

HAWAII CRUISE

January 2025

WELLS GRAY TOURS
a world to experience



Honolulu

On Holland America's Koningsdam

By late January, many people are longing to get away from snow in the Interior or rain at the Coast. Some head to Mexican beaches, Arizona, or California. How about a cruise in Hawaii? This 18-day cruise provides an extended break from winter with 10 days at sea and 7 days visiting 5 ports in the Hawaiian Islands and one in Ensenada, Mexico. If you enjoy lots of time on the ship, relaxing days at sea, good books or movies, and shipboard activities or entertainment, this is the ideal cruise for you. The cruise features ports on 4 of the Hawaiian Islands: Honolulu on Oahu, Nawiliwili on Kauai, Kahului on Maui, and Hilo and Kona on Hawaii. The ship stays overnight in Honolulu, giving you extra time to explore the capital city and enjoy services on shore. In addition, we stay 2 nights in San Diego before the cruise and one night after. Come on this cruise to Hawaii and escape from the Canadian winter.



CRUISE TOUR



ACTIVITY LEVEL

► Fares per person

from **\$7,370** double/twin, **\$10,650** single*
**pricing details for all departures provided on Page 2*

► Early Booking Bonus

\$200 discount on first 12 seats; **\$100** on next 8.

► Earn 154 Experience Points

► Departure from:

BC Interior, Vancouver Island & Lower Mainland



Providing Quality Packaged Travel Since 1972

DEPARTURE POINTS & DATES

- I BC Interior:** January 26, 2025 - 22 Days
- V Vancouver Island:** January 26, 2025 - 22 Days
- L Lower Mainland:** January 26, 2025 - 22 Days



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

- I BC Interior:** We fly from Kelowna to San Diego on Sunday, January 26. We return home on Sunday, February 16. Transportation is provided from your pickup point on the day of departure and back when we return.

- V Vancouver Island:** We fly from Victoria to San Diego on Sunday, January 26. We return home on Sunday, February 16. 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 fly from Nanaimo or Comox. There is an additional cost to fly from Nanaimo or Comox and transportation is not provided to Nanaimo or Comox Airport.
Note: Home pickups may be offered in the 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 San Diego on Sunday, January 26. We return home on Sunday, February 16. Transportation is provided from your pickup point on the day of departure and back again when we return. For passengers in the Greater Vancouver Area, home pickup may be arranged at time of booking for transportation to Vancouver Airport and back when we return. Transportation is not provided from Abbotsford or Chilliwack to/from Vancouver Airport on the day of departure or the day of return.

FARES PER PERSON

	Departure Point	Inside Category - I	Oceanview Category - C	Verandah Category - VE
I	BC Interior	\$7,370 double/twin \$10,650 single	\$8,325 double/twin \$12,560 single	\$8,665 double/twin \$13,235 single
V	Vancouver Island	\$7,470 double/twin \$10,750 single	\$8,425 double/twin \$12,660 single	\$8,765 double/twin \$13,335 single
L	Lower Mainland	\$7,405 double/twin \$10,685 single	\$8,360 double/twin \$12,595 single	\$8,700 double/twin \$13,270 single

- This tour is exempt from GST.
- Other cruise categories including suites may be available.
- Up-island passengers: Vancouver Island pricing does not include flights from/to Nanaimo or Comox. Flights from Nanaimo or Comox are an additional cost and may not be with the group to/from San Diego.

WHAT'S INCLUDED

▶ Meals

- **57 total:** 21 breakfasts, 18 lunches, 18 dinners

▶ Transportation

- Transportation to/from Kelowna, Victoria or Vancouver airports from the BC Interior, Greater Victoria, or Greater Vancouver Areas
- Flight to San Diego & return
- Current air transport taxes & fuel surcharges
- 4 transfers between San Diego Airport, hotel & cruise terminal
- 2 days of coach transportation in San Diego

▶ Knowledgeable Wells Gray tour director

▶ Accommodation

- 3 nights of hotel accommodation & taxes
- 18 days and nights on board *Koningsdam*
- Port charges & cruise taxes
- Luggage handling at hotels & ship

▶ Key Highlights

- Maritime Museum
- Balboa Park with pass to 4 museums
- Entertainment and daily scheduled activities on the ship
- Old Town San Diego
- Birch Aquarium

▶ Guides & Gratuities

- Cruise gratuities
- Gratuities for San Diego driver(s)

Activity Level 2



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. You can stand for prolonged periods, negotiate a variety of terrain from cobblestone streets to moderate hills comfortably, and can climb two flights of stairs without assistance. Please be aware that on tours with flights and cruises you will be required to 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 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

San Diego

Sunday, January 26

We fly to **San Diego**. Our coach meets us at the airport and we stay two nights at the Embassy Suites Hotel near the harbour. Get acquainted with your fellow travellers at an evening reception.

