WELLS GRAY TOURS
a world to experience

Terms & Conditions

PLEASE CAREFULLY READ THE FOLLOWING INFORMATION

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. Included meals are shown on the daily itinerary as: Breakfast, Brunch, Lunch, Tea, Dinner. Please note, there may be occasions when a tour director is not with you such as portions of the first and last days of a tour or on flights.

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, Company Policies, Activity Level, and Cancellation. Payments can be made by online banking or cheque (3% discount on tour fare), or by Visa or Mastercard. Wire payments do not qualify for the 3% discount. If your cheque payment returns as 'non-sufficient funds', Wells Gray Tours Ltd. must charge you a $25 NSF fee.

THE BOOKING CONTRACT: Your booking is confirmed and a contract exists when Wells Gray Tours Ltd. or your travel agent issues a written confirmation after receipt of the applicable deposit amount. Please check your confirmation carefully and report any incorrect or incomplete information to Wells Gray Tours Ltd. or authorized agent immediately. Please ensure that formal names are exactly as shown in your passport.

SPECIAL REQUIREMENTS: Any special requirements must be disclosed to Wells Gray Tours Ltd. by the time of final payment, though it is preferred to do so at the time of booking. Wells Gray Tours Ltd. will use reasonable efforts to accommodate special requirements or requests but this is not always possible given the nature of the destinations visited and availability of options outside a planned itinerary. Certain activities may be inaccessible to you if your mobility is limited in any way. All food allergies must be disclosed to Wells Gray Tours Ltd. by final payment, but Wells Gray Tours Ltd. cannot guarantee that can be accommodated. Any special requests or requirements do not form part of these Terms or the contract between you and Wells Gray Tours Ltd. and Wells Gray Tours Ltd. is not liable for any failure to accommodate or fulfill such requests. Please note that no changes can be made to your booking within two weeks of departure, including but not limited to special rooming requests, pickup points, and food allergies. Please note we are unable to accommodate scooters or motorized wheelchairs on our tours.

ACTIVITY LEVEL: Tours are rated for Activity Level 1 to 4 and a detailed description is provided on each tour brochure. Level 1 is slow-moving and sedentary and Level 4 is rigorous. Prior to accepting your booking, you will be required to sign an online declaration that you are capable of travelling on an Activity Level 3 or Activity Level 4 tour. Activity Level covers not only your mobility but also your cognitive ability such as memory loss or confusion.

FLIGHT SEATING & UPGRADES: We are unable to take requests for seating assignments no matter what class you are booked in. 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 and book your own flights which allow seat selection. If you do this, you should try to book the same flights as the group, otherwise you are responsible for any ground transportation to connect with the group. Please refer to the "No Flight" option in this Terms & Conditions for more information.

Please ask your local office if flight upgrades are available. Upgrades are generally non-refundable. However, where a refund is permitted by the airline or supplier, we will process the refund accordingly. Please note that a cancellation fee will always apply if the passenger cancels their upgrade or booking.

NO FLIGHT OPTION: Clients who choose to opt out of group flights ("No Flight" option) must be aware that:

1. Included transportation and meals are scheduled around the group flight itinerary. If your independent travel plans do not align with the group schedule, you may miss included transfers and meals.
2. No additional discounts will be provided for unused portions of the package due to independent travel arrangements.
3. Clients who arrange their own flights are solely responsible for any delays, cancellations, or other travel disruptions.
4. Any travel insurance purchased through Wells Gray Tours will *not* cover flights or any other travel components that were not booked directly by Wells Gray Tours. Clients are responsible for securing appropriate insurance coverage for independently booked arrangements.

By selecting the 'No Flight' option, clients acknowledge and accept these conditions.

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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. Wells Gray Tours Ltd. may cancel a departure if we do not have the minimum number of travellers required to offer the tour.

TRAVEL DOCUMENTS: It is your responsibility to obtain and to have in your possession all the required documentation and identification required for entry, departure and travel to each country or region. This includes a valid passport and all travel documents required by the relevant government authorities including all visas, permits and certificates (including but not limited to vaccination or medical certificates) and insurance policies. Your passport should typically be valid for at least six months beyond your scheduled return date. Make sure to check your itinerary. This ensures you can re-enter Canada smoothly, even if your travel plans change unexpectedly. You are solely responsible for the full costs incurred as a result of missing or defective documentation. You agree that you are responsible for any cost incurred by Wells Gray Tours Ltd. that is a direct result of your failure to secure or be in possession of proper travel documentation. Wells Gray Tours Ltd. does not provide advice on travel documents and makes no guarantees about the accuracy or completeness of any information provided on visas, vaccinations, climate, clothing, baggage, or special equipment.

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 comprehensive policies are provided by Battleface and include Medical, Cancellation, Trip Interruption, Emergency Evacuation, and other coverage. Policies must be purchased no later than the time of final payment. Policies purchased at the time of deposit, or within seven days thereafter, include a waiver of the pre-existing condition clause. A detailed brochure is available. Premiums are always subject to change until paid as insurance companies can change premiums without notice. A medical questionnaire is not required. Please note that any travel insurance purchased through Wells Gray Tours applies only to flights and travel components booked directly by us; travellers are responsible for securing appropriate coverage for any independently booked arrangements. If you have your own travel insurance, such as an annual policy, please read the policy carefully to be sure that you are adequately covered. Credit card insurance policies may not provide enough coverage. For tours that remain in Canada, you may still benefit from trip cancellation and trip interruption coverage in case of illness or a mishap before or during the tour. Please contact us for details.

