

# A TASTE OF ITALY

October 2024

WELLS GRAY TOURS  
a world to experience



## Featuring Milan, Venice, Florence, Tuscany, Rome & Naples

When thinking of Italy, food and wine is one of the first images to come to mind! But you can't forget Venice with its canals, Rialto Bridge, and Piazza San Marco; the Leaning Tower of Pisa, Accademia with Michelangelo's sculpture of *David*, the landmarks of Rome with its Colosseum, Forum, and the Sistine Chapel murals; the buried city of Pompeii, and the idyllic countryside in Tuscany filled with farms, castles, and wineries. There is so much to see and experience in Italy and this tour covers many highlights of the northern half of the country such as the great cities of Milan, Venice, Florence, Rome, and Naples. The tour features wonderful cuisine, local food products, and wine tasting. An expert bilingual guide is with you in Italy and there are local guides in many cities, so you will be well-informed. Join Wells Gray Tours for a wonderful Italian vacation!



INTERNATIONAL



GROUP SIZE



ACTIVITY LEVEL

### ► Fares per person

from **\$13,085** double/twin, **\$16,030** single\*  
\*pricing details for all departures provided on page 2

### ► Early Booking Bonus

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

### ► Earn 213 Experience Points

### ► Departure from:

BC Interior, Vancouver Island & Lower Mainland



Providing Quality Packaged Travel Since 1972

# DEPARTURE POINTS & DATES

- I BC Interior:** October 17, 2024 - 20 Days
- V Vancouver Island:** October 17, 2024 - 20 Days
- L Lower Mainland:** October 18, 2024 - 19 Days



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

- I BC Interior:** We depart on Thursday, October 17 and drive to New Westminster and stay overnight at the Inn at the Quay overlooking the Fraser River. We return to Vancouver on Tuesday, November 5, where our coach is waiting and we drive to home cities.
- V Vancouver Island:** We depart on Thursday, October 17 to New Westminster and stay overnight at the Inn at the Quay overlooking the Fraser River. We return to Vancouver on Tuesday, November 5. Transfers are provided to your pickup point. **Up-Island passengers,** we may be able to fly you from Nanaimo or Comox airport for an additional cost.  
**Note:** Depending on the number of people booked and coach size, home pickups may be offered in the Greater Victoria Area. The decision is made about 2 weeks before departure and you will be contacted about your pickup point and time.
- L Lower Mainland:** We depart on Friday, October 18. Transfers are provided to the Inn at the Quay or the Vancouver Airport for passengers in the Greater Vancouver Area. We return to Vancouver on Tuesday, November 5. **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>	BC Interior	\$13,470 double/twin \$16,645 single	
<b>V</b>	Vancouver Island	\$13,615 double/twin \$16,790 single	• Please add 0.3% GST
<b>L</b>	Lower Mainland	\$13,085 double/twin \$16,030 single	



Colosseum

# WHAT'S INCLUDED

## ▶ Meals

- **39 total:** 18 breakfasts, 8 lunches & 13 dinners
- **37 total:** 18 breakfasts, 6 lunches & 13 dinners
- **35 total:** 17 breakfasts, 6 lunches & 12 dinners

## ▶ Transportation

- Transportation to/from Vancouver airport
- Flight from Vancouver to Milan, Italy
- Current air transport taxes and security fees
- 1 checked bag per person on flights
- Coach transportation in Italy for 14 days
- Transfer from Milan Airport to hotel
- Water taxi transportation to Venice hotel
- Transfer from Naples hotel to airport
- Flight from Naples to Vancouver

## ▶ Accommodation

- **18 nights** of accommodation and hotel taxes
- **17 nights** of accommodation and hotel taxes
  - Luggage handling at hotels

## ▶ Guides & Gratuities

- Bilingual Italian guide for 15 days
- Gratuities for Italian guide, local guides & driver

