

# MEXICO'S COPPER CANYON

October 2024



Copper Canyon

## Experience one of the world's most spectacular train journeys!

Excite your senses with this wonderful tour of Mexico's Copper Canyon, full of cultural riches and activities. We start our journey in Mazatlan and drive north along the coastal plain to the charming village of El Fuerte. We board the Chihuahua Al Pacifico Railroad's train for the awesome all-day trip into the canyon through 86 tunnels and over 39 bridges. Stay at Divisadero Barrancas, perched on the rim of Copper Canyon, and gaze over 2,000 metres down into one of the world's deepest canyons. A visit with the local Tarahumara People, a walk to 30-metre high Cusarare Falls, a ride on the aerial tramway with magnificent views, and a walk across the hanging bridge and glass floor are all thrilling experiences.



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

### ► Fares per person

from **\$7,340** double/twin, **\$8,495** single\*

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

### ► Early Booking Bonus

**\$200** discount on first 8 seats; **\$100** on next 4.

### ► Earn 149 Experience Points

### ► Departure from:

BC Interior, Vancouver Island & Lower Mainland



Providing Quality Packaged Travel Since 1972



# DEPARTURE POINTS & DATES

- I BC Interior:** October 11, 2024 - 14 Days
- V Vancouver Island:** October 11, 2024 - 14 Days
- L Lower Mainland:** October 11, 2024 - 14 Days



**Your specific departure point will be confirmed at time of booking.**  
**Passengers travelling from the BC Interior, Vancouver Island & Lower Mainland regions will begin and end the tour as follows:**

- I BC Interior:** We fly from Kelowna or Kamloops to Calgary on Friday, October 11 and stay overnight at the Delta Hotel, conveniently located in the airport. We fly direct to Mazatlan the following morning. We return home by coach from Seattle on Thursday, October 24. Transportation is provided from your pickup point to the airport on the day of departure, and back again when we return.
- V Vancouver Island:** We fly from Victoria to Calgary on Friday, October 11 and stay overnight at the Delta Hotel, conveniently located in the airport. We fly direct to Mazatlan the following morning. We return home from Seattle on Thursday, October 24. For passengers in the Greater Victoria Area, transportation is provided from your pickup point on the day of departure and back when we return. **Up-island passengers** can easily join this tour. We can fly you from Nanaimo or Comox on the day of departure to meet the group in Calgary. There is an additional cost for the return flight to Nanaimo or Comox from Seattle at the end of this tour. Transportation to/from Nanaimo or Comox Airport is not provided.  
**Note:** Home pickup may be offered in the Greater 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.
- L Lower Mainland:** We fly from Vancouver to Calgary on Friday, October 11 and stay overnight at the Delta Hotel, conveniently located in the airport. We fly direct to Mazatlan the following morning. We return home from Seattle on Thursday, October 24. For passengers in the Greater Vancouver Area, home pickup may be arranged at time of booking on the day of departure, and back when we return. Passengers from **Abbotsford or Chilliwack**, you may fly from Abbotsford on the day of departure to join the group in Calgary. Transportation is not provided to Abbotsford Airport. Transportation will be provided from Seattle to our drop off point in Abbotsford on the final day.

## FARES PER PERSON

|          | Departure Point         | Fares per Person                                    | Notes   |
|----------|-------------------------|---|---|
| <b>I</b> | <b>BC Interior</b>      | <b>\$7,340</b> double/twin<br><b>\$8,495</b> single | <ul style="list-style-type: none"><li>• Please add 0.2% GST.</li><li>• There is an additional cost to up-island passengers for the return flight from Seattle to Nanaimo or Comox on the last day of this tour.</li></ul> |
| <b>V</b> | <b>Vancouver Island</b> | <b>\$7,490</b> double/twin<br><b>\$8,645</b> single |   |
| <b>L</b> | <b>Lower Mainland</b>   | <b>\$7,365</b> double/twin<br><b>\$8,520</b> single |   |

