

VANCOUVER TO SAN DIEGO CRUISE & LAS VEGAS

September 2024



San Diego

Includes San Francisco & Las Vegas

With cruising proving to be more popular than ever, here is a pleasant 5-day cruise on Holland America's *Nieuw Amsterdam*. We board in Vancouver, spend a day in San Francisco, and disembark in San Diego. The ship has lots of veranda staterooms which are the most popular nowadays, but insides, outsides, and suites are also available. We spend 2 days in San Diego with attractions such as its famous zoo, the Birch Aquarium, and Maritime Museum. Then we head to the glamour and glitter of Las Vegas, with 4 nights at the Golden Nugget Hotel and Casino. Two fabulous shows are included – Cirque du Soleil's *Mystère* and *America's Got Talent*. We also visit the Mob Museum and Hoover Dam, plus there is lots of free time to do things that interest you in Las Vegas. Join Wells Gray Tours for a wonderful cruise, plus San Diego and Las Vegas.



CRUISE TOUR



ACTIVITY LEVEL

► **Fares per person**

from **\$5,035** double/twin, **\$6,145** single*
**pricing details for all departures provided on page 2*

► **Early Booking Bonus**

\$250 discount on first 12 seats; **\$125** on next 8.

► **Earn 111 Experience Points**

► **Departure from:**

BC Interior, Vancouver Island & Lower Mainland



DEPARTURE POINTS & DATES

- I BC Interior:** September 28, 2024 - 13 Days
- V Vancouver Island:** September 28, 2024 - 13 Days
- L Lower Mainland:** September 29, 2024 - 12 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 depart on Saturday, September 28 and drive to New Westminster and stay overnight at the Inn at the Quay. We return to Kelowna from Las Vegas on Thursday, October 10. Transportation is provided from your pickup point on the day of departure and back when we return.
Note: While it may seem unnecessary to travel to the Lower Mainland the day before your cruise, the Coquihalla can have long closures which would cause you to miss your ship's departure.
- V Vancouver Island:** We travel from Victoria to New Westminster on Saturday, September 28 and stay overnight at the Inn at the Quay. We return from Las Vegas on Thursday, October 10. 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 may easily join this tour. We can fly you from Nanaimo or Comox to Vancouver on September 28 with return to Comox or Nanaimo. There is an additional cost to passengers for the flight to Vancouver. Transportation is not provided to Nanaimo or Comox Airports.
Note: While it may seem unnecessary to travel to the Lower Mainland the day before your cruise, ferries and flights can be cancelled by weather which would cause you to miss your ship's departure. Home pickups 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:** Passengers from the Greater Vancouver area depart on Sunday, September 29 and will join the tour at either Canada Place or Inn at the Quay. A home pickup may be arranged at the time of booking for passengers in the Greater Vancouver Area. Passengers from Abbotsford and Chilliwack depart on Saturday, September 28 and drive to New Westminster and stay overnight at the Inn at the Quay. Transportation is provided from your pickup point on the day of departure to New Westminster. We all return from Las Vegas on Thursday, October 10. Passengers from Abbotsford and Chilliwack may fly back into Abbotsford. Transportation is not provided from Abbotsford Airport.

FARES PER PERSON

Departure Point	Interior Stateroom Category I	Oceanview Stateroom Category C	Veranda Stateroom Category VD
I BC Interior	\$5,165 double/twin \$6,390 single	\$5,325 double/twin \$6,675 single	\$5,460 double/twin \$7,100 single
V Vancouver Island	\$5,315 double/twin \$6,540 single	\$5,475 double/twin \$6,825 single	\$5,610 double/twin \$7,250 single
L Lower Mainland	\$5,035 double/twin \$6,145 single	\$5,195 double/twin \$6,430 single	\$5,330 double/twin \$6,855 single

- Please add 0.5% GST
- Triple fares and ship suites also available.
- Vancouver Island pricing does not include flight from Nanaimo or Comox to Vancouver on September 28.

