

# COSTA RICA

January 2025

**WELLS GRAY TOURS**  
a world to experience



Toucans

Costa Rica covers only 0.03% of the planet's surface but is home to 5% of all living organisms on earth. Active volcanoes, lush cloud forests, lowland jungles, rolling savannas, and coral beaches create a spectacular setting to experience the country's natural beauty and exotic flora and fauna. During this unique tour, we travel through some of the richest habitats of Costa Rica, from Caribbean lowland rain forests to central volcanic highlands, from a cloud forest interior to coastal resorts. Enjoy the Tortuguero wildlife cruise, Arenal Volcano, Ecotermales Hot Springs, and Rincon de La Vieja National Park. Another highlight is a three-night stay at the Diria Resort at beautiful Tamarindo Beach. Come and admire the natural eco-wonders of Costa Rica and get away from a Canadian winter for two relaxing weeks.



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

## ► Fares per person

from **\$9,020** double/twin, **\$10,725** single\*  
\*pricing details for all departures provided on page 2.

## ► Earn 172 Experience Points

## ► Departure from:

BC Interior, Vancouver Island & Lower Mainland



# DEPARTURE POINTS & DATES

- I BC Interior:** January 3, 2025 - 15 Days
- V Vancouver Island:** January 3, 2025 - 15 Days
- L Lower Mainland:** January 4, 2025 - 14 Days



**Your specific departure point will be confirmed at the 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 Vancouver on Friday, January 3 and overnight at the Fairmont Hotel, conveniently located in the airport terminal. We fly to San Jose, Costa Rica the following day. We return from Liberia to Kelowna on Friday, January 17. Transportation is provided from your pickup point on the day of departure and back again when we return.
- V Vancouver Island:** We travel to Vancouver on Friday, January 3 and overnight at the Fairmont Hotel, conveniently located in the airport terminal. We fly to San Jose, Costa Rica the following day. We return home on Friday, January 17. 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:** Passengers from the Greater Vancouver Area depart on Saturday, January 4 and will join the tour at Vancouver Airport for our flight to San Jose, Costa Rica. We return home on Friday, January 17. Transportation is provided from your pickup point on the day of departure, and back when we return. Passengers from Abbotsford and Chilliwack depart on Friday, January 3, drive to Richmond and overnight at the Fairmont Hotel, conveniently located at the airport terminal, before flying to San Jose, Costa Rica the following day. The return flight to Abbotsford is on Friday, January 17. Transportation is provided from your pickup point to Vancouver Airport on the day of departure. Transportation is not provided from Abbotsford Airport 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 BC Interior</b>	<b>\$9,185</b> double/twin <b>\$11,070</b> single	<ul style="list-style-type: none"><li>• Please add 0.3% GST</li><li>• There is an additional cost to fly from Nanaimo or Comox.</li></ul>
<b>V Vancouver Island</b>	<b>\$9,285</b> double/twin <b>\$11,170</b> single	
<b>L Lower Mainland</b>	<b>\$9,020</b> double/twin <b>\$10,725</b> single	



# WHAT'S INCLUDED

## ► Meals

- ① **31 total:** 13 breakfasts, 10 lunches & 8 dinners
- VL **30 total:** 13 breakfasts, 9 lunches & 8 dinners

## ► Transportation

- Transportation to Vancouver Airport
- Air Canada flight to San Jose, Costa Rica
- Current air taxes, fees & fuel surcharges
- 1 checked bag
- Coach transportation throughout Costa Rica
- WestJet flight from Liberia, Costa Rica, to Kelowna, Victoria or Vancouver
- Transportation from Kelowna & Victoria Airport

## ► Accommodation

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

## ► Knowledgeable Wells Gray tour director

## ► Key Highlights

- Expert local guides and naturalists
- Doka Coffee Plantation
- Poás Volcano National Park
- La Paz Waterfall Garden
- River boat cruise through Tortuguero National Park to Pachira Lodge and return
- Sea Turtle Conservancy Museum
- Wildlife and birdlife watching boat tour along the Tortuguero Canals
- Arenal Volcano National Park
- Arenal Volcano Sky Tram
- Nature walk on an Arenal trail
- Ecotermes La Fortuna Hot Springs
- Rincon de la Vieja National Park

## ► Guides & Gratuities

- Gratuities to local guides, drivers and naturalists



### 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; stand for prolonged periods; and participate in nature walks looking for birds and animals. 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.



Spider monkey



Tortuguero National Park

## ITINERARY

### Friday, January 3

Transportation is provided to Vancouver Airport. We stay at the Fairmont Hotel, conveniently located in the airport terminal.