# WHAT'S INCLUDED

## ► Meals

- **35 total:** 13 breakfasts, 10 lunches & 12 dinners

## ► Transportation

- Flights from Kelowna, Kamloops, Victoria, Nanaimo, Comox or Vancouver to Calgary
- Flight from Calgary to Mazatlan
- Current air transport taxes & security fees
- 1 checked bag per person on Westjet flight only
- Transfer Mazatlan Airport to hotel
- Coach transportation in Mexico for 7 days
- Transfer from El Fuerte hotel to train station
- Executive class ticket on Chihuahua al Pacifico Railroad El Chepe Express train from El Fuerte to Divisadero
- Transfer from Creel hotel to train station
- Executive class rail ticket on El Chepe Express from Creel to El Fuerte
- Transfer from El Fuerte train station to hotel
- Transfer from Mazatlan hotel to airport
- Aeromexico flight from Mazatlan to Seattle
- Transportation from Seattle to your pickup point in the BC Interior, Greater Vancouver, or Greater Victoria Areas

## ► Accommodation

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

## ► Key Highlights

- Las Labradas archaeological site
- Mayo Village cultural tour
- Teleferico Aerial Tram into Copper Canyon
- Walk on the Hanging Bridge
- Glass-bottom overlook of Copper Canyon
- Walking tour along rim of Copper Canyon
- Tarahumara school and family visits (if possible)
- Guided walk of Tarahumara territory and Cusare Falls
- Walking tour of historic El Fuerte
- Topolobampo Bay cruise for wildlife viewing
- Locally-guided tour of Los Mochis
- Locally-guided tour of Mazatlan
- Malecon cliff divers
- Mazatlan Cathedral

## ► Guides & Gratuities

- Bilingual Mexican guide
- Gratuities for guide and drivers in Mexico

## ► Knowledgeable Wells Gray tour director



### 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, beaches/shorelines, or at higher elevations; and stand for prolonged periods during walking tours. You can climb several flights of stairs easily and unassisted, can handle altitudes up to 9,000 ft (2,800 metres) with no health issues, 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. Cobblestone streets are common in historic towns. The tour director, Mexican guide, 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.





## ITINERARY

### Friday, October 11

We fly to Calgary and stay overnight at the Delta Hotel, conveniently located in the airport. Get acquainted with your fellow travellers during a welcome dinner.

**Meals included:** Dinner

**Accommodations:** Delta Hotel YYC

### Saturday, October 12

Our WestJet flight departs in mid-morning and is non-stop to Mazatlan. **Welcome to Mexico!** After clearing immigration, we meet our Mexican guide and driver. We stay at the Holiday Inn Beach Resort in **Mazatlan**, located beside the beautiful sandy Pacific beach.

**Meals included:** Breakfast, Dinner

**Accommodations:** Holiday Inn Beach Resort

### Sunday, October 13

We drive north along the coastal plain, nicknamed the “Bread Basket of Mexico” because of the fertile farmlands growing corn, wheat, sorghum, beans, oats, chile peppers, tomatoes, and many other crops. We cross the Tropic of Cancer and we visit the **Las Labradas archeological site** where ancient drawings or petroglyphs have been chiseled on volcanic rocks. They date to about 4,000 years ago, and this is the only petroglyph site in a beachside location in the Americas. We also visit a **Mayo village** to delve into regional indigenous culture, ceremonies, medicine, and daily life. We stay overnight in the village of El Fuerte, founded by the Spaniards in 1564.

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

**Accommodations:** Posada del Hidalgo

### Monday, October 14

We board the **Chihuahua Al Pacifico Railroad**, riding on the El Chepe Express train. Thrill to the engineering wonders of this amazing railroad during our six-hour journey high into the Sierra Madre. Planning and construction of the railroad took 90 years and it opened to traffic between Los Mochis and Chihuahua in 1961. After leaving El Fuerte, the train begins to climb steadily along the canyon of the Rio Fuerte. Once into the Sierra Madre, it corkscrews higher and higher, hugging steep mountainsides and squeezing through narrow gorges. At the Temoris switch-backs, three levels of track are visible at the same time. In all, there are 86 tunnels ranging up to a kilometre long and 39 bridges of which the highest is 100 metres. Divisadero station is at the rim of **Copper Canyon (Barranca del Cobre)** and we leave the train on arrival at about 4 pm. We stay two nights at the Hotel Divisadero Barrancas which literally perches on the edge of the cliffs. Enjoy the stunning views during a stroll along the precipice where the rock walls drop over 2,000 metres from the hotel to the river.

