

# WHITEHORSE & GLACIER BAY CRUISE

July 2024

**WELLS GRAY TOURS**  
a world to experience



Koningsdam in Glacier Bay

## On Holland America's Koningsdam

This is a very unique cruise because it is not offered in Holland America's catalogue. Most Alaska cruises are round trip from Vancouver or Seattle, but this is one-way from Skagway to Vancouver with Glacier Bay. Whitehorse is too far inland to be accessible as a one-day shore excursion from the ship, but there are enough attractions in the Yukon's capital to fill 2 days. On this tour, fly to Whitehorse for a 3-night stay and enjoy the Beringia Centre, Eclipse Nordic Hot Springs, Yukon Wildlife Preserve, MacBride Museum, and Yukon Transportation Museum. Board the White Pass Railway at Carcross and ride this historic train through the St. Elias Mountains and down the thrilling grade to Skagway. Then embark the beautiful *Koningsdam* and cruise to Vancouver with a day spent in the incredible scenery of Glacier Bay. Come and enjoy this unique cruise and tour. Holland America does not make it available every year.



CRUISE TOUR



ACTIVITY LEVEL

### ► Fares per person

from **\$3,105** double/twin, **\$4,205** single\*  
*\*pricing details for all departures provided on page 2*

### ► Early Booking Bonus

**\$100** discount on first 12 seats; **\$50** on next 8.

### ► Earn 70 Experience Points

### ► Departure from:

BC Interior, Victoria & Lower Mainland



White Pass & Yukon Railway

Providing Quality Packaged Travel Since 1972



# DEPARTURE POINTS & DATES

- I BC Interior:** July 26, 2024 – 9 Days
- V Vancouver Island:** July 26, 2024 – 9 Days
- L Lower Mainland:** July 26, 2024 – 9 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 fly from Kelowna to Whitehorse on Friday, July 26. On our return, we dock at Canada Place in Vancouver on Saturday, August 3 and then travel home. Transportation is provided from your pickup location to Kelowna Airport on the day of departure, and back when we return.
- V Vancouver Island:** We fly from Vancouver to Whitehorse on Friday, July 26. On our return, we dock at Canada Place in Vancouver on Saturday, August 3 and then travel home. For passengers in the Greater Victoria Area, transportation is provided to Vancouver Airport from your pickup point on the day of departure, and back when we return from Vancouver.  
**Note:** 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:** We fly from Vancouver to Whitehorse on Friday, July 26. On our return, we dock at Canada Place in Vancouver on Saturday, August 3 and then travel home. For passengers in the Greater Vancouver Area, home pickup may be arranged at time of booking for transportation to Vancouver Airport and return from Canada Place. Transportation is not provided from Abbotsford or Chilliwack to Vancouver Airport on the day of departure. Transportation is provided from Canada Place to drop-off points in Abbotsford and Chilliwack when we return.

## FARES PER PERSON

	Departure Point	Inside Stateroom Category I	Oceanview Stateroom Category C	Veranda Stateroom Category VA	Neptune Suite Category SA
<b>I</b>	<b>BC Interior</b>	<b>\$3,145</b> double/twin <b>\$4,245</b> single	<b>\$3,525</b> double/twin <b>\$4,995</b> single	<b>\$3,790</b> double/twin <b>\$5,540</b> single	<b>\$5,395</b> double/twin <b>\$8,760</b> single
<b>V</b>	<b>Vancouver Island</b>	<b>\$3,295</b> double/twin <b>\$4,395</b> single	<b>\$3,675</b> double/twin <b>\$5,145</b> single	<b>\$3,940</b> double/twin <b>\$5,690</b> single	<b>\$5,545</b> double/twin <b>\$8,910</b> single
<b>L</b>	<b>Lower Mainland</b>	<b>\$3,105</b> double/twin <b>\$4,205</b> single	<b>\$3,485</b> double/twin <b>\$4,955</b> single	<b>\$3,750</b> double/twin <b>\$5,500</b> single	<b>\$5,355</b> double/twin <b>\$8,720</b> single

- Please add 2% GST.
- Triple fares are also available.

