

THE YUKON'S NORTHERN LIGHTS

October 2024



The Northern Lights

The Northern Lights, otherwise known as the Aurora Borealis, are magical, mystical, and mesmerising. This tour has four nighttime sessions of Northern Lights viewing with a local guide each evening who will share his/her Yukon experiences and knowledge. Viewing activities take place outside Whitehorse in a heated, cozy cabin. The facility is located near some trees for shelter from the wind, yet the northern exposure is over an open field for perfect viewing conditions. Other highlights include a locally-guided tour of Whitehorse, a soak in the Eclipse Nordic Hot Springs, the Beringia Centre, Yukon Museum of Transportation, MacBride Museum, Yukon Wildlife Preserve, and Lumel Studio. There is also an option to experience dog sledding! We fly to and from Whitehorse on Air North.



CANADIAN



GROUP SIZE



ACTIVITY LEVEL

► Fares per person

from **\$2,770** double/twin, **\$3,150** single*
**pricing details for all departures provided on page 2*

► Early Booking Bonus

\$100 discount on first 8 seats; **\$50** on next 4.

► Earn 66 Experience Points

► Departure from:

BC Interior, Victoria & Lower Mainland



Eclipse Nordic Hot Springs

DEPARTURE POINTS & DATES

- I BC Interior:** October 28, 2024 – 6 Days
- V Vancouver Island:** October 28, 2024 – 6 Days
- L Lower Mainland:** October 28, 2024 – 6 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 Whitehorse on Monday, October 28. We return home on Saturday, November 2. Transportation is provided to Kelowna Airport from your pickup location on the day of departure and back when we return.

- V Vancouver Island:** We fly from Victoria to Whitehorse on Monday, October 28. We return home on Saturday, November 2. For passengers in the Greater Victoria Area, transportation is provided to Victoria Airport from your pickup point on the day of departure. There is no return flight to Victoria. Upon our return, we fly into Vancouver. Ground transportation is provided from Vancouver Airport back to your pickup point in the Greater Victoria Area.
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 Monday, October 28 and return on Saturday, November 2. Home pickup may be arranged at time of booking for passengers in the Greater Vancouver Area. Transportation to/from Vancouver Airport from Abbotsford, Chilliwack or areas outside of the Greater Vancouver Area is not provided.

FARES PER PERSON

	Departure Point	Fares per Person	Notes
I	BC Interior	\$2,795 double/twin \$3,175 single \$2,750 triple	
V	Vancouver Island	\$2,915 double/twin \$3,295 single \$2,870 triple	• Please add 5% GST
L	Lower Mainland	\$2,770 double/twin \$3,150 single \$2,725 triple	

WHAT'S INCLUDED

▶ Meals

- **8 total:** 5 breakfasts, 1 lunches & 2 dinners

▶ Transportation

- ① **L** Transfers to/from Kelowna or Vancouver Airport from the BC Interior & Greater Vancouver Areas
- ② **V** Transfers to Victoria Airport from the Greater Victoria Area
 - Flight to Whitehorse
 - Current air transport taxes & fees
 - 1 checked bag per person
 - Transfer from airport to hotel & return
 - 5 days of coach transportation in Yukon
 - Flight to Vancouver or Kelowna
- ③ **V** Transfer from YVR to your pickup point in the Greater Victoria Area

▶ Accommodation

- 5 nights of hotel accommodation & taxes
- Luggage handling at hotel

▶ Key Highlights

- 4 sessions of Northern Lights viewing
- Locally-guided tour of Whitehorse
- MacBride Museum
- Glass-blowing demonstration at Lumel Studios
- Lumel souvenir
- Yukon Wildlife Preserve
- Eclipse Nordic Hot Springs swim & towel rental
- Beringia Centre
- Yukon Museum of Transportation

▶ Guides & Gratuities

- Gratuities for local guides

▶ 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 on a guided walking tour is very doable for you without assistance. You can stand for prolonged periods in cold night temperatures during the Northern Lights viewing and can climb two flights of stairs without assistance. Please be aware that on tours with flights you must handle your own luggage and walk longer distances in airports. You may need to carry your 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 25

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



Optional dog sledding excursion



Lumel Studios

ITINERARY

Monday, October 28

We fly to Whitehorse and stay five nights in downtown Whitehorse. At 10 pm, we drive out of Whitehorse to the Northern Lights Viewing Facility and settle in for a hopefully awesome spectacle over the next few hours.

Accommodation: Best Western Gold Rush Inn

Tuesday, October 29

Sleep in this morning! A local guide meets us for a drive around Whitehorse including the historic train depot of the White Pass & Yukon Railway, the log skyscraper, log church, stern-wheeler *SS Klondike*, fish ladder, and Schwatka Lake. We visit 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 visit **Lumel Studios** for a fascinating glass-blowing demonstration. Admire the intricate art with colourful designs and take home a keepsake piece. A "Welcome to the Yukon" dinner is planned. Another Northern Lights viewing is arranged tonight.

Meals included: Breakfast, Dinner

Accommodation: Best Western Gold Rush Inn

Wednesday, October 30

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. Later, we relax in the soothing waters of **Eclipse Nordic Hot Springs** with temperatures up to 42°C. This beautiful facility with three pools was reopened in 2022 after being totally rebuilt. Tonight is our third night of Northern Lights viewing.

Meals included: Breakfast, Lunch

Accommodation: Best Western Gold Rush Inn

Thursday, October 31

The morning is leisure time. In the afternoon, there is an option for a dog sled excursion (see description on page 5). Tonight is our last opportunity for Northern Lights viewing.

Meals included: Breakfast

Accommodation: Best Western Gold Rush Inn

Friday, November 1

In the afternoon, we visit the acclaimed **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. Next is the **Yukon Museum of Transportation** which brings vividly to life tales of bush pilots, captains on the Yukon River paddlewheelers, Klondike stampedeers on the Chilkoot Trail, and Alaska Highway builders.