**Meals included:** ① Lunch

**Accommodation:** Fairmont YVR Hotel

### Saturday, January 4

We are joined by passengers from the Greater Vancouver Area today and then fly with Air Canada via Toronto to San Jose, arriving about 9 pm. **Welcome to Costa Rica.** San Jose is two hours ahead of Pacific Time. Our coach and Costa Rican guide meet us at the airport.

**Accommodation:** Park Inn By Radisson San Jose

### Sunday, January 5

Today's tour visits some of the highlights surrounding **San Jose**. First, we visit Doka Coffee Plantation for a **coffee tour** where we learn the techniques used by the experts to produce one of the best coffees in Costa Rica. The careful process involved in the cultivation, harvesting, and roasting of the Golden Bean is demonstrated, then we savour the delectable end-product. We continue to the **Poás Volcano** where we not only admire the impressive main crater with its sulphur fumaroles, but also learn about the different ecosystems in this unique national park. (Note: Poás last erupted periodically during 2017-2019, but the park could be closed again if eruptions resume in 2025.) At **La Paz Waterfall Garden**, we visit the spectacular waterfall in the middle of the rainforest, the hummingbird gallery, the bird house, the butterfly garden, and the frog exhibit. A get-acquainted dinner is an opportunity to visit with your fellow travellers.

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

**Accommodation:** Park Inn By Radisson San Jose

### Monday, January 6

At Guápiles, we board a river boat which takes us down the winding Tortuguero River through the ecological diversity of **Tortuguero National Park** with lots of birdlife and wildlife viewing. After a two-hour journey, we arrive at remote **Pachira Lodge**, located in the jungle on one of the Tortuguero waterways, and lunch is waiting. During the afternoon, we boat across the canal to visit the colourful village of Tortuguero and the **Sea Turtle Conservancy Museum**. Renowned naturalist Archie Carr, author of the 1956 book *The Windward Road*, studied sea turtles at Tortuguero and was instrumental in establishing the Caribbean Conservation Corp.

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

**Accommodation:** Pachira Lodge

### Tuesday, January 7

We take a boat tour along the **Tortuguero Canals** early this morning when the birdlife and wildlife are most active. It is a unique paradise of magnificent flora and fauna. We return to the lodge for breakfast, then enjoy the hotel grounds and jungle trails at leisure, or simply relax. Later, a nature walk gives a better understanding of rainforests.

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

**Accommodation:** Pachira Lodge



# ITINERARY continued

- Wednesday, January 8** We return to Guápiles by boat and vehicle, then continue to La Fortuna de San Carlos, a small town located at the base of **Arenal Volcano**. Standing prominently at 1,636 metres, it was one of the 10 most active volcanoes in the world until 2010 with constant lava flows and eruptions. Today, the volcano is dormant, but its perfect cone shape and superb hot springs make this place a must-visit! Our accommodation for three nights is at Arenal Paraiso Resort, a splendid hotel with panoramic views of the volcano and surrounded by gardens and streams.
- Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Arenal Paraiso Resort
- Thursday, January 9** We board the **Arenal Sky Tram** for a slow-paced journey through the rainforest with awesome views of the volcano during the ascent. Each gondola is accompanied by a bilingual guide and it can be stopped anytime for a special picture or if a bird or animal is spotted. At the top, there is an observation deck with a wonderful vista of the Arenal Volcano's southern face, Lake Arenal far below, and the rolling hillsides around it. Later, we relax at **Ecotermas La Fortuna Hot Springs** where four geothermal pools vary in temperature from 32° C up to 41° C.
- Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Arenal Paraiso Resort
- Friday, January 10** We drive to the western side of Arenal Volcano where most of the activity since 1968 has occurred. There are two interesting walks and our guide chooses a suitable one. The Las Coladas trail traverses the rainforest and crosses over a large lava flow from 1992 where the impact of recent eruptions is visible. The Los Tucanes trail passes through the regrowing forest where we can see more wildlife. The afternoon is free time.
- Meals included:** Breakfast, Lunch  
**Accommodation:** Arenal Paraiso Resort
- Saturday, January 11** This morning's drive goes from Arenal to **Rincon de la Vieja National Park**. This 35,000 acre park is home to an intriguing combination of volcanic geological wonders and pristine tropical forests that span six life zones. The main attraction is Rincon de la Vieja, a smooth cinder cone volcano which rises to 1,884 metres and comprises nine contiguous craters. Tropical forests, including sections of montane and dwarf cloud forest, span the park's base, providing a haven for a host of flora and fauna. Mammals include pumas, jaguars, monkeys (howler, spider, and white-faced), kinkajous, sloths, and tapirs. We have a midday arrival at **Borinquen Mountain Resort** and the afternoon is free time. It is located in a lush rainforest with grand waterfalls, natural mineral hot springs, and sparkling streams. Soak in the hot pools and freshwater pool, or wander the botanical gardens.
- Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Borinquen Mountain Resort
- Sunday, January 12** The centerpiece of the resort is the **thermal springs** with hot pools, volcanic mineral mud, and natural steam rooms. Enjoy the relaxing experience of a volcanic mud treatment, then soak in the natural spring-water hot pools. The facilities are complimentary and professional spa services are charged. For an extra fee, you can ride the zipline with 18 platforms and 12 cables.
- Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Borinquen Mountain Resort
- Monday, January 13** We descend from the mountains, driving past huge ranches and lots of cattle to reach the Pacific Coast and the **Guanacaste** region. Local delicacies are corn tortillas or horchata beverages. On arrival at Tamarindo Beach, we settle into the oceanfront **Tamarindo Diria Resort** for three nights. You will be awed by the natural beauty of