# WHAT'S INCLUDED

## ► Meals

- 🕒 **15 total:** 4 breakfasts, 6 lunches, 5 dinners
- 🕒 **14 total:** 4 breakfasts, 5 lunches, 5 dinners

## ► Transportation

- Transportation to Kelowna or Vancouver Airport from the BC Interior, Greater Victoria, or Greater Vancouver Areas
- Air North flight to Whitehorse
- Current air taxes & fuel surcharges
- 1 checked bag per person
- Transfer from Whitehorse Airport to hotel
- 3 days of coach transportation in Yukon
- White Pass Railway from Carcross to Skagway
- 2 transfers in Skagway
- Transportation from Vancouver to pickup point

## ► Knowledgeable Wells Gray tour director

## ► Accommodation

- 4 nights of hotel accommodation & taxes
- 4-day Holland America cruise from Skagway to Vancouver on board *Koningsdam*
- Port charges & cruise taxes
- Luggage handling at hotels & ship

## ► Key Highlights

- Beringia Centre
- Yukon Museum of Transportation
- MacBride Museum
- Yukon Wildlife Preserve
- Eclipse Nordic Hot Springs
- SS Klondike National Historic Site
- White Pass Museum in Bennett

## ► Gratuities

- Cruise gratuities
- Gratuities for train staff, docents at some museum, & coach driver in Whitehorse

## Activity Level 2



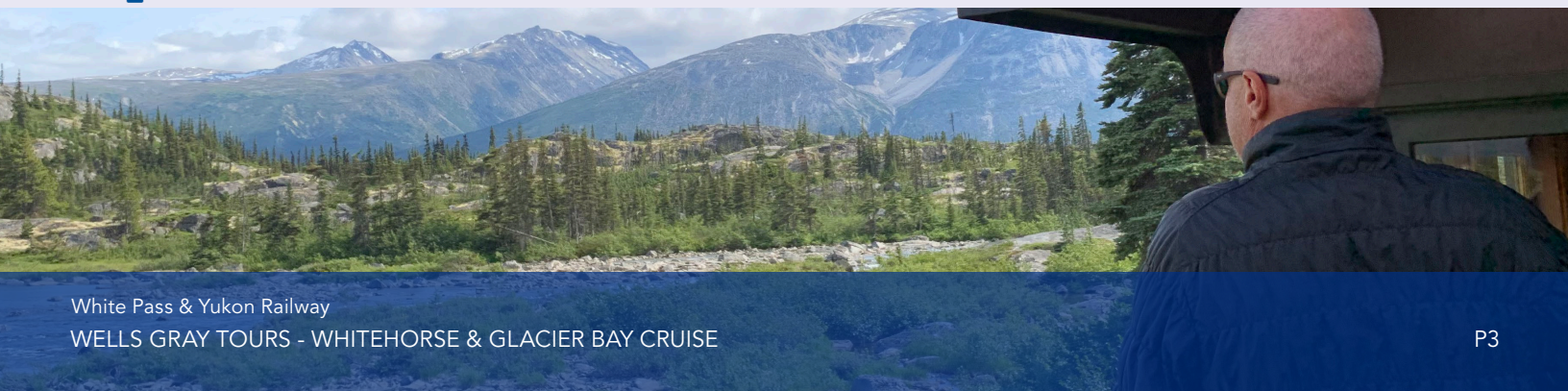
This activity rating uses the new scale of 1 to 4 introduced in November 2023.

**Moderate activity:** As a traveller you like a variety of activities and walking up to 2 km with breaks such as a guided walking tour is very doable for you without assistance. There are steps on and off the train. Wheelchair or cart assistance is available in the airports upon request. There can be longer walks on the ship between your stateroom, dining rooms, and theatre. The coaches and train cannot carry a scooter or motorized wheelchair. Please be aware that on tours with flights and cruises, you must handle your own luggage and walk longer distances in airports and cruise terminals. In addition, you may need to handle your own luggage at hotels where luggage handling is not available. You may bring a cane or walking poles if needed. 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.