## ▶ Knowledgeable Wells Gray tour director

## ▶ Key Highlights

- Locally-guided walking tour of Milan
- Duomo di Milano Cathedral
- Winery tour in Franciacorta & Prosecco tasting
- Locally-guided walking tour of Venice
- Piazza San Marco
- Basilica and Belltower
- Doge's Palace
- Venice Bacaro tour with tastings
- Locally-guided walking tour of Ferrara
- Full-day excursion to Parma region
- Parmigiano-Reggiano Cheese Factory
- Prosciutto di Parma Museum
- Locally-guided walking tour of Florence
- Accademia, home of Michelangelo's *David*
- Full day excursion to Siena and San Gimignano
- Gelato tasting
- Tour of Chianti region
- Wine tasting & dinner at Castello di Verrazzano
- Guided walking tour of Pisa with Leaning Tower
- Tuscany cooking lessons
- Guided walking tour of Assisi
- Basilica of San Francesco
- Locally-guided tour of Rome
- Colosseum of Rome
- Roman Forum
- Guided tour of the Vatican museums
- Sistine Chapel
- St. Peter's Basilica
- Guided walking tour of Naples
- Pompeii archaeological excavations
- Lacryma Christi wine tasting



## Activity Level 3

**Moderate Activity:** This activity rating uses the new scale of 1 to 4 introduced in November 2023. Due to the historic nature of some attractions, it will be necessary to climb stairs, walk on uneven surfaces, and walk up to 3 km at a time. Rooms in some hotels may be reached

by some stairs after riding the elevator. Sometimes the coach cannot drive all the way to an attraction. There are walking tours in several cities where coaches cannot drive and some last up to 4 hours at a gentle pace with stops for commentary. **Everybody** participating in this tour is expected to be capable of handling Activity Level 3. Seeing everything in this itinerary requires active participation. Prior to Wells Gray accepting your booking, you will be required to sign a declaration that you are able to travel on an Activity Level 3 tour. If you are not capable of keeping up with the group or require frequent assistance, the tour director may stop you from participating in some activities or some days of the tour. In extreme situations, you may be required to leave the tour and travel home at your own expense; travel insurance will probably not cover you.



## Tour Size 25

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



Duomo di Milano

## ITINERARY

- Thursday, October 17** We drive to New Westminster and stay overnight at the Inn at the Quay overlooking the Fraser River. A get-acquainted dinner is a chance to meet your fellow travellers.  
**Note:** While it may seem unnecessary to travel to the Lower Mainland the day before your flight, the Coquihalla can have long closures or flights can be cancelled by weather which would cause a missed international flight.  
**Meals included:** **I** Lunch, **I V** Dinner  
**Accommodation:** Inn at the Quay
- Friday, October 18** A transfer is provided to Vancouver Airport in mid-morning and our overnight flight on Air France leaves at 1 pm. Lower Mainland travellers meet the group at either the Inn at the Quay or the Vancouver Airport.  
**Meals included:** **I V** Breakfast
- Saturday, October 19** We change planes in Paris, then continue to Milan, arriving at 1 pm. Move your clocks ahead 9 hours. **Welcome to Italy!** Our Italian guide and driver meet us at the airport and we drive into Milan for a two-night stay.  
**Meals included:** Dinner  
**Accommodation:** Hotel Bianca Maria
- Sunday, October 20** The city of **Milan** is the second largest in Italy. Because of its strategic location, it has been ruled by Romans, French, Spanish, and Austrians until finally coming under rule by the Kingdom of Italy in the late 1800s. Our walking tour of the historic city includes entry to the **Duomo di Milano**, the city's impressive Gothic cathedral that took nearly six centuries to complete.  
**Meals included:** Breakfast, Dinner  
**Accommodation:** Hotel Bianca Maria
- Monday, October 21** Heading east, the rolling hills were shaped by glacial action from the Alps to the north, so the soil is ideal for the cultivation of grapes and wine making. We stop in **Franciacorta** for Prosecco wine tasting and lunch made with local products. Our destination is **Venice** — vivid, vibrant, and vivacious, the Queen of the Adriatic holds a mystical aura of a city of canals and palaces, and is one of the most enchanting places in the world. With canals, bridges and islands, Venice boasts of myriad magic festivals, exotic cuisine, and magnificent architecture. The "City of Canals" extends across 120 islands that are joined by 455 bridges. Its colonization dates to the 5th century when inhabitants came to these marshy islands to escape the Barbarian invasion of the Mongols. Over time, the city grew across these islands, thus making Venice the only place of its kind in the world. We board private water taxis for a transfer from the mainland to the 4-star Hotel Carlton on the Grand Canal.  
**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Hotel Carlton on Grand Canal

