



Discovery Tours Australia

Small Group Experiences & Private Touring



WHAT YOU NEED TO KNOW – T&C's

WHAT IS INCLUDED

- Experienced and passionate guides with local knowledge and experience
- Modern, comfortable, air conditioned 4WD vehicles
- Cold water supplied
- Food as coded on itineraries
- Where our schedule permits – morning / afternoon tea
- Overnight stops in motel suites
- All National Park, site & ferry fees / accommodation costs

With Discovery Tours Australia (hereinafter called DTA), no two trips are ever the same. We specialise in small group tours to exclusive breathtaking locations. carrying a maximum of six (6) people per vehicle.

Our guides are passionate and very experienced, utilizing their bush skills and wealth of local knowledge to ensure your trip runs smoothly. As well as being fun and informative, Discovery Tours will introduce you to the wonders of the Indigenous culture, flora and fauna, botany, geology and history of our totally amazing continent. As we are flexible, we can personalize our tours to individual needs of our passengers.

FOOD

On our tours we provide you with all meals as coded in the itinerary. There is always plenty of food at meal times and we try to cater to individual tastes where we can, by asking you questions on our booking form about food.

Continental breakfast daily consists of fruit juice, cereals, tea & coffee, toast and jams. Lunch and dinner will also be provided as indicated per itinerary. We also provide storage for cold drinks and foods as we are travelling.

HOW YOU WILL TRAVEL

Small, Late Model, 4WD vehicles with some special modifications; all vehicles have comfortable, forward facing seats and are fully Air Conditioned.

SMOKING

As per Government Regulations, smoking is not permitted in vehicles. Ample stops provide time for "smoking breaks" en route.

TRANSFER OF TOUR DATES

Should you wish to transfer to another of our tours, a handling fee of \$150 may be charged, plus any flight change fees.



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UNUSED TOUR SECTORS

If a passenger fails to join a tour as booked or joins in after the tour has departed, or departs prior to the completion of the tour, no refund will be made for any portion of the tour including food, excursions, accommodation, etc., that are not used or undertaken.

INSURANCE

Discovery Tours Australia and/or its agents are not responsible or liable for loss, damage or theft of luggage or personal belongings whatsoever, nor for personal injury, accidents, hospitalization, illness or medical expenses. In our experience, most claims arise from personal or close-family illness before holiday departure, resulting in cancellation charges.

We strongly recommend all intending passengers consult their travel or insurance agent and take out adequate travel insurance to cover events that may affect your ability to travel (including, but not limited to, health, baggage, loss of monies through cancellation, additional expenses incurred through illness or personal liability prior to travel and early return, for example, following the death of a relative).

CLIMATE

Winter in the tropical north is the dry season and temperatures will be mild with low humidity. Through the months of September and October, the temperatures become increasingly warmer.

FITNESS

Our tours have been designed to suit a reasonable level of fitness; the ability to be able to do some walking along nature trails and cope with remoteness is essential. People suffering from lack of tolerance or not of general good health should consult their GP before taking part on these tours.

Please Note: Passengers accept that it is their responsibility to ensure that their health is in a state which will allow them to enjoy the tour and successfully complete the activities that the tour offers.

If you are unsure, we highly recommend seeking advice from your GP

LUGGAGE

Each passenger is entitled to take one bag (soft sided), 80cm x 30cm x 30cm. (no more than 10kgs as space is very limited) and no suitcases You may also have a small day bag or pack weighing no more than 4kg, however most guests tend to carry a bottle of water and their cameras only. Baggage over the prescribed limit cannot be carried without prior arrangement.

AIRLINE INDEMNITY (where applicable)

Airline involvement in these tours is as air carrier only. Airlines carry no responsibility for statements in tour itinerary relating to ground content of these tours and the operator indemnifies them against any claim, action, loss, or damage arising there from.



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CLOTHING AND WHAT TO BRING

Clothing and footwear should be casual, comfortable and suited to tropical conditions.

Clothing - shorts, trousers, shirts, swimwear, hat, sunglasses, a jacket and a change of warm clothes in case of inclement weather are advisable.

Footwear – some form of fast-drying wet-shoe would prove useful.

Personal - sun protection, insect repellent, medications, toiletries, (overseas travelers should bring a suitable adapter).

Don't forget to bring your video or camera along with plenty of film & spare batteries (recharge facilities are available). Money and/or credit card for personal expenses such as drinks, souvenirs and optional extras.

LUGGAGE CHECKLIST: 1 SOFT BAG PER PERSON, AS DESCRIBED ABOVE

- PHOTO ID
- CLOTHING 3 to 4 changes (t-shirts and shorts)
- LIGHT JACKET & LONG PANTS
- 1 X PAIR OF SANDALS, 1 PAIR OF LIGHT WALKING SHOES
- 1 X PAIR OF BATHERS
- 1 X BEACH TOWEL
- TOILETRIES
- HAT, SUNGLASSES
- TORCH
- INSECT REPELLANT
- SUNBLOCK
- CAMERA
- SMALL PERSONAL WATER BOTTLE SMALL DAYPACK

LIABILITY

The operator and its employees accept no responsibility for any booking, contract, travel, accommodation or group tours which result in any loss, damage, accident, diversion, or theft in regard to luggage or personal belongings, and will be exempt from all liability in respect of direct or indirect consequential loss or damage, death, injury, sickness, irregularity, delay liability, and additional expenses, or inconvenience or any other event beyond its control including accident, failure of machinery or equipment, accommodation, transport, or other services.



