLICIES

**Payments:** A deposit of \$1,000 per person is requested at the time of booking and balance is due June 25, 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 May 24, 2024, the cancellation charge is \$100 per person. From May 25 to June 25, the cancellation charge is \$400 per person. From June 26 to July 25, the cancellation charge is 60% of the tour fare. From July 26 to August 25, the cancellation charge is 80% of the tour fare. After August 25, there is no refund.

**Itinerary and Fare Changes:** Due to continuing after effects of the pandemic, sometimes we are notified about changes to the itinerary prior to departure and sometimes during the tour. We do our best to substitute a similar service if something cancels, but occasionally the only alternative is to provide a refund for the missed activity. Please note that if we are forced to cancel a tour component due to an issue beyond our control, the current penalties still apply if you choose to cancel the entire tour. Fuel surcharges and changes to taxes, currency exchange rates, or other tour costs can occur at any time, therefore Wells Gray Tours reserves the right to increase fares due to such changes up to departure.

**Flight delays due to weather:** In the event flights are delayed or cancelled by airlines due to weather, there may be additional costs to you. Wells Gray Tours Ltd. will not pay for hotel rooms and meals during the delay.

**Food Allergies:** You must notify us no later than at final payment if you have a food allergy. This tour goes to some remote places where restaurants may not be able to satisfy all food allergies. An allergy causes medical distress, a preference does not. For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve. Unfortunately, restaurants cannot accommodate food preferences.

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

**Photo Credits:** All photos from Adobe Stock.

**Experience Points or E-points:** This tour earns 241 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 25, 2024.

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

WE PLAN.  
YOU PACK.  
NO WORRIES!

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

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## South Africa, Victoria Falls & Dubai — September 26, 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 as described here:



This activity rating uses the new scale of 1 to 4 introduced in November 2023.

**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, beaches/shorelines, or at higher elevations; climb in and out of small vessels without any assistance; and stand for prolonged periods during walking tours. 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. This tour is not appropriate for people with 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.

Since a few people who are not capable of doing these activities can hold up the entire group, Wells Gray Tours expects everybody booking a tour with “Activity Level 3” to be reasonably fit. 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 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 require ongoing assistance, I understand that the Wells Gray tour director has the right to stop me from participating 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.*