## ITINERARY continued

**Tuesday, October 22** Venice is a city best explored by foot, so with the benefit of a local guide, we walk around the historic city. Attractions include **Piazza San Marco**, the Basilica, Bell Tower, and **Doge's Palace**, seat of the Venetian Empire and one of the main landmarks in Venice. Expect the walking tour with rest stops to last about four hours. This afternoon, we enjoy a Bacaro (wine bar) tour with two tastings.

**Meals included:** Breakfast, Dinner

**Accommodation:** Hotel Carlton on Grand Canal

**Wednesday, October 23** Leaving Venice, we travel to **Ferrara**, an intellectual and artistic centre that attracted the greatest minds of the Italian Renaissance in the 15th and 16th centuries. Here, the concept of the 'ideal city' came to life, marking the birth of modern town planning. After a walking tour and lunch, we continue to **Bologna**, known for the oldest university in the Western world, the two landmark towers, and the porticos of the town centre.

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

**Accommodation:** Zanhotel Tre Vecchi

**Thursday, October 24** The day is devoted to the **Parma** area, known for the culinary treasures that it has given to the world. We visit the **Parmigiano-Reggiano Cheese Factory** and the Prosciutto di Parma Museum, learning about the unique methods that create these cheeses and Parma ham. Tastings are provided, of course. Back in Bologna, we savour the cuisine that the region is known for, la cucina Bolognese.

**Meals included:** Breakfast, Lunch

**Accommodation:** Zanhotel Tre Vecchi

**Friday, October 25** Our destination today is the **Tuscany** region and the city of **Florence**, our base for exploring the area. Florence is delightfully beautiful, a jewel of the Renaissance, and a centre for food and fashion in northern Italy. During a walking tour, a local guide shows us the open-air museum of Piazza Della Signoria, Santa Croce which houses the tombs of Michelangelo and Galileo, and the cathedral with Giotto's bell tower and baptistery with its impressive "Gates of Paradise". All these buildings demonstrate the traditions of Florentine art and architecture from the Middle Ages to the Renaissance. We also visit **Accademia**, home of Michelangelo's famed sculpture, *David*. We stay four nights at the Grand Hotel Baglioni, housed in a splendid 19th century building.

**Meals included:** Breakfast, Dinner

**Accommodation:** Grand Hotel Baglioni



## ITINERARY continued

- Saturday, October 26** We spend the morning exploring **Siena**. We walk through the vast Piazza del Campo to see the magnificent frescoes of the Palazzo Pubblico and visit the amazing zebra-striped Cathedral with marble paving and elaborate pulpit. Next, we drive through some of Tuscany's lovely cypress and olive groves while ascending to the ancient hilltop village of **San Gimignano**. In medieval times, each merchant family built its own fortress tower and residential area, and many remain standing today, giving the nickname, "town of the fine towers". Here we experience gelato tasting. Lunch is a treat, at a local farmhouse in the countryside. The food could not be fresher!
- Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Grand Hotel Baglioni
- Sunday, October 27** The morning is free to explore Florence on your own. The afternoon is devoted to exploring the **Chianti region**, well known for its exceptional wines. Here we are treated to an evening at Castello di Verrazzano with its extensive farms and gardens. Dinner and a tour of the wine cellars are included.
- Meals included:** Breakfast, Dinner  
**Accommodation:** Grand Hotel Baglioni
- Monday, October 28** Today's excursion is to the city of **Pisa**, once an important port. Its proud and wealthy merchants dedicated some of their fortunes to build a fine cathedral and baptistery, but today it is the belltower that attracts the most attention – by leaning four metres from perpendicular. A guided walking tour is followed by a lesson in **Tuscan cooking** and rewarded with the fruits of our labour for an exquisite lunch.
- Meals included:** Breakfast, Lunch  
**Accommodation:** Grand Hotel Baglioni
- Tuesday, October 29** We journey south along the road that leads to Rome. We visit the town of **Assisi**, birthplace of St. Francis, who founded the Franciscan religious order here in 1208, and St. Clare, the founder of the Poor Sisters or Poor Clares. We take a guided tour of the **Basilica of San Francesco d'Assisi**, dedicated to St. Francis. On arrival in Rome, we check into our 4-star hotel for a stay of four nights.
- Meals included:** Breakfast, Dinner  
**Accommodation:** Starhotels Metropole
- Wednesday, October 30** **Rome** is called the Eternal City, a term coined by ancient Roman poets, and its 2,500 years of history have proven the name to be true. The birthplace of Western Civilization, the city remains an important cultural and political centre in the modern world. Our locally-guided tour this morning includes entrance to the **Colosseum**, the largest amphitheatre in the Roman Empire, and the **Forum**, the centre of public life in ancient Rome. Palatine Hill is one of the Seven Hills of Rome, a truly ancient part of the city, and has been called "the first nucleus of the Roman Empire." The rest of the day is free to explore and your guide can assist you with plans.
- Meals included:** Breakfast  
**Accommodation:** Starhotels Metropole
- Thursday, October 31** Featured today is a guided walking tour of the **Vatican**, including entry into the Vatican Museums, St. Peter's Basilica, and the **Sistine Chapel** to admire one of Michelangelo's greatest masterpieces. The advantage of traveling in a group is being able to bypass the huge lines that form to enter!
- Meals included:** Breakfast  
**Accommodation:** Starhotels Metropole

