

Terms & Conditions of Travel with Tour Local – Extended Tours

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

Tour Local strongly recommends Travel Insurance. Speak to us for assistance with insurance. *Errors & Omissions Excepted*

1. How to Make a Booking

Bookings can be made in three ways – you choose.

1. Book online at www.tourlocal.com.au or
2. Call us on (03) 5941 8800 or
3. Send an email to bookings@tourlocal.com.au

You will then receive a Booking Confirmation email. To complete your booking we will require Full Name (and name of any persons booking with you) Address & Phone Number & Email Address □ Room Type & Special Requirements □ Next of Kin Details (in case of emergency)

2. Pricing & Details

All prices herein listed are based on a Twin Share rate. All prices and details are current as of the time of printing, and are subject to change without notice. For up to date pricings and details, please contact our office or view details online. Errors and omissions excepted.

3. Payments

We require a deposit of \$200pp upon booking in order to confirm your booking.

Payment for the remainder of the tour is due 2 months prior.

Payment can be made in one of the following ways

ONLINE: www.tourlocal.com.au/payments

CREDIT CARD: Contact our office (1.5% surcharge, no Amex or Diners)

DIRECT DEPOSIT: Tour Local, BSB: 033-636 ACC: 238 103

Ref: Booking Identifier/Number (this will be given to you at time of booking)

CASH: Please phone before coming to our office

IN BRANCH: Contact our office to obtain your special identifier

4. Refunds 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.

5. Cancellations

If we cancel a tour due to **reasons outside of our control** (ie. covid restrictions) then a tour transfer or a full tour credit of monies paid will be made available to you*

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

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. Please refer to our refund policy (above) for details on this.

Tour specific terms and conditions are paramount and render our standard terms and conditions invalid if there is a variance in any instance.

6. Covid Conditions on Tour

If a lockdown is implemented or Covid conditions come in to place whilst we are out on tour, our priority will always be the safety and well-being of our travellers. As such, we will assess and address each situation individually as it arises.

If we must make changes to our itinerary or quarantine for any reason, any additional expenses incurred from this will be at the sole responsibility of the traveller. We will still do all we can to see that you are looked after throughout any possible situation.

7. Ability to Travel

By booking on any of our tours you are agreeing that you can safely alight and disembark from a coach unassisted, and that you are able to take care of yourself in all regards whilst on tour. No person will be allowed on tour should they be deemed unable to do so due to current government restrictions. Normal refund conditions apply in this situation.

8. Conduct on Tour

We welcome you on board our tours. If however, you become unwell, or if you behave in such a manner that makes your ongoing travel unacceptable or unsafe then for either reason or at the sole discretion of Tour Local, its employees or agents, we may require you to leave the tour. Tour Local will not be responsible for any costs associated with this action, including but not limited to, the cost incurred for you to return home, or for any refund for any unused part of the tour.

*less any monies made on your behalf to a third party that is unable to be refunded to us.

9. Home Pickup & Return

This much sought after service applies to everyone booked on any Extended tour of 3 or more nights and living within 60km of Pakenham. If you do not meet this criteria we can still arrange a home pick up if you so desire but extra costs will apply. For anyone for whom these criteria do not apply, we will either arrange a suburban / airport/ train station pick up, or you can park your vehicle at our office address.

10. Vehicles

Tour Local operates a modern fleet of buses, complete with all the travelling accessories to be expected when touring this great land. The two main vehicles we use are our

Luxury Midi Bus: Great for boutique tours, and provides an intimate setting so you feel a part of the tour and the group, whilst still allowing for space and openness on the bus.

Luxury Coach: Great for longer tours, where we are on the road for hours at a time. Spacious leg room, neat interior, and large viewing windows, all allow for a comfortable and enjoyable trip.

11. Accommodation

We look to stay in 3-4 star accommodation, with modern rooms, that come equipped with the general amenities (ie. Bed, TV, Air Con/Heating, Tea and Coffee, Fridge). The standard of accommodation may vary in regional areas where our choices are more limited.

12. Meals & Refreshments

Please refer to each tours individual itinerary for a full break down of meals.

We believe a well fed person, is happy person, which is why we take pride in the meals we include.

Breakfasts are generally continental or cooked.

Lunches are usually picnic style or bakery/bistro type.

Dinners are usually 2 course bistro dinners, or similar. We also look to include morning or afternoon refreshments on each day of touring where possible.

13. 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.

14. Special Needs & Dietary Requirements

We must be notified of any special dietary needs at the time of booking/ We also must be notified if you intend to bring a walker or any other special requirements at the time of booking.

Please advise us of any other special requirements or conditions you feel we should know for the duration of the tour. If we aren't made aware of these requirements then no guarantee can be made on our part to adhere to them.

15. 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.

16. Seat Rotation

For the enjoyment of all passengers Tour Local operates a daily seat rotation – this is to ensure that there is no "claiming" of seats by one traveller.

17. Covid Peace of Mind

In this post-Covid19 world you can rest assured that we will continue to do all we can to maintain the health and safety of our passengers.

This includes, and not limited to; daily cleanings of our vehicles, including the wiping down of heavily used touch points; hand sanitizer stations on all vehicles

Until further notice, no person will be able to travel on tour if he/she is demonstrating a fever or a dry cough. If such symptoms are evident then we would require a Doctors certificate indicating that person is fit to travel.

All Tour Local staff will be full vaccinated whilst on tour, and we strongly encourage every traveller to be the same.

Masks must be carried by all passengers and worn when required (unless an exemption from a medical professional is shown prior to tour).

We reserve the right to alter this condition of travel in response to changing covid conditions.

Tour Local reserves the right to alter or change the itinerary, accommodation, or carriers at any time for any reason. We will always have your experience enjoyment front of mind.