

# CHRISTMAS IN PALM SPRINGS & PHOENIX

December 2024



Phoenix, Arizona

## 2 long stays with many activities during Christmas and New Year's 2024

This is a wonderful get-away for Christmas and New Year's, and Wells Gray Tours has never offered such a long-stay before. We fly to Palm Springs and stay for 10 nights at Palm Mountain Resort, located a block off Palm Canyon Drive where many shops and restaurants are found. There are lots of activities and attractions included such as Palm Springs Aerial Tram, a city tour, a backcountry Jeep tour, Thursday evening Village Fest, Joshua Tree National Park, Living Desert, Agua Caliente Museum, and Newport Beach. After Christmas, we drive to Phoenix and stay 7 nights at the Drury Inn in Chandler. Attractions here include Goldfield Ghost Town, a cruise on the Dolly Steamboat, Frank Lloyd Wright's Taliesin West, the Musical Instrument Museum, and Arizona Museum of Natural History. We ring in 2025 at Barleens Dinner Theatre. Come and enjoy this escape from early winter for 2½ wonderful weeks.



INTERNATIONAL



ACTIVITY LEVEL

### ► Fares per person

from **\$8,175** double/twin, **\$9,995** single\*  
*\*pricing details for all departures provided on page 2*

### ► Early Booking Bonus

**\$300** discount on first 12 seats; **\$150** on next 8

### ► Earn 187 Experience Points

### ► Departure from:

BC Interior, Vancouver Island & Lower Mainland



Joshua Tree National Park

# DEPARTURE POINTS & DATES

- I BC Interior:** December 17, 2024 - 18 Days
- V Vancouver Island:** December 17, 2024 - 18 Days
- L Lower Mainland:** December 17, 2024 - 18 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 Palm Springs on Tuesday, December 17. We fly from Phoenix to Kelowna on Friday, January 3, 2025. Transportation is provided from your pickup point to the airport on the day of departure, and back again when we return.

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- V Vancouver Island:** We fly from Victoria, Nanaimo, or Comox to Palm Springs on Tuesday, December 17. We fly from Phoenix to Victoria, Nanaimo, or Comox on Friday, January 3, 2025.
  - Departure from Victoria:** For passengers in the Greater Victoria Area, transportation is provided from your pickup point on the day of departure and back when we return. Home pickup may be offered in the Greater Victoria Area depending on the number of people booked and coach size. The decision is made about 2 weeks before departure and you will be contacted about your pickup point and time.
  - Departure from Up-island:** Transportation to/from Nanaimo or Comox Airport is not provided. Please note that while we always prioritize convenient connections for our clients, sometimes it is not possible given the airline schedule and availability. You will be contacted regarding your schedule after final payment.

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- L Lower Mainland:** We fly from Vancouver to Palm Springs on Tuesday, December 17. We fly from Phoenix to Vancouver on Friday, January 3, 2025. For passengers in the Greater Vancouver Area, home pickup and dropoff may be arranged at the time of booking. Passengers from **Abbotsford or Chilliwack**, you may fly from/to Abbotsford for this tour. Transportation is not provided to/from Abbotsford Airport.

## FARES PER PERSON

	Departure Point	Fares per Person	Notes
<b>I</b>	<b>BC Interior</b>	<b>\$8,175</b> double/twin <b>\$9,995</b> single <b>\$7,745</b> triple	<ul style="list-style-type: none"> <li>• Tour is exempt from GST.</li> <li>• Passengers flying from Abbotsford Airport, please refer to BC Interior tour fare.</li> </ul>
<b>V</b>	<b>Vancouver Island</b>	<b>\$8,275</b> double/twin <b>\$10,095</b> single <b>\$7,845</b> triple	
<b>L</b>	<b>Lower Mainland</b>	<b>\$8,210</b> double/twin <b>\$10,030</b> single <b>\$7,780</b> triple	

# WHAT'S INCLUDED

## ▶ Meals

- **31 total:** 17 breakfasts, 1 brunch, 7 lunches, 6 dinners

## ▶ Transportation

- Transportation to/from Kelowna, Victoria, or Vancouver Airports
- WestJet flight to Palm Springs from Kelowna, Vancouver, Abbotsford, Victoria, Nanaimo, or Comox
- Transfer from Palm Springs airport to hotel
- Transfer from Chandler hotel to Phoenix airport
- WestJet flight from Phoenix to Kelowna, Vancouver, Abbotsford, Victoria, Nanaimo, or Comox
- Current air taxes & security fees
- 1 checked bag per person
- 10 days of coach transportation