# ITINERARY continued

## Friday, November 1

This is a day at leisure when you can visit some other famous sites of Rome, or go back to places we have already seen to spend additional time.

**Meals included:** Breakfast, Dinner

**Accommodation:** Starhotels Metropole

## Saturday, November 2

We journey next to **Naples**, third largest city in Italy. First settled by Greeks in the second millennium BC, Naples is one of the oldest continuously inhabited cities in the world. Its historic city centre is the largest in Europe and a UNESCO World Heritage Site. Neapolitan cuisine is noted for its association with pizza, which originated here, and we have lunch in a local **pizzeria**. A walking tour is included this afternoon, then we settle into our beautiful hotel for two nights.

**Meals included:** Breakfast, Lunch

**Accommodation:** Grand Hotel Santa Lucia

## Sunday, November 3

Mount Vesuvius dominates Naples, and its huge eruption in AD 79 buried nearby **Pompeii** under nearly six metres of ash and pumice. Mostly preserved under the ash, the excavated city offers a unique snapshot of Roman life, frozen at the moment it was buried and providing an extraordinary insight into the everyday life of its inhabitants. It was a wealthy town with fine public buildings and luxurious houses with lavish decorations, furnishings, and works of art which were the main attractions for the early excavators. Our guide interprets this remarkable story. Tonight is our farewell dinner to recap our Italian adventures, held at a farmhouse at the foot of Mount Vesuvius with local foods and Lacryma Christi wines.

**Meals included:** Breakfast, Dinner

**Accommodation:** Grand Hotel Santa Lucia

## Monday, November 4

Saying farewell to Bella Italy, we depart Naples on Air France to Paris. Our hotel is conveniently located in Charles de Gaulle Airport.

**Meals included:** Breakfast, Dinner

**Accommodation:** Inside Hotel CDG

## Tuesday, November 5

Our Air France flight continues, arriving in Vancouver before noon. Transportation is arranged to your departure point.

**Meals included:** Breakfast, ① Lunch





## A TASTE OF ITALY

Vatican

Italy is considered one of the world's most culturally and economically advanced countries with its economy ranking 8th largest in the world and 3rd in the Eurozone. As a reflection of its cultural wealth, Italy is home to the world's largest number of World Heritage Sites (55) and it is the 5th most visited country. This will be Wells Gray Tours' 5th trip to Italy since 2006.

When thinking of Italy, food and wine is one of the first images. Then other icons come to mind – the canals of Venice, the murals of the Sistine Chapel, the Leaning Tower of Pisa, the Rome Colosseum, the Vatican, and the buried city of Pompeii, as well as the eroding architecture of one of the great civilizations of mankind, the art treasures, and the rolling idyllic countryside filled with farms, castles, and wineries. There is so much to see and experience in northern Italy and this 2½ week tour covers many highlights. Included are the great cities of Milan, Venice, Florence, Rome, and Naples, along with the magical countryside of Tuscany. The tour features wonderful cuisine, sometimes with local food products, and wine-tasting from the expertise of Italian vintners.