WHAT'S INCLUDED

► Meals

I 22 total: 9 breakfasts, 7 lunches & 6 dinners

V 21 total: 9 breakfasts, 6 lunches & 6 dinners

L 20 total: 8 breakfasts, 6 lunches & 6 dinners

► Transportation

- Transportation to Vancouver cruise terminal
- 5 days of coach transportation
- Transportation to/from *Mystère* by Cirque du Soleil and *America's Got Talent* in Las Vegas
- Transfer from Las Vegas hotel to airport
- Flight from Las Vegas to Kelowna, Victoria, Nanaimo, Comox, Vancouver or Abbotsford
- Current air transport taxes & security fees
- 1 checked bag per person
- Transfer from airport to your pickup point

► Accommodation

- Stateroom for 5 nights on *Nieuw Amsterdam*
- Port charges & cruise taxes

I V 7 nights of hotel accommodation & taxes

L 6 nights of hotel accommodation & taxes

- Luggage handling at hotels & ship

► Key Highlights

- Locally-guided tour of San Diego
- San Diego Zoo
- Birch Aquarium
- Maritime Museum
- Guided tour of Mob Museum
- Museum Distillery beverage
- Guided walking tour of downtown Las Vegas
- Cirque du Soleil *Mystère* at Treasure Island
- Guided tour to Hoover Dam
- *America's Got Talent* at Luxor

► Guides & Gratuities

- Cruise gratuities
- Gratuities for San Diego & Las Vegas guides & drivers

► Knowledgeable Wells Gray tour director

Activity Level 2



Moderate activity: This activity rating uses the new scale of 1 to 4 introduced in November 2023. As a traveller you like a variety of activities and walking up to 2 km with breaks such as on a guided walking tour is very doable for you without assistance. You can stand for prolonged periods and can climb two flights of stairs without assistance. Please be aware that on tours with flights and cruises you must handle your own luggage to the check in counter and from baggage claim. You can walk longer distances in airports and cruise terminals.

You may bring a cane if needed. The coaches cannot carry a scooter or motorized wheelchair. 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.



Tour Size 40

This tour is limited to 40 participants.



Cable car in San Francisco



San Diego

ITINERARY

Saturday, September 28

Passengers from the BC Interior and Vancouver Island travel to New Westminster and stay overnight at the Inn at the Quay, overlooking the Fraser River.

Meals included: ① Lunch

Accommodation: Inn at the Quay

Sunday, September 29

Take a stroll along the riverfront boardwalk this morning. We are joined by passengers from the Greater Vancouver Area and board the **Nieuw Amsterdam** at about noon. An embarkation buffet lunch is served in the Lido Restaurant. The afternoon is free time to get familiar with the ship. We sail from Canada Place at 3 pm with a festive "Farewell to Vancouver" deck party as we pass under Lions Gate Bridge. Savour your first wonderful dinner, followed by a lively stage show or many other evening activities.

Meals included: ① ② Breakfast, Lunch, Dinner ③ Lunch, Dinner

Accommodation: Nieuw Amsterdam

Monday, September 30

Enjoy two relaxing days at sea. Although we are in the open Pacific, the *Nieuw Amsterdam* is remarkably smooth because it is equipped with the best stabilizers. How do you want to spend your days? The ship's daily newsletter keeps you informed about scheduled activities like stage shows, movies, bingo games, group fitness, and game times in lounges. Schedule a treatment at the spa, get some advice on a workout plan at the fitness centre, or sidle up to the wine tasting bar to sample wines from around the world. The choices are many.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Nieuw Amsterdam

Tuesday, October 1

Enjoy this day at sea aboard the *Nieuw Amsterdam*

Meals included: Breakfast, Lunch, Dinner

Accommodation: Nieuw Amsterdam

Wednesday, October 2

Be sure to be on deck or out on your balcony early when the *Nieuw Amsterdam* makes a dramatic entrance to **San Francisco**, passing under the amazing Golden Gate Bridge. This is a free day to explore San Francisco as you wish — take a ship's shore excursion, book a tour on the dock, stroll Fisherman's Wharf, ride a historic cablecar, or browse the shops of Pier 39. The *Nieuw Amsterdam* sails at 11 pm, so you can experience some San Francisco nightlife.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Nieuw Amsterdam

Thursday, October 3

This is a day of cruising off the California Coast. Enjoy all the facilities on board. Tonight or sometime during the cruise, you may wish to dine in the Pinnacle Grill, Tamarind, or Canaletto restaurants for a special experience (we recommend making a reservation in advance).