Meals included: Breakfast, Dinner

Accommodation: Best Western Gold Rush Inn

Saturday, November 2

A transfer is provided to Whitehorse Airport, and then we fly to Vancouver and Kelowna. A ground transfer is arranged for passengers returning to the Greater Victoria and Vancouver Areas.

Meals included: Breakfast

OPTIONS

Please choose these options by final payment:

- 1. Husky dog sledding excursion.** Take a ride behind these friendly huskies pulling a limo sled (on snow or bare ground). Visit a race checkpoint and learn about dog sled history and life as a musher. Includes transportation from the hotel, s'mores, bison smokies, and hot beverages served by the fire. Cost is \$230 per person plus GST.
- 2. Winter gear rental.** If you don't want to pack your own winter clothing, you can take advantage of this convenient service. Includes winter outerwear pants with inner fleece liner, winter outerwear jacket with inner fleece liner, winter boots, insulated mitts, and insulated headgear. Cost is \$205 per person plus GST.

TOUR NOTES & POLICIES

THE NORTHERN LIGHTS or AURORA BOREALIS:

The Northern Lights, otherwise known as the Aurora Borealis, are magical, mystical, and mesmerising. The scientific explanation lies with the sun and the output of energy particles from sun spots. These energy particles, which take the form of free electrons and protons, leave the sun as plasma and create solar wind. When this wind reaches the earth's atmosphere, the contact with atmospheric gases causes the particles to become excited, and this gained energy is emitted in the form of light. The magnetic poles cause the particles to become unstable and concentrated, thereby becoming visible on earth as dancing lights.

Folklore has always surrounded the aurora phenomenon. In Scandinavia, the lights were called 'herring flash', caused by the reflections cast by large swarms of herring onto the sky. Norse legend refers to "the fires that surround the North and South edges of the world", and this has been put forward as evidence that the Norse ventured as far as Antarctica. In Inuit folklore, Northern Lights were the spirits of the dead demonstrating that they don't feel pain anymore, appropriately named Pathway to Heaven. Many prospectors during the Klondike Gold Rush believed that the Northern Lights were the reflection of the mother lode of all gold. Since we are heading to the Yukon, maybe this is the folklore we will adopt as our own!

Whatever the explanation, the sight of the Northern Lights fills one with awe and childlike wonder, like we are witnessing a magical event as curtains of ever-changing light dance across the sky. The best time of year to view the Northern Lights is in mid-winter when the nights are longest and darkest. Although it is not possible to predict

auroral activity very far in advance, chances of viewing increase dramatically when you go out four nights in a row, as on this tour. The most active region of the auroral oval typically becomes visible around local midnight, and the Yukon is also the widest part of the oval in the north-south direction. Our evenings of viewing begin at 10 pm and last 3-4 hours to catch the darkest hours of the night. However, please be aware that the Northern Lights are unpredictable. We have increased odds in every way possible, but there is no guarantee that we will actually witness a spectacular show.

Northern Lights Viewing Facility: Local tour operator Northern Tales is our host during our time in Whitehorse. Northern Lights viewing activities take place outside the city in a heated, cozy cabin. The facility is located near some trees for shelter from the wind, yet the northern exposure is over an open field for perfect viewing conditions. An outhouse is adjacent. A local guide is with us each evening who shares his/her Yukon experiences and knowledge. Hot drinks and snacks are provided.

Payments: A deposit of \$300 per person is requested at the time of booking and the balance is due August 26, 2024. By paying the deposit, you agree to the Terms & Conditions, Activity Level and Cancellation Policy outlined. Payments can be made by online banking or cheque (1.5% discount on tour fare), or by Visa or Mastercard.

Early Booking Bonus: Receive a \$100 discount on the first 8 seats and \$50 on the next 4 seats for booking early with deposit. The discount is not offered after August 26, 2024.

TOUR POLICIES continued

Cancellation Policy: Up to July 26, 2024, your tour payments will be refunded less an administrative charge of \$100 per person. From July 27 to August 26, the cancellation charge is \$200 per person. From August 27 to September 26, the cancellation charge is 70% of the tour fare. After September 26, there is no refund.

Itinerary and Fare Changes: Due to continuing after effects of the pandemic, sometimes we are notified about changes to the itinerary prior to departure and sometimes during the tour. We do our best to substitute a similar service if something cancels, but occasionally the only alternative is to provide a refund for the missed activity. Please note that if we are forced to cancel a tour component due to an issue beyond our control, the current penalties still apply if you choose to cancel the entire tour. Fuel surcharges and changes to taxes 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 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 \$310 and book your own flight which allows seat selection.

Flight delays due to weather: In the event flights are delayed or cancelled by airlines due to weather, there may be additional costs to you. Wells Gray Tours Ltd. will not pay for hotel rooms and meals during the delay. 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. This tour goes to some remote places where restaurants may not be able

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

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. This tour stays in Canada, but medical costs can vary wildly from one province/territory to another. Remember that travel insurance typically provides cancellation coverage if you get sick the day before at home or you are in an accident or your flight is cancelled due to weather. Medical questionnaire is not needed. Please contact us for details.

Photo Credits: Adobe Stock (Northern Lights, page 1), Eclipse Nordic Hot Springs, Northern Tales (Northern Lights, page 2), tour director Laura (dog sledding excursion and Lumel Studios), and Pixabay.com, (Northern Lights, page 5).

Experience Points or E-points: This tour earns 66 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 August 26, 2024.

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

WE PLAN.
YOU PACK.
NO WORRIES!

www.wellsgraytours.com

1-800-667-9552



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

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.

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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.

Revised March 2023