## ITINERARY

Eclipse Nordic Hot Springs

### Friday, July 26

We fly from Kelowna or Vancouver to Whitehorse, arriving at about 9 pm. We stay three nights in the downtown area.

**Accommodation:** Best Western Gold Rush Inn

### Saturday, July 27

First, we explore the amazing **MacBride Museum** which has a large collection of relics and photos from gold-rush days, including the log cabin belonging to Sam McGee about whom Robert Service, "Bard of the Yukon", wrote a famous ballad. Next, we go to the wonderful **Beringia Centre** which tells the story of native people and animals that lived in a prehistoric land between Alaska and Siberia known as the Bering Land Bridge. In the afternoon, we relax in the soothing waters of **Eclipse Nordic Hot Springs** with temperatures up to 42° Celsius. This beautiful facility with three pools was re-opened in 2021 after being totally rebuilt. A "Welcome to the Yukon" dinner is planned.

**Meals included:** Dinner

**Accommodation:** Best Western Gold Rush Inn

### Sunday, July 28

We learn about the native animals at the **Yukon Wildlife Preserve**, a unique 350-acre viewing facility featuring 12 major species of northern mammals such as moose, muskox, mountain goat, wood bison, woodland caribou, elk, lynx, and Dall's sheep, presented in their natural environments. This afternoon, we visit the Yukon Museum of Transportation which brings to life tales of bush pilots, Chilkoot Trail travellers, Klondike stampedeers, and Alaska Highway builders. Next, we tour the sternwheeler **SS Klondike** which plied the Yukon River to Dawson City from 1937 to 1955 and is now a National Historic Site.

**Accommodation:** Best Western Gold Rush Inn

### Monday, July 29

We drive to Carcross and board the **White Pass & Yukon Railway** for a thrilling five-hour journey through the rugged St. Elias Mountains. This narrow-gauge railway was built in 1898 to serve stampedeers to the Klondike Gold Rush. Today it ranks among the world's most scenic rail journeys and has been designated an International Historic Civil Engineering Landmark. A stop is made at Bennett to visit the White Pass Museum. Beyond White Pass, the train descends 850 metres through tunnels and across high trestles on a cliff-hanging route to reach the ocean at Skagway. The Klondike Gold Rush was in full swing 125 years ago and **Skagway** was the major gateway to the Yukon. Today, that heritage is kept alive with old boardwalks and quaint false-fronted buildings.

**Meals included:** Lunch

**Accommodation:** Westmark Skagway Inn

### Tuesday, July 30

A transfer is provided from the hotel to the dock and we board Holland America's **Koningsdam**. An embarkation lunch is served and you may want to wander the ship and discover its many amenities. You can also get off to explore more of Skagway. After a superb dinner, there is a lively stage show and the ship sails at 8 pm.

**Meals included:** Lunch, Dinner

**Accommodation:** Holland America's *Koningsdam*



## ITINERARY continued

### Wednesday, July 31

Nothing quite prepares you for waking up this morning amidst the grandeur of **Glacier Bay**. The *Koningsdam* sails close to the Margerie Glacier and the Grand Pacific Glacier where chunks of ice periodically break away and crash into the sea. A National Park Ranger on board explains the natural phenomenon in detail. We spend most of today exploring an unforgettable world of floating ice castles and tidewater glaciers.

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

**Accommodation:** Holland America's *Koningsdam*

### Thursday, August 1

We dock in **Ketchikan** from 11 am to 7 pm. This picturesque town has waterfront buildings on pilings, weathered stairways clinging to steep hillsides, and the famous Creek Street boardwalk.

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

**Accommodation:** Holland America's *Koningsdam*

### Friday, August 2

We admire the magnificent scenery of British Columbia's famed **Inside Passage**. We pass hundreds of islands and waterfalls, and probably see wildlife such as bald eagles, porpoises, or killer whales. We sail through the narrow, sheltered waterways of Princess Royal Channel and Seymour Narrows where Ripple Rock used to menace ships.

