



Cancellation Policy:

Changes or cancellations can be made anytime before 24 hours prior your scheduled tour or attraction, unless otherwise specified. After that time, all bookings will be considered non-refundable. Please note that no shows or missed departures will not be refunded.

No refunds or exchanges will be allowed on any unused tier products and attraction packages (Classic, Classic +, Premium Pass)

No shows, missed departures, or unused services will be non-refundable.

Reservations changes are based on availability and additional fees may be applied.

Tour Cancellation Insurance:

Purchase the insurance and guests will receive a refund on attractions if cancelled before 9 AM, excludes Harbour air, in which their cancellation is 24 Hours.

Partial or whole cancellations made within 24 hours prior to departure will be subject to a 100% cancellation fee.

1. Book with confidence with **Tour Cancellation Protection** by Gray Line Westcoast Sightseeing for only 3% of the total purchases plus tax. By adding cancellation protection to your booking, you can cancel, change or reschedule your reservation for any reason:
 - Guided Tours: up until 1 hour prior to scheduled pick up
 - Hop-On, Hop-Off Sightseeing & additional Attractions: By 9 am on scheduled day of travel without ticket validation

Online Booking Instructions:

- When purchasing Tour Cancellation Protection online, please select 1. This will calculate the % charge based on all travellers (not per traveller).
- When purchasing more than one tour or attraction, the Tour Cancellation Protection option will re-appear every time you add a purchase to the cart. This allows you to purchase Tour Cancellation Protection for one or all the tours and attractions.



Please Note:

- Tour Cancellation Protection protects guests when services are purchased directly with Gray Line Westcoast Sightseeing. Tour Cancellation Protection is **NOT** Travel Insurance.
- Tour Cancellation Protection is an option that can be added to your tour and attraction purchases to avoid unforeseen circumstances where you cannot make your trip or attraction visit with Gray Line Westcoast Sightseeing.
- Tour Cancellation Protection is 100% non-refundable, and will not be refunded even if a full refund is given for your tour or attraction purchases.
- **All bookings without purchased Tour Cancellation Protection are non-refundable 24 hours before the scheduled tour departure date.**

If you have any questions regarding Tour Cancellation Protection or how to book it online, please contact our customer service team at reservations@glwcs.com or at **1-877-451-1777**.

Harbour Air:

Cancellation within 24 hours is subject to a 100% cancellation fee.

Luggage is not allowed on this Sightseeing Flight

Harbour Air requires Proof of COVID-19 Vaccination prior to boarding.

Transport Canada requires all passengers 6 and older to wear a face mask for the full duration of time spent in the aircraft regardless of final destination.