## ▶ Accommodation

- 10 nights accommodation & hotel taxes in Palm Springs
- 7 nights accommodation & hotel taxes in Chandler
- Luggage handling at hotels

## ▶ Key Highlights

- Palm Springs Aerial Tramway
- Locally-guided tour of Palm Springs and Valley
- Jeep tour exploring San Andreas Fault
- Locally-guided tour of Joshua Tree Park

- Joshua Tree National Park fee
- Living Desert
- Sunnylands Garden
- *Mary Poppins* at Palm Canyon Theatre
- Agua Caliente Museum
- Locally-guided tour to Newport Beach
- Newport Harbor cruise
- Mission San Juan Capistrano
- Daily wine and beer reception at Drury Inn
- Goldfield Ghost Town with train ride, walking tour, and "Mystery Shack"
- Superstition Mountain Museum
- *Dolly Steamboat* cruise on Canyon Lake
- Frank Lloyd Wright's Taliesin West tour
- Musical Instrument Museum
- Scottsdale Museum of the West
- Arizona Museum of Natural History
- Mesa Grande Cultural Park
- New Year's Eve at Barleens Dinner Theatre
- Queen Creek Olive Mills with class and tour
- Schnepf Farms tour
- Silver Star Dinner Theatre – show TBA

## ▶ Guides & Gratuities

- Local guides, docents, boat crew, Palm Springs and Phoenix area drivers

## ▶ Knowledgeable Wells Gray tour director

### 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 is some walking in Joshua Tree National Park and while visiting Living Desert, Sunnylands, Capistrano, Taliesin West, and Mesa Grande. It is 1 block from the Palm Mountain Resort to Jimmy B's for breakfast. The walk from the hotel to Palm Canyon Theatre is 4 blocks. Please be aware that on tours with flights you must handle your own luggage and walk longer distances in airports. You may need to handle your own luggage at the hotel if luggage service is not available. You may bring a cane or walking poles 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.



## ITINERARY

### Tuesday, December 17

We fly on WestJet to **Palm Springs**. Our coach meets us at the airport. We stay 10 nights at Palm Mountain Resort which has an excellent location, a block off Palm Canyon Drive where many shops and restaurants are found.

**Accommodation:** Palm Mountain Resort

### Wednesday, December 18

Breakfast is included each day at nearby Jimmy B's. This morning, we thrill to one of the city's highlights – the spectacular **Palm Springs Aerial Tramway** which ascends nearly 2,000 metres into the San Jacinto Mountains. Each car rotates slowly during the climb, affording an incredible 360-degree view of the desert and craggy cliffs. At the top, you can visit the interpretive centre. During the afternoon, a local expert conducts an entertaining **drive around Palm Springs** and the Palm Desert Valley past some celebrity homes and historic attractions. A welcome dinner is planned at Kaiser Grill.

**Meals included:** Breakfast, Dinner

**Accommodation:** Palm Mountain Resort

### Thursday, December 19

The morning is free time. We board jeeps at Matate Ranch for a three-hour exploration of the twisted and tortured landscape of the famous **San Andreas Fault**. The guide describes the fascinating geology of the area while we walk between the steep walls of deep canyons created by the powerful forces of plate tectonics, water, wind, and time. We admire panoramic views of the Coachella Valley and visit a natural palm oasis where crystal clear water bubbles up from the underground aquifer. Tonight, Palm Canyon Drive is closed to vehicles and the street is converted to a pedestrian area for **Village Fest** where you can enjoy music, entertainment, food, or people watching.

**Meals included:** Breakfast

**Accommodation:** Palm Mountain Resort

### Friday, December 20

A local guide is with us all day as we explore **Joshua Tree National Park**. It protects 800,000 acres of Mojave Desert wilderness and features curious rock formations and a great array of desert plants such as the imposing Joshua Tree, ocotillo, and cactus.

**Meals included:** Breakfast, Lunch

**Accommodation:** Palm Mountain Resort

### Saturday, December 21

During the morning, we explore **Living Desert**, a 1200-acre preserve featuring exotic birds and animals, botanical gardens, nature trails and the Wildlife Wonders show. Afterwards, we enjoy a stroll through the **Sunnylands Garden** which was the winter retreat for philanthropists Walter and Leonore Annenberg. Their fortune came from a media empire of newspapers and magazines, and they donated about \$2 billion to American charities during their lifetimes. Eight US presidents, Queen Elizabeth and other royalty, and many other dignitaries were guests of the Annenbergs during the 35 winters they spent here. Tonight, we go to the Palm Canyon Theatre for a performance of the beloved musical, **Mary Poppins**.