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

**Accommodation:** Holland America's *Koningsdam*

### Saturday, August 3

We dock at Canada Place in **Vancouver** this morning. Transportation is provided back to your departure point.

**Meals included:** **I** Breakfast, Lunch

**V L** Breakfast







## TOUR & CRUISE NOTES

**MS KONINGS DAM:** Holland America Line's third newest ship, *MS Koningsdam*, made her grand entrance into the cruising world in 2016. To bring this new ship to life and give form and function to its brand, Holland America commissioned two legendary partners, Adam Tihany, regarded as one of the world's pre-eminent hospitality designers, and architect Bjørn Storbraaten. Their revolutionary designs for *Koningsdam* featured light-filled spaces, fluid curves, a sophisticated interplay of high technology and elegance, and beautiful architectural elements inspired by music. All were woven together to create an interior that blends a fresh, contemporary styling in perfect harmony with Holland America's classic elegance.

The *Koningsdam* carries 2,650 passengers, the largest ever built by the company. Her 12 decks feature four performance venues including the 1,000-seat live entertainment theatre, five lounges, casino, shopping arcade, movie theatre, beauty shop, library, games room, 12 elevators, internet centre, spa, fitness centre, and two swimming pools (one with sliding dome cover). The *Koningsdam* offers 12 restaurants or cafés. The elegant two-deck 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 Pinnacle Grill, the Canaletto Restaurant with Italian cuisine, the Tamarind Restaurant with Asian cuisine, and Sel de Mer with a seafood menu all 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 room service menu. All meals are culinary delights!

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 over 1,000 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. Every evening, there is

live stage entertainment in the World Stage Theatre, and several other venues each offer a performance schedule.

**Importance of early booking:** Cruises are incredibly popular post-Covid. Ships are filling up fast 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 unique one-way cruise and they are normally held until 90 days before sailing (mid-April). 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.

**Staterooms:** When you book this tour, your selected stateroom category on the *Koningsdam* is guaranteed and the stateroom number is usually confirmed a few weeks before sailing. Fares are quoted for categories Inside I, Oceanview C, Verandah VA, and Neptune Suite SA, but other categories may also 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 \$250 and book your own flight which allows seat selection.

**Food Allergies on cruises:** You must notify us no later than at final payment if you have a food allergy. During the pre-cruise touring, some restaurants may not be able to satisfy all food allergies. An allergy causes medical distress, a preference does not. Unfortunately, restaurants cannot accommodate food preferences. Most food allergies can be handled at meals on the ship, but you may have to order 24 hours in advance. For some allergies, please consider bringing your own snacks or food items so you are not dependent on what restaurants are able to serve.

# TOUR POLICIES

**Payments:** A deposit of \$600 per person is requested at the time of booking and the balance is due April 25, 2024. By paying the deposit, you agree to the Terms & Conditions, Activity Level and Cancellation Policy outlined. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards).

**Early booking bonus:** Receive a \$100 discount on the first 12 seats and \$50 on the next 8 seats for booking early with deposit. The discount is not offered after April 25, 2024.

**Cancellation Policy:** Up to March 25, 2024, your tour payments are refunded less an administrative charge of \$100 per person. From March 26 to April 25, the cancellation charge is \$300 per person. From April 26 to May 25, the cancellation charge is 50% of tour fare. From May 26 to June 25, the cancellation charge is 80% of tour fare. After June 25, there is no refund.

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

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

**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. Medical questionnaire is not needed. Please contact us for details.

**Photo Credits:** Holland America Line (Koningsdam in Glacier Bay, page 1), White Pass Railway (page 1), Eclipse Nordic Hot Springs (page 4), tour director Jill (White Pass & Yukon Railway, page 2 & 3; Glacier Bay, page 3), and Adobe Stock (Ketchikan, page 5 and Glacier Bay, page 6).

**Experience Points or E-points:** This tour earns 70 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 April 25, 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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**VERNON**  
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**PENTICTON**  
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**250-493-1255**

**VICTORIA**  
102-736 Broughton St.  
Victoria, BC  
V8W 1E1  
**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](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.*