## ITINERARY continued

### Monday, January 13 continued

this private tropical resort, located on a stunning white sand beach. There is plenty of time to relax and soak up the sun. Breakfasts are included and there is a choice of four restaurants and a buffet for other meals. Other facilities are three pools, a whirlpool, free wi-fi, and a small casino. The resort is in the town of **Tamarindo** which has plenty of shops and entertainment.

**Meals included:** Breakfast, Lunch

**Accommodation:** Tamarindo Diria Resort

### Tuesday, January 14

These next two days are free for you to decide what you want to do or simply relax by the pools or the ocean, soaking up the warmth of Costa Rica.

**Meals included:** Breakfast

**Accommodation:** Tamarindo Diria Resort

### Wednesday, January 15

Another free day for you to enjoy Costa Rica.

**Meals included:** Breakfast

**Accommodation:** Tamarindo Diria Resort

### Thursday, January 16

In the afternoon, we drive to **Liberia** and stay overnight. Our farewell dinner is a chance to reminisce with fellow travellers about our winter getaway to Costa Rica.

**Meals included:** Breakfast, Dinner

**Accommodation:** Hilton Garden Inn

### Friday, January 17

We fly to Calgary, then continue to departure cities.

**Meals included:** Breakfast



Arenal Volcano





Tamarindo Diria Resort

## TOUR NOTES

**Documentation:** A passport is required, valid until your return date. A visa is not required for Canadians.

**Currency & Expenses:** The currency in Costa Rica is the colón; \$1 Canadian = 384 colóns as of February 2024. US dollars are widely accepted and exchanged. Gratuities are included for all group meals and for Costa Rica guides, naturalists, and driver-guides. As this tour has been planned and priced 11 months before departure, it is possible that exchange fluctuations could affect the fare, in which case you will be notified of the increase or decrease. All meals are included in Costa Rica except 2 lunches and 3 dinners at the Diria Resort and one other dinner. See also the note about beverages.

**Departure Tax:** Costa Rica charges a departure tax of US\$29 per person at the Liberia airport. WestJet may not include this in the air fare.

**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 \$1,550 and book your own flight which allows seat selection.

**Flight upgrades:** Please enquire about current prices for upgrades on the flights from Vancouver to San Jose. Premium economy and business class may be available. We are unable to book upgrades on WestJet.

**Triples** are not available on this tour.

**Accommodation:** Even though Costa Rica has a busy tourism industry, it is still considered a developing country and accommodation outside the cities may not be up to the standards of Canadian and American hotels. We generally select the best available lodging in each location, but please do not expect to stay in luxury hotels.

**Beverages:** In many countries outside Canada and USA, it is not standard practice to include beverages with tour meals. On this tour, a soft drink or bottled water is included with each meal and other beverages can be purchased.

**Vaccinations:** Costa Rica is a tropical country, so you may need vaccinations. Please visit your local Travel Health Clinic at least a month before departure for advice on required vaccinations. Bring this itinerary.



# TOUR POLICIES

**Payments:** A deposit of \$800 per person is requested at time of booking and balance is due September 26, 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 September 3, 2024, your tour payments will be refunded less an administrative charge of \$100 per person. From September 4 to September 26, the cancellation charge is \$300 per person. From September 27 to November 1, the cancellation charge is 70% of the tour fare. After November 1, 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.

**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:** AdobeStock (Toucans, Spider Monkeys, La Paz Waterfall Gardens, and Tortuguero National Park), Diria Resort, Roland Neave (Arenal Volcano), Pachira Lodge (Tortuguero flora and fauna).

**Experience Points or E-points:** This tour earns 172 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 September 26, 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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## Costa Rica — January 3, 2025

This tour is rated “Activity Level 3” by the tour planners at Wells Gray Tours using our new scale with 4 levels. This rating means there is a lot of activity as described here:



**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; stand for prolonged periods; and participate in nature walks looking for birds and animals. 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.

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. 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 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 \_\_\_\_\_

# 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.*