**Meals included:** Breakfast

**Accommodation:** Palm Mountain Resort

# ITINERARY continued

## Sunday, December 22

The morning is free time. In the afternoon, we visit the **Agua Caliente Museum**, an extraordinary world-class facility that opened in 2023. It tells the story of the Cahuilla Nation which includes lands occupied by the Agua Caliente Band and the eight other bands in the Palm Springs area. As you walk through five exhibit halls, you can explore the ancestral lands of the Agua Caliente people in depth, including the Tribe's sacred mineral hot spring, Séc-he, and examples of ceremonial practices, material culture, and artistic expression.

**Meals included:** Breakfast, Lunch

**Accommodation:** Palm Mountain Resort

## Monday, December 23

This is a free day. Enjoy Palm Springs at your own pace or relax around the pool.

**Meals included:** Breakfast

**Accommodation:** Palm Mountain Resort

## Tuesday, December 24

A local guide accompanies us for a day tour to **Newport Beach**. A short cruise around the harbour is included. This afternoon, we visit **Mission San Juan Capistrano**, founded in 1776, and known for the legend of the swallows that have returned to nest from Argentina each summer for two centuries.

**Meals included:** Breakfast, Lunch

**Accommodation:** Palm Mountain Resort

## Wednesday, December 25

**Merry Christmas!** This is a day at leisure, highlighted by a wonderful Christmas dinner at Lulu's Bistro.

**Meals included:** Breakfast, Brunch, Dinner

**Accommodation:** Palm Mountain Resort

## Thursday, December 26

Our last day in Palm Springs is a day of relaxation.

**Meals included:** Breakfast

**Accommodation:** Palm Mountain Resort

## Friday, December 27

We say goodbye to Palm Springs and head east along Interstate 10 across the Mojave Desert, then cross the bridge over the Colorado River. **Welcome to Arizona** and the second half of our Christmas New Year's long-stay. We travel through Phoenix to the suburb of Chandler and our hotel home for the next seven nights.

**Meals included:** Breakfast, Lunch

**Accommodation:** Drury Inn Phoenix Chandler

## Saturday, December 28

We drive along the scenic Apache Trail into the Superstition Mountains. Back in the 1890s, the town of **Goldfield** was booming from a gold mine with three saloons, a boarding house, general store, blacksmith shop, brewery, meat market, and school. Then the gold ran out and Goldfield became a ghost town, although there were several attempts to reopen the mines until 1926. Now it is a tourist attraction with shops, an underground mine tour, narrow-gauge railway, Superstition Mountain



Superstition Mountains



## ITINERARY continued

### Saturday, December 28 continued

Museum, and "Mystery Shack". We continue to Canyon Lake on the Salt River and board the **Dolly Steamboat** for a relaxing sunset dinner cruise with great scenery.

**Meals included:** Breakfast, Dinner  
**Accommodation:** Drury Inn Phoenix Chandler

### Sunday, December 29

This is a free day to take it easy around the hotel or at nearby attractions and shops.

**Meals included:** Breakfast  
**Accommodation:** Drury Inn Phoenix Chandler

### Monday, December 30

We drive to nearby Scottsdale to visit **Taliesin West**, the extraordinary Arizona home of renowned architect Frank Lloyd Wright. This was his winter home and studio from 1937 until his death in 1959. Our guided walking tour includes the house, studio, and gardens. Next is the **Musical Instrument Museum** which displays more than 6,500 instruments from around the world. This evening, we enjoy dinner and a view of Phoenix lights at **Rustler's Rooste**.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Drury Inn Phoenix Chandler

### Tuesday, December 31

The last day of 2024 starts at Western Spirit: **Scottsdale's Museum of the West** which celebrates the art, history, culture, and unique stories of Arizona. After lunch at Crackerbarrel, we go to the **Arizona Museum of Natural History** in Mesa which features dinosaurs, pioneer history of the valley, and legends of the Dutchman's Treasure in the Superstition Mountains. Nearby is Mesa Grande Cultural Park which preserves a group of Hohokam structures constructed between AD 1100 and 1400 by the Hohokam civilization that inhabited the Salt River Valley. Our New Year's Eve event is at **Barleens Arizona Opry Theatre** with dinner and lively entertainment.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Drury Inn Phoenix Chandler

### Wednesday, January 1 2025

Happy New Year! This is a day of leisure.