Accommodation: Embassy Suites Bay-Downtown

Monday, January 27

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. **Balboa Park** is the largest urban park in the USA at 1,100 acres and many of San Diego's most popular museums are located here. Admission is included to four museums of your choice such as Reuben Fleet Science Center, Aerospace Historical Center, Museum of Man, Natural History Museum, Museum of Art, or Automotive Museum.

Meals included: Breakfast

Accommodation: Embassy Suites Bay-Downtown

Tuesday, January 28

We board the **Koningsdam** about noon. An embarkation lunch is served at the Lido Market. The afternoon is free time to explore all the wonderful features of this newer ship. Enjoy a festive "Farewell to San Diego" deck party as we cast off at 3 pm. Savour a sumptuous dinner in the dining room, followed by a lively stage show in the theatre.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Wednesday, January 29

During these next five days, we sail southwest across the Pacific to the Hawaiian Islands. Although we are sailing in the open Pacific, the *Koningsdam* is remarkably smooth because it is equipped with excellent stabilizers. There is always some interesting activity scheduled and the daily ship's newsletter keeps you informed, whether you want a stage show, movie, bingo game or a walk around deck. The culinary experiences on board are amazing. Every meal is a treat and the menu changes daily. For example, appetizers at dinner could be Seafood Louis, Yukon Wild Berry Fruit Melange, or Sweet Tomato and Fresh Mozzarella. Entrees could be Halibut Caddy Ganty, Grilled Venison Loin, or Spruce Hen with Almond Rice Stuffing. Sample desserts are Baked Alaska, Crème Brulee, or Banana Brittle Sundae. These are a few selections from a recent cruise.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Thursday, January 30

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Friday, January 31

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

ITINERARY continued

Saturday, February 1

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Sunday, February 2

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Monday, February 3

Land is in sight and we dock in **Honolulu** at 8 am for a two-day stay. The city is the bustling commercial centre and capital of the Hawaiian Islands, located on the Island of Oahu. There are many tours offered by Holland America and you can choose what interests you for today or tomorrow. Some suggestions are Pearl Harbor, the *USS Missouri* aircraft carrier, a drive around Oahu, the luau at Polynesian Cultural Center, or whale watching and sunset cruises. You could also take a taxi to one of the nearby shopping centres.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Tuesday, February 4

Explore something different today in Honolulu or elsewhere on Oahu. The ship sails at 11 pm.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Wednesday, February 5

Kauai is the westernmost of the five major islands. It is the island where Hawaiians vacation, a circle of steeply rumpled green velvet known for its primeval splendour and nicknamed The Garden Isle. The ship docks at 8 am at **Nawiliwili Harbor** near Lihue, the largest town. One recommended shore excursion visits awesome Waimea Canyon which is 16 km long, up to 1,000 metres deep, and filled with vivid colours of red and green. Another tour goes via boat to romantic Fern Grotto. The ship sails at 6 pm.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Thursday, February 6

The *Koningsdam* docks at **Kahului** on the north coast of **Maui** at 8 am and stays until 8 pm. This is the major shopping centre for Maui residents. The most interesting optional shore excursion on Maui is to Haleakalā Volcano, ascending 3,055 metres in 37 switchbacks. The summit provides an awesome view and the colourful crater is a photographer's dream.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Friday, February 7

The ship anchors at **Kona** on the west coast of **Hawaii, the Big Island**, at 8 am and departs at 6 pm. This is a tender port, meaning that you take a small boat ashore instead of disembarking onto a dock. Do as you wish today – stroll the town or book a shore excursion.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Saturday, February 8