Meals included: Breakfast, Lunch, Dinner

Accommodation: Nieuw Amsterdam

ITINERARY continued

Friday, October 4

The *Nieuw Amsterdam* docks in **San Diego** and we disembark about 9 am. Our coach and driver are waiting at the pier and a locally-guided tour shows off some highlights of San Diego. Afterwards, we visit the **San Diego Zoo**, one of the largest in the world with over 4,000 animals representing 800 species. An aerial tram, shuttle trolleys, and a narrated bus tour make it easy for you to get around. We stay two nights at the Embassy Suites San Diego Bay. Enjoy the Manager's Reception with your fellow travellers each evening.

Meals included: Breakfast

Accommodation: Embassy Suites San Diego Bay

Saturday, October 5

In La Jolla, we visit the **Birch Aquarium** which contains over 30 tanks teeming with life typical of the waters from the west coast to the tropical seas. Later, we explore the **Maritime Museum** on the San Diego waterfront which features many nautical displays and three historic ships including the Star of India, the world's oldest active ship.

Meals included: Breakfast

Accommodation: Embassy Suites San Diego Bay

Sunday, October 6

Leaving San Diego, we cross the San Bernardino Mountains via Cajon Pass and drive across the Mojave Desert, seeing a great array of desert plants such as the imposing Joshua Tree, ocotillo, yucca and cactus. Our destination is the glamour and glitter of **Las Vegas**. We stay four nights at the superb Golden Nugget Hotel & Casino, located on lively Fremont Street downtown.

Meals included: Breakfast, Lunch, Dinner

Accommodation: Golden Nugget Hotel

Monday, October 7

The morning is free time, then we go to the **Mob Museum** which features the stories of the Mafia and some famous characters of Las Vegas such as Bugsy Siegel, Frank Costello, and Raymond Patriarca. After the guided tour, we meet for a drink in The Underground Distillery which is a recreation of a prohibition-era hidden bar where admission was tightly controlled. Next is a guided walking tour of Fremont Street and downtown Las Vegas. Tonight, at Treasure Island Resort, we thrill to a **Cirque du Soleil show, Mystère**. This awesome show has been running for 31 years, the longest of any Cirque show, in a specially-built theatre. Mystère features a mixture of circus skills, dance, elaborate sets, opera, worldbeat music, and street theatre-style comedy.

Meals included: Breakfast

Accommodation: Golden Nugget Hotel

Tuesday, October 8

With the benefit of a local guide, we hear stories of Las Vegas as we drive to **Hoover Dam**. Completed in 1935, the dam is 221 metres tall and backs up the Colorado River to form Lake Mead. A tour of the powerhouse is included (subject to change by authorities). The afternoon is leisure time.

Accommodation: Golden Nugget Hotel

Wednesday, October 9

This is a free day, so you can do whatever interests you in fabulous Las Vegas. Some are content to visit the great variety of casinos, both downtown and on the Strip. Some enjoy the museums while others relax in a spa or pool. Your tour director can suggest ideas to suit your taste. Tonight, we go to the Luxor Hotel to see the ultimate competition show in the US, **America's Got Talent**. It features the best performers from past seasons of the hit TV show, the astounding stunts, gorgeous music, and mesmerizing magic acts.

Accommodation: Golden Nugget Hotel

Thursday, October 10

We fly from Las Vegas to Kelowna, Victoria, Nanaimo, Comox, Abbotsford or Vancouver.