**Meals included:** Breakfast  
**Accommodation:** Drury Inn Phoenix Chandler

### Thursday, January 2

We tour the **Queen Creek Olive Mill** estate, an agritourism facility where we can experience the flavors of Arizona and reconnect with the traditions that high quality extra virgin olive oil inspires. A 45-minute class is followed by lunch (with a side of olives if you wish). Next is the Schnepf Farm, one of Arizona's top Agritourist locations. Hear about this fourth generation family farm while enjoying a tour around the grounds and gardens, and visiting the Farmhouse Museum and Country Store. For our "Farewell to Arizona" dinner, we enjoy a performance at the **Silver Star Dinner Theatre** in Mesa.

**Meals included:** Breakfast, Lunch, Dinner  
**Accommodation:** Drury Inn Phoenix Chandler

### Friday, January 3

Pack your bags this morning then we head to the Phoenix Sky Harbor Airport. We fly on WestJet to Calgary, then to our departure cities.

**Meals included:** Breakfast



## HOTEL INFORMATION

**Palm Mountain Resort** is on South Belardo Drive in downtown Palm Springs, a block off Palm Canyon Drive where many shops and restaurants are found. Each room has a microwave, fridge, coffeemaker, Wi-Fi, safe, and 55" flat-screen TV with 50 channels including complimentary HBO. Breakfast is included each day at Jimmy B's, a few minutes walk from the resort. Rooms surround a palm tree shaded courtyard with a pool and hot tub. The Spa offers a variety of skincare and body treatments including popular specialty treatments like the Restore, Refresh, Revive Massage and the Serenity Facial.

**Drury Inn** is on South Price Road in Chandler, one of the many suburb cities of Phoenix. The 210-room hotel has amenities such as a pool, hot tub, fitness centre, Wi-Fi, and microwave and fridge in every room. Included each day is a full hot breakfast and evening Kickback, a reception with wine, beer and soft drinks, and a generous buffet of salad, soup, and hot snack items that change daily. Some Wells Gray customers who have stayed at Drury Hotels before said the Kickback served as dinner (we have not counted Kickbacks in your included dinners). Otherwise, there is a restaurant in the hotel and several others nearby.

## TOUR POLICIES

**Payments:** A deposit of \$500 per person is requested at the time of booking and balance is due September 12, 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 \$300 discount on the first 12 seats booked and \$150 on the next 8 seats for booking early with deposit. The discount is not offered after September 12, 2024.

**Cancellation Policy:** Up to August 12, 2024, the cancellation charge is \$100 per person. From August 13 to September 12, the cancellation charge is \$300 per person. From September 13 to October 10, the cancellation charge is 40% of the tour fare. From October 11 to November 12, the cancellation charge is 80% of the tour fare. After November 12, 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. This can occur even an hour before the performance begins. We know that this would be extremely 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. There are 3 shows during this tour.

**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 \$750 and book your own flight which allows seat selection.

# TOUR POLICIES continued

**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.

**Food Allergies:** You must notify us no later than at final payment if you have a food allergy. Please do not tell us about your food preferences, as restaurants ignore these requests. An allergy causes medical distress, a preference does not.

**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. If you have your own travel insurance, please read the policy carefully to be sure that you are adequately covered for medical, cancellation, interruption, and luggage.

**Photo Credits:** Tour director Lisa (Backcountry Jeep Tour), Palm Mountain Resort, and Greater Palm Springs CVB (Sunnylands). All others from Adobe Stock.

**Experience Points or E-points:** This tour earns 187 e-points. Each time you travel on a Wells Gray tour, you earn e-points that are added to your account after the tour returns. One e-point equals \$1. Redeem your earned points on select tours or accumulate enough points to earn a free tour! Redemptions offered until September 12, 2024.

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



Sunnylands

WE PLAN.  
YOU PACK.  
NO WORRIES!

[www.wellsgraytours.com](http://www.wellsgraytours.com)  
1-800-667-9552



Offices are open weekdays from 9 am to 4 pm. Book an appointment or walk in and visit us. \_\_\_\_\_

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250 Lansdowne St.  
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**250-374-0831**

**KELOWNA**  
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V1Y 2R1  
**250-762-3435**

**VERNON**  
3206 35th St.  
Vernon, BC  
V1T 6B7  
**250-545-9197**

**PENTICTON**  
159 Wade Ave East  
Penticton, BC  
V2A 8B6  
**250-493-1255**

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



**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.*

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