Overnight, we cruise around Hawaii Island and arrive at **Hilo** on the east coast at 7 am. This is the wet or windward side of the island and has a jungle-like environment. A popular tour to book here visits several waterfalls such as 135-metre tall Akaka Falls, the Mauna Loa Macadamia Nut Factory, and Richardson Black Sand Beach. In the evening, the ship cruises along the rugged coastline with views of **Kilauea Volcano** which has been erupting regularly since 1983.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

ITINERARY continued

Sunday, February 9

During the cruise back to the mainland, there is lots of relaxing time on board to enjoy a great variety of activities. If you tire of the dining room menus, make a reservation for one of the specialty restaurants such as the Pinnacle Grill, Canaletto Restaurant, Tamarind Restaurant, and Sel de Mer.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Monday, February 10

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Tuesday, February 11

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Wednesday, February 12

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Thursday, February 13

Day at sea.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Friday, February 14

The ship docks at **Ensenada** on Mexico's Baja Peninsula. It is the Baja's third-largest city and one of its commercial and cultural hubs. Several tours can be booked here and a popular one visits La Bufadora, the blowhole (don't go during low tide when it doesn't perform). We arrive at 2 pm and depart at 10 pm.

Meals included: Breakfast, Lunch, Dinner

Accommodation: *Koningsdam*

Saturday, February 15

The *Koningsdam* arrives back in San Diego and we disembark about 9 am. Our coach is waiting and we go to Old Town for some time to browse its multitude of interesting shops. This afternoon, 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.

Meals included: Breakfast

Accommodation: Embassy Suites Bay-Downtown

Sunday, February 16

Transportation is provided to San Diego Airport, then we fly home to departure cities.

Meals included: Breakfast



Ensenada



Koningsdam dining room

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, 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, 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, Canaletto Restaurant with Italian cuisine, 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 complimentary 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.

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 October). 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 *Koningsdam* 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 four specialty restaurants take reservations and you should do this early in the voyage or online up to 3 months before sailing.

Shore excursions: All your shore excursions should be booked when they become available on Holland America's website www.hollandamerica.com, usually 3 months prior to the cruise. The popular shore excursions fill up early (such as those mentioned in the itinerary), so booking on board may be too late. We are unable to arrange our own independent tours on the Islands due to a severe shortage of motorcoaches and guides. Those that are available are booked by the cruise lines and contracted exclusively.

Many relaxing days at sea and 5 ports: This cruise features 10 days at sea and 7 days visiting 5 ports in the Hawaiian Islands and Ensenada, Mexico. The cruise is most likely to appeal to people who enjoy lots of time on the ship, relaxing days at sea, good books or movies, and shipboard activities or entertainment. The ports are Honolulu on Oahu (overnight), Nawiliwili on Kauai, Kahului on Maui, and Hilo and Kona on Hawaii.

TOUR POLICIES

Payments: A deposit of \$800 per person is requested at the time of booking and balance is due October 22, 2024. By paying the deposit, you agree to the Terms & Conditions, Activity Level and Cancellation Policy outlined. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard (\$5,000 limit per person on credit cards).

Early Booking Bonus: Receive a \$200 discount on the first 12 seats and \$100 on the next 8 seats for booking early with deposit. The discount is not offered after October 22, 2024.

Cancellation Policy: Up to September 23, 2024, the cancellation charge is \$100 per person. From September 24 to October 22, the cancellation charge is \$300 per person. From October 23 to November 22, the cancellation charge is 40% of the tour fare. From November 23 to December 20, the cancellation charge is 80% of the tour fare. After December 20, 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 upgrades: Please enquire about current prices for upgrades on the flights to and from San Diego. Premium economy and business class may be available.

Flight seating: We are unable to take requests for window or aisle seating on the planes. The airlines will

not accept them, as group seating is assigned as a block. If this is important to you, we suggest you take the "No Flight" option with a fare reduction of \$1,025 and book your own flights which allow 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. Most travel insurance policies cover expenses incurred for weather delays.

Food Allergies on cruises: 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. 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.

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: All photos from Adobe Stock.

Experience Points or E-points: This tour earns 154 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 October 22, 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

Head Office
250 Lansdowne St.
Kamloops, BC
V2C 1X7

250-374-0831

KELOWNA

2575 Richter St.
Kelowna, BC
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. 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.