

General Terms & Conditions

DEPOSIT

The payment of deposit by and/or on behalf of any person constitutes the full agreement with and the acceptance of the terms and conditions as set forth in The Tour Operator's General Conditions.

FINAL PAYMENT

Whilst prices could be subject to change without notice, upon final payment, all tour fares are fixed and not subject to change. For tours departing in less than 90 days, full and immediate payment is required. Fares are shown in Australian currency. For payments by credit card a transaction fee will apply.

WHAT IS INCLUDED

All fares include meals as per itinerary code: (B) Breakfast, (L) Lunch and (D) Dinner. All accommodation costs and entrance fees as per itinerary.

WHAT IS NOT INCLUDED

Accommodation, meals, transfers, and fares en route from home cities. Meals, unless specifically mentioned on day-to-day itinerary, any personal items such as drinks, newspapers, telephone, laundry, souvenirs, personal and holiday insurance. Fuel tax levy may apply.

HOW YOU WILL TRAVEL

Modern air-conditioned 4WD tour vehicles with comfortable forward-facing seats, PA system, and contact with Royal Flying Doctors for your safety and peace of mind. Sat phone all vehicles.

CLOTHING AND WHAT TO BRING

Casual gear is a must. You will need minimal changes of clothing. T-shirts, jeans, shorts, bathers, bath towel, a pair of rubber soled shoes or joggers, a warm jumper or jacket, hat, torch, insect repellent and toiletries.

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 may be charged, but no cancellation fee applies unless within full payment period.

UNUSED TOUR SECTORS

If a passenger fails to join a tour/safari or joins in after departure, or leaves it prior to completion, no refunds can be made. No refunds will be made in respect of any part of the tour including food, excursions, accommodation, etc., that are not used or undertaken.

INSURANCE

The Tour Operator and/or its agents are not responsible or liable for loss or damage or theft of luggage or personal belongings whatsoever or for personal injury, accidents, hospitalisation, illness, or medical expenses. Most claims arise from personal or close-family illness before holiday departure, resulting in cancellation charges. We strongly recommend all intending passengers consult their insurance agent and take out adequate travel insurance to cover any event and give full travel protection.

CANCELLATION FEES

Cancellations must be received in writing or by email and cancellation fees will apply to the amount of notice given to the operator.

- Bookings cancelled more than 90 days prior to tour departure – loss of deposit paid.
- Cancellation between 90 and 60 days prior to tour departure – 50% cancellation fee of total tour cost.
- Cancellation between 59 and 31 days prior to tour departure – 75% cancellation fee of total tour cost.
- Cancellation 30 days and less prior to tour departure – 100% cancellation fee of total tour cost.

GENERAL CONDITIONS

Due to the nature of the trip, it is not recommended for young children. Minimum numbers apply to all tours for the tour to operate. The operator reserves the right to alter the itinerary and location of accommodation, if necessitated by weather conditions or by any other unforeseen circumstances prevailing at the time of the trip. The operator also has the right to substitute vehicles or an alternative operator, transport, and carrier.

The operator is unable to guarantee exact arrival and departure times and is not 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. The operator reserves the right without payment or compensation, and whether before or after commencement of travel, to exclude any passenger, if that passenger may appear likely to endanger the health or safety or impair the comfort of other passengers and may be asked to leave the tours immediately, should he/she commit any illegal act.

LIABILITY

The operator and its employees accept no responsibility for any booking, contract, travel, accommodation or 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.

AIRLINE INDEMNITY

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

LUGGAGE

Due to Government Workplace Health and Safety Regulations luggage cannot exceed 10kg.

Luggage space is VERY LIMITED, so please restrict your luggage to ONE small SOFT travel bag (300mm x 300mm x 700 mm) and a small day pack per person. Any excess luggage can usually be stored at your hotel, or if your post tour accommodation differs, please arrange for your luggage to be transferred to your post tour accommodation.