We are delighted to arrange another Wells Gray tour to Italy for a taste of the flavours, culture, and long history that this fascinating country has to offer.

## TOUR NOTES

**Documentation:** A passport is required to visit Italy and France (the stopover), and must be valid for at least three months after your return to Canada. A visa is not required for these countries.

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

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

**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 \$1,995 and book your own flight which allows seat selection.

**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.

**Beverages:** Although most meals are included, it is not common practice in Europe to include beverages with meals. Bottled water is usually served, and sometimes a glass of wine, but any other beverage is probably at your expense.

**Rooms for singles** are often a different style or smaller size than twin rooms. Many hotels limit the number of single rooms allocated to a group. Please book early if you prefer to travel single.

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



## TOUR POLICIES

**Payments:** A deposit of \$800 per person is requested at the time of booking and balance is due July 11, 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 first 8 seats and \$100 on the next 4 seats for booking early with deposit. The discount is not offered after July 11, 2024.

**Cancellation Policy:** Up to June 11, 2024, the cancellation charge is \$100 per person. From June 12 to July 11, the cancellation charge is \$500 per person. From July 12 to August 9, the cancellation charge is 40% of the tour fare. From August 10 to September 11, the cancellation charge is 80% of the tour fare. After September 11, 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 component of an extensive tour due to an issue beyond our control, the current penalties still apply if you choose to cancel the entire tour. Fuel surcharges and

changes to taxes, currency exchange rates, or other tour costs can occur at any time, therefore Wells Gray Tours reserves the right to increase fares due to such changes up to departure.

**Travel Insurance:** A Comprehensive Insurance policy is available through Wells Gray Tours and coverage is provided by Travel Guard. Policies purchased at deposit include a waiver of the pre-existing condition clause for medical and cancellation claims, otherwise policies can be purchased no later than at final payment. Please contact us for details.

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

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

**Experience Points or E-points:** This tour earns 213 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 11, 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)  
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Our offices are open for walk-in traffic or by appointment

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**VICTORIA**  
102-736 Broughton St.  
Victoria, BC  
V8W 1E1  
**250-590-7889**



## A TASTE OF ITALY — October 17, 2024

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

- You can walk 3 kilometres in 1 hour.
- You can participate in a guided walking tour for up to 4 hours and stand for extended periods listening to commentary.
- You can walk on cobblestone streets and uneven sidewalks.
- You can carry or wheel your own luggage in airports to/from the coach.

Since a few people who are not capable of doing the above activities can hold up the entire group, Wells Gray Tours expects everybody booking a tour with “Activity Level 3” to be reasonably fit. You must be able to participate in activities without the assistance of the tour director, driver, or other travellers. Please read the following and sign acknowledging that these statements are true. The tour deposit will be due after you have signed this statement.

- I want to travel on a Wells Gray tour with a rating of “Activity Level 3” on the new scale with 4 levels.
- I have read the brochure with the full itinerary and description of activities that are typical on this tour.
- I understand that this is the second highest activity level that a Wells Gray tour can be rated.
- I am confident that I can participate in tour activities at this level, and I will not hold up or delay the other members of the tour.
- I do not require the use of a wheelchair or a walker.

If my physical condition changes between booking and departure date such that I can no longer do this level of activity, I will notify the Wells Gray office or agent. The specified penalties will apply for cancelling and travel insurance may cover this.

If I am not capable of keeping up with the group or require ongoing assistance, I understand that the Wells Gray tour director has the right to not allow me to participate in some activities or some days of the tour. In extreme situations, I acknowledge that I may be required to leave the tour and travel home at my own expense, and that travel insurance will probably not cover me.

This statement has been implemented by Wells Gray Tours to maintain high quality itineraries, accurate timing, and the enjoyment of all tour participants. Each person booking this tour must sign this statement. Thank you for your understanding.

Signature \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_

**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.

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

**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.*

Revised March 2023