Nieuw Amsterdam dining

TOUR & CRUISE NOTES

MS NIEUW AMSTERDAM: The *Nieuw Amsterdam* made her inaugural cruise in 2010 after being christened by Princess Maxima of the Netherlands (now the Queen). She is Holland America's second largest design with a capacity of 2,100 passengers. *Nieuw Amsterdam's* gross tonnage is 86,000 and she is 285 metres long. Her 11 decks feature a 1,000-seat live entertainment theatre, nine lounges, casino, shopping arcade, movie theatre, beauty shop, library, games room, Internet centre, spa, gymnasium, and two swimming pools (one with sliding dome cover). *Nieuw Amsterdam* has 14 elevators and four of them are glass with panoramic views. An exquisite \$2 million collection of art and artifacts is showcased throughout the ship with a theme of "The Dutch Golden Age".

Dining is one of the highlights of a cruise. The elegant two-floor Dining Room serves breakfast, lunch, and dinner with full choice of menu. The Lido Market offers buffet-style serving stations for breakfast, lunch, dinner, and the 11 pm snack. The intimate Pinnacle Grill, the Canaletto Restaurant, and the Tamarind Restaurant offer extraordinary service, reserved seating and gourmet menus for an extra charge. You can also dine in the privacy of your stateroom by ordering from the complimentary room service menu. All meals are culinary delights and you will not go hungry on board!

Staterooms have twin lower beds (some convert to queen-size double), television, music, telephone, and bathroom with toilet, sink, and shower or bathtub. A crew of nearly

900 ensures top-quality service and entertainment. Every day has a full schedule of optional activities: dance class, bridge, bingo, shuffleboard, table-tennis, karaoke, board games, and fitness activities. The movie theatre presents films several times daily and, every evening, there is live entertainment in the Mainstage Theatre plus musicians playing in most lounges.

Please book early: Cruises are incredibly popular nowadays. Ships are filling up faster and earlier than they once did, so waiting too long to book usually means "Sorry, wait till next year." Holland America has confirmed a block of staterooms for this cruise and they are normally held until 90 days before sailing (late June 2024). However, any unsold staterooms can be taken away from us at any time if the ship or even a category fills. This occurs on most of our group cruises, then we must turn away disappointed customers, even though seats are available on the connecting motorcoach. Therefore, please don't delay booking this tour.

Dinner reservations: The *Nieuw Amsterdam* offers both open dining and fixed dining. Open dining is standard, so you can go to a restaurant when you are ready with your friends or make a reservation earlier in the day. If you prefer to dine at the same time with the same people each day, we can request this. The three specialty restaurants take reservations 3 months before sailing or you can book on board (we recommend doing this early in the voyage).

TOUR POLICIES

Payments: A deposit of \$500 per person is requested at the time of booking and balance is due June 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).

Early Booking Bonus: Receive a \$250 discount on the first 12 seats and \$125 on the next 8 seats for booking early with deposit. The discount is not offered after June 26, 2024.

Cancellation Policy: Up to May 24, 2024, the cancellation charge is \$100 per person. From May 25 to June 26, the cancellation charge is \$300 per person. From June 27 to

TOUR POLICIES continued

July 26, the cancellation charge is 40% of the tour fare. From July 27 to August 26, the cancellation charge is 80% of the tour fare. After August 26, 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.

Show cancellation: It rarely happens, but actors occasionally get sick, or some mishap causes the cancellation of a show such as *Mystère* or *America's Got Talent*. This can occur even an hour before the performance begins. We know that this would be disappointing for our customers, but the only refund we would be able to obtain for you would be the actual ticket price of the show. The hotel, motorcoach, and other tour services are all prepaid and are non-refundable at short notice.

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 \$315 and book your own flight which allows seat selection.

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. An allergy causes medical distress, a preference does not. For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve.

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

Photo Credits: Adobe Stock (San Diego, Las Vegas, cable car and Golden Gate Bridge) and Holland America Line (dining room).

Experience Points or E-points: This tour earns 111 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 points on tours longer than 3 days. You can accumulate enough points to earn a free tour (this tour is eligible until June 26, 2024).

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

WE PLAN.
YOU PACK.
NO WORRIES!

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
250-374-0831	250-762-3435	250-545-9197	250-493-1255	250-590-7889

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. For public-health information, we recommend contacting the BC Centers for Disease Control at 604-707-2400 or 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.