

## Terms & Conditions of Travel with Tour Local (EXT, ODT & Theatre)

Please read through and understand the following Terms and Conditions of travelling with Tour Local (TL)

**Tour Local strongly recommends Travel Insurance.** Cancellation charges apply to all tours. Speak to us for assistance with insurance

### PAYMENTS

Contact our office for our range of payment option

### CANCELLATION POLICY

Cancellation Charges will apply for all cancellations of bookings for which deposits are paid.

No partial or full refund is available for cancellation after the commencement of any tour

Refund and other terms specifically noted for a tour automatically override any/all terms noted herein

### EXTENDED TOURS – Full Payment needed 2 months prior, Deposit needed to secure your booking.

#### Days before Departure Amount Refunded

91 Days or more: Your deposit is fully transferable\*

61-90 Days: Forfeiture of deposit\*

31-60 Days: 50% of fare\*

15-30 Days: 25% of fare\*

14 Days or Less: Forfeiture of Full Fare

We reserve the right to take each matter on a case by case basis where the need is appropriate.

\*plus any additional fee or charge we have incurred or are contractually obligated to pay on your behalf, not covered by the deposit (ie. flights/cruise)

### ONE DAY TOURS – Full payment needed to secure your booking.

15+ Days- Full Refund Given

8 -14 Days- 50% Credit for another TL Tour

2-7 Days- 25% Credit for another TL Tour

Within 48 Hours- No Refund/Credit Given

### \*\*THEATRE/EVENT TOURS – Full payment needed to secure your booking

70+ Days- Full Refund Given

31- 69 Days- 50% Credit for another TL Tour

0 -30 Days- No Refund/Credit Given

\*\* all credits/refunds will have the cost of any prepaid event/concert tickets deducted

### Special Circumstances Apply.

TL Reserves the right to vary any of the above, in the favour of our client, at the sole discretion of TL

If someone is able to directly swap with you on a Tour, then TL will make no charge for such unless 3<sup>rd</sup> party terms apply eg cruises, airlines etc.

### CANCELLATIONS

If a tour is cancelled due to reasons beyond our control then you will receive a credit valid for 12 months for the monies you have paid, less any monies that we have already paid on your behalf, or are contractually obligated to pay on your behalf (eg. Flights). If and when we get refunds for those such payments then the full amount will be refunded to you.

If we cancel a tour at the discretion of TOUR LOCAL, then you will be offered a FULL monetary refund

If you cancel for any reason, charges may come into effect.

**Notes on Credits:** A credit refers to where Tour Local will retain the monies you have paid, to be used at a later date. This credit can be used on any other Tour Local service (One Day Tour, Theatre, Extended Tour etc). The credit is valid for a 12 month period from the date of it being assigned, and Tour Local must be notified when you intent to use this credit as payment.

The credit is not transferable to another person and is not exchangeable for cash.

### SPECIAL NEEDS AND DIETARY REQUIREMENTS

We must be told, at the time of booking, if you will be using a walking frame

We must be told, no later than 14 days before travel, if you have any special dietary needs

You are also provided with a Fitness To Travel form which will outline other needs so please be sure to return this to us as soon as you can after you have booked.

### PICK UP AND RETURN TO HOME

Where we quote that pick up and return to your home is included – this refers to those located within 60km of our Pakenham office – all other such transfers are by arrangement and may incur additional expense.

### LUGGAGE

Passengers are advised that they are responsible for the moving of their luggage. Our drivers will load luggage on and off the coach where the case is not in excess of 16kg, but all other movements are the responsibility of the passenger. We suggest one main piece of luggage and one carry-on bag.

### SEAT ROTATION

For the enjoyment of all passengers Tour Local operates a daily seat rotation which all passengers must participate in as a condition of booking and to ensure that all passengers enjoy forward and window seating. Not applicable on day outings

### PHOTOGRAPHY/VIDEO

Tour Local may elect to take photos, video or other such medium during the conduct of any tour. Tour Local reserves the right to use such images for marketing or other legitimate purposes. Tour Local undertakes to protect the privacy of all individuals by never publishing a person's full name or other personal details.

### RESPONSIBILITIES

Tour Local advises that the service it provides is for the booking and packaging of goods and services. Such service is either arranged directly through operators such as hotels and coach companies or with the assistance of a Licensed Travel Agent. As such Tour Local will not be responsible and will be excluded from any liability for any loss, damage, omission or acts being negligent or otherwise, committed by such parties used in connection with Tour Local tours and outings. All travellers undertake each tour or trip at their own risk.

Tour Local will not be liable for any personal injury or loss howsoever sustained, including, but in no way limiting, the generality of this clause, the negligence of the company, its employees, agents, or others associated in any way with any tour or trip.

Tour Local reserves the right to make any alterations to advertised itineraries if it deems such change/s to be necessary, in the interest of passenger safety and/or enjoyment. No financial reimbursement will be obligated upon Tour Local in the event of such change/s.

**Optional activities** - Tour Local does not operate these although Tour Local may assist in the booking of same. As such, no person employed or associated with Tour Local, and Tour Local itself, cannot and do not take any responsibility for any injury, action, loss or damage of any type arising in any manner from these activities.

### LAST MINUTE FARES

Occasionally we are able to offer "last minute" fares. These are limited to a small number of passengers and such fares do not apply to all bookings for the particular tour but only to the last minute bookings.

### FITNESS TO TRAVEL

It is a requirement of TL that each person be able to safely negotiate coach/bus steps without the aid of the driver/TL staff. We will always endeavour to offer assistance when alighting any TL vehicle.

No passenger will be permitted to embark or continue on the tour while their mental or physical condition is, in the opinion of any representative of TL, such as to render them incapable of caring for themselves, or whereby they become objectionable to other passengers, or they become a hazard to themselves or other passengers, or a hindrance to the continuation of the tour. TL will not be responsible for expenses resulting in such persons being precluded from completing the tour for any such reason.

**TOUR LOCAL HIGHLY RECOMMENDS THE USE OF TRAVEL INSURANCE FOR ALL EXTENDED TOURS**