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

**Accommodations:** Hotel Divisadero Barrancas

### Tuesday, October 15

Five times larger than the Grand Canyon and 1½ times deeper, Copper Canyon slices into the Sierra Madre to form a vast wilderness that has never been penetrated by roads. The indigenous people in this rugged canyon are the shy **Rarámuri** (aka Tarahumara) who inhabit caves along the canyon walls. Today, we

# ITINERARY continued

## Tuesday, October 15 continued

experience Copper Canyon in several ways. We ride the remarkable **Teleferico Aerial Tram** nearly 1,000 metres down from the rim. Built in 2010, the cable car is up to 200 metres above the ground and the 4.3 km trip from upper to lower stations is one of the longest in the world with no supporting towers. Back at the top, thrill to the **hanging bridge** and the glass-bottom floor. If you are under age 65, you can buy an exciting ride on the zip lines (one is over 2 km long). An afternoon visit is planned to a **Tarahumara school** where the children perform dances and races (subject to change). You may want to browse the Tarahumara craft shops. We hope to arrange a visit with a Tarahumara family, but this is often a last-minute opportunity.

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

**Accommodation:** Hotel Divisadero Barrancas

## Wednesday, October 16

The morning is leisure time. We leave Divisadero by motorcoach after lunch and drive through the Oteros Canyon to the town of **Creel** (pronounced cree-EL). It was founded in 1907 as a logging town, and for many years it was the final stop westbound on the railway from Chihuahua. It is inhabited mostly by indigenous people of the Rarámuri ethnic group, and the use of their native language is widespread. Today, Creel is a gateway to Copper Canyon and tourism is most important for the economy. We stay two nights here.

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

**Accommodation:** Best Western Hotel

## Thursday, October 17

We visit the **Jesuit Mission** of San Ignacio and the Boarding School, view a Tarahumara cave dwelling, and admire nature's handiwork on the weird balancing rocks of Mushroom Valley. The Mission Store stocks English language books about the Tarahumara and Copper Canyon. An optional walk to 30-metre high Cusarare Falls is offered as well.

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

**Accommodation:** Best Western Hotel

## Friday, October 18

We board the **El Chepe Express train** in Creel for the return journey down the western slope of the Sierra Madre. The trip takes 7½ hours with views of the canyons and foothills in the opposite direction. We disembark at **El Fuerte** and stay overnight.

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

**Accommodation:** La Choza Hotel

## Saturday, October 19

El Fuerte was founded by the Spaniards in 1564 and is full of historic buildings. A walking tour in the morning includes the picturesque square bounded by the cathedral and a 200-year old hacienda, now the city hall. In the afternoon, we drive to the coast and the city of Los Mochis where we stay for two nights.

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

**Accommodation:** Best Western Hotel



Hotel Divisadero Barrancas



## ITINERARY continued

### Sunday, October 20

**Los Mochis** is located on the west coast of mainland Mexico, a few miles inland from the Sea of Cortez. Sugar beets are one of the important crops here. This morning, we take a cruise on Topolobampo Bay, the largest and deepest natural harbour on this coast. The bay is home to many dolphins and they invariably leap and play close to the boat. Sea lions and many kinds of birds can also be spotted. Later there is a sightseeing drive around Los Mochis and free time to enjoy shopping in the nearby bazaars.

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

**Accommodation:** Best Western Hotel

### Monday, October 21

We drive to **Mazatlan** along the coastal freeway and stay two nights at the oceanfront Holiday Inn.

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

**Accommodation:** Holiday Inn Beach Resort

### Tuesday, October 22

A sightseeing tour around Mazatlan includes the Cathedral Basilica of the Immaculate Conception, Aquarium, El Faro Lighthouse, Shrimp House, Plaza Machado with its beach mansions, and the daring cliff divers at Malecon. The afternoon is free to enjoy our hotel and the beach. A farewell dinner is a chance to reminisce with fellow travellers about our memorable experiences in Copper Canyon.

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

**Accommodation:** Holiday Inn Beach Resort

### Wednesday, October 23

We fly on Aeromexico from Mazatlan to Mexico City, then take a connecting flight to Seattle, arriving at 8 pm.

**Meals included:** Breakfast

**Accommodation:** Embassy Suites Sea-Tac

### Thursday, October 24

We travel home. Those travelling by coach will have short stops at Bellis Fair Mall in Bellingham and the Duty-Free Store before crossing the border.