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CANCELLATION FEES

Cancellations:

- Bookings cancelled more than 61 days prior to departure will incur a fee of \$500.
- Bookings cancelled between 60 and 46 days prior to departure will incur a fee of 25% of tour total.
- Bookings cancelled between 45 and 31 days prior to departure will incur a fee of 50% of tour total.
- Bookings cancelled 30 days prior to departure will incur a fee of 100% of tour total.

Cancellation Policy due to a COVID Government initiated regulation:

If there is a Federal or State Government COVID Mandate that prevents the client joining the Tour, the following special circumstances policy applies:

Option 1: Reschedule to an alternate date within the same season pending availability

- Flight change fees maybe payable
- No Additional Tour Charges Apply

Option 2: Monies paid are transferred to a travel credit without an expiry date

- Flight change fees maybe payable
- For travel within 12 months of scheduled departure date - No Additional Tour Charges Apply.
- For travel beyond 12 months from scheduled departure date - seasonal price increases Apply.
- There is no expiry with credits and you simply need to call us and advise your booking number (xxxx) and to confirm availability for a new date of travel.

Option 3: Full Refund (less deposit paid) to be processed after the original departure date

*NB: \$500 per person Deposit is Non Refundable in ALL circumstances.

QUEENSLAND HEALTH – COVID RESTRICTIONS

Effective from the 17th December 2021, until further notice – Vax Policy

Supplement to be Read in Conjunction with our Standard Terms & Conditions:

- All adult passengers travelling on any tour with Discovery Tours Australia will be required to be fully vaccinated with a TGA-approved vaccine (unless they have a medical exemption).
- Evidence of this will need to be provided prior to boarding the vehicle.
- If Evidence or Qualified Exemption cannot be provided, boarding will be denied. No Refund of any portion of the tour amount paid will be refunded.
- Additional Requirements of The QLD Government may be announced and if applicable will form part of this policy.

Effective from 2nd January 2022 until further notice – Mask Policy

ALL guests are now required to SUPPLY and WEAR their own masks on ALL tours.

A face mask MUST be worn covering the person's nose and mouth at all times when:

- the person is in an indoor space
- is in a commercial passenger vehicle, as a driver or passenger
- waiting for a commercial passenger vehicle in a designated outdoor space that is not a residence
- A driver of a commercial passenger vehicle must wear a mask unless alone in the vehicle.



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GENERAL CONDITIONS

ON ARRIVAL IN CAIRNS

On arrival in Cairns prior to your tour departure, please confirm your bookings and accommodation with our head office by phoning 1300 32 10 19. Please note that pick-up times are to be confirmed **ONE** day prior to the tour departure.

Passengers are picked up and dropped back at accommodation in the Cairns area or en route. The operator, being Discovery Tours, reserves the right to alter the itinerary and location of passenger accommodation, if necessitated by weather conditions or by any other unforeseen circumstances prevailing at the time of tour. The operator also has the right to substitute vehicles or an alternative operator, transport, and carrier. The tour operator can also charge at any a "fuel levy" if there is a dramatic increase in the price of fuel - we would be very reluctant to impose such a charge and would only do so under extreme circumstances.

Discovery Tours is unable to guarantee exact arrival and departure times and cannot be held liable for failure to make connections with other services or for any expenses incurred by the client as a result of weather conditions, mechanical defects, or any other unforeseen cause. If for any reason, the itinerary is altered, no refund is payable by the operator. DTA reserves the right (without payment or compensation and whether before or after commencement of travel) to exclude any passenger if that passenger appears likely to endanger the health or safety of themselves or others or impair the comfort of other passengers; this includes any passenger who commits any illegal act.

DTA reserves the right to change or alter your tour itinerary and carriers to those advertised without prior notice due to weather, road or operational requirements and would do so with full consideration of your safety and comfort. No refunds are given in these circumstances.

DTA takes all care but holds no responsibility for loss, damage, injury or death incurred at any of its utilized accommodation providers and may change these providers without notice, making every effort to supply equal quality where possible.

DTA are not responsible for any loss, damage, injury or death caused to a passenger by another passenger.

Itineraries are correct at time of publication; however slight differences may occur as we endeavor to improve our tour throughout the year. No refund is given for altered Itineraries however, we do so with your tour satisfaction as our number one goal.

Payment of your deposit constitutes an agreement with our Terms & Conditions stated above.

If you have any questions, please call 1300 32 10 19 or Email: admin@discoverytours.com.au