FLEXIBILITY & UNUSED SERVICES: You acknowledge that the nature of travel requires flexibility and that you will permit reasonable alterations to products, services, or itineraries by Wells Gray Tours Ltd. The route, schedules, accommodations, activities, amenities, and mode of transportation are subject to change without notice due to unforeseeable circumstances or events outside the control of Wells Gray Tours Ltd. (including but not limited to Force Majeure, illness, mechanical breakdown, flight cancellations, strikes, political events, and entry or border difficulties). We will do our best to substitute a similar service if something cancels. No reimbursements, discounts, or refunds will be issued for services that are missed or unused after departure due to no fault of Wells Gray Tours Ltd., including your removal from a tour because of your negligence or breach of these Terms. 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. 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 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.

CODE OF CONDUCT: Wells Gray Tours Ltd. supports an environment of respect and dignity toward our employees (office and tour directors) and travellers. Harassment or abuse of any kind will not be tolerated. We reserve the right, at our discretion, to decline your booking on a tour or to send you home from a tour at your expense.

ITINERARY & FARE CHANGES: Itineraries and services are subject to change before or during travel due to supplier changes or circumstances beyond our control. Where possible, a comparable alternative will be provided; otherwise, a refund will be issued for the affected service only. Wells Gray Tours Ltd. reserves the right to adjust tour fares at any time up to departure due to changes in fuel

costs, taxes, foreign exchange, inflation, or other expenses, and advance notice may not always be possible. Wells Gray Tours Ltd. is not responsible for additional expenses incurred due to delays, cancellations, or changes beyond our control or by client choice, and reimbursement is not guaranteed. This includes airlines delays. If you choose to cancel the entire tour, standard cancellation penalties will apply. Travel insurance may cover certain unexpected costs.

INCIDENTAL CHARGES: Incidentals are miscellaneous personal charges on hotel bills and are not included in the tour cost. Such charges include room service, phone calls, liquor, and movies. These charges must be paid by you at the front desk prior to departure. After payment, please keep your receipt.

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. Wells Gray Tours Ltd. and any transportation company cannot take responsibility for lost or damaged luggage or its contents or any lost items. Customers are responsible for their own luggage at airports from the coach to the check-in counter and back to the coach upon picking up luggage.

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.

PHOTOGRAPHY: Wells Gray Tours Ltd. and its tour directors may take photographs or videos during a tour and use them for promotion on Facebook, the Wells Gray Tours Ltd. website, or for other commercial uses. By making a reservation with Wells Gray Tours Ltd., the participant agrees to allow his/her likeness to be used by Wells Gray Tours Ltd. without compensation to the participant. If the participant prefers that his/her 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: 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 of the National Tour Association, which requires its members to carry at least $1 million in professional liability, errors, and omissions insurance. Consumer Protection BC Licences include: Kamloops 178, Vernon 655, Kelowna 588, Penticton 924, Victoria 65842.

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 reading the Travel Advice Section of the Government of Canada website at travel.gc.ca. For public-health information, we recommend contacting the BC Centre for Disease Control at 604-707-2400 or bccdc.ca. 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.

FORCE MAJEURE: In the circumstances amounting to Force Majeure, Wells Gray Tours Ltd. will not be required to refund any money to you, although if Wells Gray Tours Ltd. can recover any money from our suppliers, we will refund this to you. Suppliers may choose to provide travel vouchers or credits in lieu of 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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FACE MASK REQUIREMENTS: Feel free to wear a face mask if you wish. It is recommended in tighter or more congested public spaces such as in an airport or onboard airplanes, but at your discretion. If you become ill during the tour, you may continue to travel on the coach in the rear seat; however, you must wear a KN-95 or N-95 mask for the safety and comfort of fellow travellers. Failure to wear a mask when required may result in being refused boarding.

SMOKING POLICY: All motorcoaches are non-smoking, but rest stops are frequent. If smoking outdoors, please adhere to local smoking policies for public spaces and be considerate of those clients who may have allergies to smoke. Also note that many hotels are entirely non-smoking.

SCENT-FREE POLICY: Scented products such as hair spray, perfume, aftershave, insect repellant, cigarettes, cannabis, and vapour products can trigger reactions such as respiratory distress and headaches. Please respect those around you and go scent-free throughout the entire tour including excursions.

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. Please note that no changes can be made to your booking within two weeks of departure.

SEAT ROTATION: This is mandatory on all tours, and your tour director will describe the pattern and the frequency of the moves. On a full tour, singles are requested to sit with other singles on the coach, so that travelling companions can sit together. For fairness to other clients, exceptions will not be made.

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. 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. Please note that no changes can be made to your booking within two weeks of departure.

EXPERIENCE POINTS: Each time you travel with Wells Gray Tours Ltd., you earn Experience Points (e-points). The number of e-points for each tour is shown on the front page of its brochure. After your tour returns, those e-points are added to your account and can be redeemed on future tours. E-points must be earned before they can be used, and each e-point is equal to $1.00. You can redeem e-points on select tours (tours must be 4 days or more), up to the maximum amount allowed for that departure, and any unused points stay in your account for future adventures. If you'd like to redeem all your points on a tour, you'll need to have enough e-points to cover the full cost of that tour. Deadline for redeeming e-points is the final payment date for the tour.

GRATUITIES: Gratuities are at your discretion; however, they are a portion of income for tour directors, coach drivers, transfer drivers, and housekeeping staff. Gratuity guidelines will be outlined in the 'Important Tour Information' document you will receive prior to your tour. 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 their seat. Transfer drivers can be handed cash. At hotels, the gratuity for housekeepers is typically left on your pillow in cash.

COMMENT SHEETS: We always strive to improve, and customer comments are crucial for maintaining our high standard of service. Your passenger itinerary (handed out on the first day) describes how to submit your tour comments.