**Meals included:** Breakfast



Rio Fuerte bridge



# TRAVELLING IN MEXICO

In the last ten years, you have probably seen stories in the media about the dangers of travelling in Mexico. The Mexican government has made heroic efforts to counteract this bad press and salvage their vital tourism industry by showing that Mexico is as safe to travel in as many foreign countries. Tourism has rebounded, but many people still pay attention to what they see in the media. Mexico still has some dangerous places to visit, but so do many countries including Canada and the USA. This tour was redesigned in 2014 from previous Copper Canyon tours to avoid Chihuahua and Juarez, and the 2024 itinerary stays west of the Sierra Madre where travel is much safer. The El Chepe Express train was introduced in 2019, serving primarily tourists instead of locals. After two years experimenting with train schedules, the company set up times to allow all daylight travel in both directions. The scenery in Copper Canyon and Urique Canyon is awesome, and the train ride is among the world's most spectacular. Major attractions such as the aerial tram down into Copper Canyon, the hanging bridge, and glass floor are thrilling experiences. Come and enjoy this amazing region!

## TOUR NOTES

**Documentation:** A passport is required for this tour and must be valid until you return to Canada. A tourist card is also required for Canadian citizens visiting Mexico. It is issued on arrival and must be kept throughout your visit and surrendered when you leave Mexico at Mazatlán Airport. Don't lose this card as there is a fine to replace it. The Mexico tourism tax is normally included in your airline ticket.

**Currency & Expenses:** Two currencies are used on this tour, the US dollar and the Mexican peso. In cities and towns, the US dollar is used extensively in hotels, shops, and restaurants. Visa and Mastercard are accepted most places, but ATMs are common and you will need a 4-digit PIN. Markets generally accept either currency. Purchases from the Tarahumara are typically in pesos. As of January 2024, the exchange rate is approximately \$1 CDN = 12 pesos. Gratuities have been included for all meals, and for the Mexican guide, local guides, and drivers.

**Tour Director and Guide:** A Wells Gray tour director is with you throughout the tour. A bilingual Mexican guide accompanies you on all the days in Mexico. The Mexican guide provides commentary about scenery and culture, and assists with translation at the various stops.

**Accommodation:** Holiday Inn Mazatlan and Calgary Delta are the only first-class hotels on this tour. Other hotels are rated as 3 or 3+ stars and are generally the best available. Some are in unique or historic buildings. Don't expect fancy hotels in the Copper Canyon region as this is still a remote tourist area. Hotels named in the itinerary could change, but substitute accommodation will be of similar quality.

**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 \$1,050 and book your own flight which allows seat selection.

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

# TOUR POLICIES

**Payments:** A deposit of \$700 per person is requested at the time of booking and balance is due July 10, 2024. By paying the deposit, you agree to the Terms & Conditions, Activity Level and Cancellation Policy outlined. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards).

**Early booking bonus:** Receive a \$200 discount on the first 8 seats and \$100 on the next 4 seats for booking early with deposit. The discount is not offered after July 10, 2024.

**Cancellation Policy:** Up to June 10, 2024, your tour payments will be refunded less an administrative charge of \$100 per person. From June 11 to July 10, the cancellation charge is \$300 per person. From July 11 to August 9, the cancellation charge is 40% of the tour fare. From August 10 to September 10, the cancellation charge is 80% of the tour fare. After September 10, 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:** Adobe Stock (Copper Canyon, pages 1 and 4, and El Chepe train, page 2), VisitCopperCanyon.com (train on bridge, page 6), Hotel Divisadero Barrancas (page 5), and IHG Hotels (Holiday Inn, page 8).

**Experience Points or E-points:** This tour earns 149 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 July 10, 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            | KELOWNA             | VERNON              | PENTICTON              | VICTORIA              |
|---------------------|---------------------|---------------------|------------------------|-----------------------|
| Head Office         |                     |                     |                        |                       |
| 250 Lansdowne St.   | 2575 Richter St.    | 3206 35th St.       | 100 -159 Wade Ave East | 102-736 Broughton St. |
| Kamloops, BC        | Kelowna, BC         | Vernon, BC          | Penticton, BC          | Victoria, BC          |
| V2C 1X7             | V1Y 2R1             | V1T 6B7             | V2A 8B6                | V8W 1E1               |
| <b>250-374-0831</b> | <b>250-762-3435</b> | <b>250-545-9197</b> | <b>250-493-1255</b>    | <b>250-590-7889</b>   |



## Mexico's Copper Canyon — October 11, 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:



**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; and stand for prolonged periods during walking tours. You can climb several flights of stairs easily and unassisted, can handle altitudes up to 9,000 ft (2800 metres) with no health issues, 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. Cobblestone streets are common in historic towns. The tour director, Mexican guide, 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.

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.*