All One Day Tours (ODT) Bookings are made in accordance with Tour Locals Terms & Conditions.  
One Day Tours (ODT) include the following types of tours/outings.  
Public Day Tours Private Group Day Tours Over 50s Tours Theatre Outings VIP Outings   
Event and Wedding Charter

1. No ODT is confirmed until payment/deposit is received, unless prior discussion has been made with our office and confirmed in writing
2. Covid Conditions
   1. It is a condition of travel that all passengers have a fitted face mask with them on the day of travel, and wear this when requested
   2. It is a condition of travel that all passengers have received their Double Covid Vaccination, and are able to supply Government Supplied proof of such. No refunds will be provided should the following not be demonstrated.
   3. Medical Exemptions are provided for, given that they are made known to Tour Local prior to the date of travel.
   4. We abide by the Government Mandated conditions at the time of travel, as such there may be last minutes changes required to the day to ensure these are met. We appreciate your understanding in these challenging times.
3. Payments   
   Payments can be made online at [www.tourlocal.com.au/payments](http://www.tourlocal.com.au/payments) OR by contacting our office.   
   1. **Day Tours (Public) & Theatre/VIP Tours (Private and Public):**Full payment is required to secure your place on the tour, unless prior arrangement made with our office.
   2. **Private Group Day Tours**   
      A $200 (or otherwise specified) deposit is required to secure your booking, unless prior arrangement made with our office.  
      Full payment is due no less than 14 days prior to the date of tour.
      1. Minimum numbers required are unique per tour, and different point points may be in use for different amount of numbers on the bus.
      2. If your numbers fall below the set minimum, then either an increase to the per person price may be required, or a change to the days itinerary
   3. **Charter**   
      A $200 (or otherwise specified) deposit is required to secure your booking, unless prior arrangement made with our office.  
      Full payment is due no less than 14 days prior to the date of tour.
4. Cancellations made by the Traveller
   1. **Day Tours (Public):**   
      15+ Days: Full Refund Provided

8 -14 Days: Full Credit Provided

1-7 Days: $15pp Admin Fee, Remainder Provided as Credit

Within 24 Hours: No Refund/Credit Provided

* 1. **Private Group Day Tours**60+ Days: Full Refund Provided   
     15-59 Days: Full Credit Provided  
     7-14 Days: Forfeiture of Deposit, Remainder Provided as CreditWithin 6 Days: No Refund/Credit Provided
  2. **Theatre & VIP Tours**70+ Days: Full Refund Provided   
     31-69 Days: 50% of Total Cost Provided as credit.   
     1-30 Days: No Refund/Credit Provided
  3. **Charter**60+ Days: Full Refund Provided   
     15-59 Days: Full Credit Provided  
     7-14 Days: Forfeiture of Deposit, Remainder Provided as CreditWithin 6 Days: No Refund/Credit Provided

1. Cancellations made by the Tour Local
   1. A full credit will be made to the booker, with the option of a full refund offered as well.
2. Cancellations made by a 3rd Party (ie. Covid Restrictions)
   1. Tour will be see as cancelled, and monies will be automatically transferred into a credit.
   2. The option will be made available for a refund to be provided
   3. If another tour of the same type is available, we will provide the option to move across your booking to this new date
3. Credits
   1. Credits will be stored with Tour Local
   2. It is the responsibility of the booker to notify/request Tour Local that a credit is being held upon your next booking.
   3. All credits valid for one year from the date of the initial cancelled tour.
   4. In all instances where credits or refunds are being provided, this is less any monies that have already been paid on your behalf to a 3rd party that is unable to be retrieved by Tour Local
4. Our Buses
   1. We will always endeavour to use our buses and provide to you the bus that we have assigned to you.
   2. Due to situations out of our control, there may be times when the bus assigned to you is no longer able to be used on the day.
   3. We will always endeavour to substitute any change in bus, with a bus of like-quality and similar seating capacity.
5. We reserve the right to make any necessary changes, either before or on the day, to the itinerary that we deem necessary to ensure both passenger safety & enjoyment, and to ensure the tour is able to proceed. This includes, but not limited to, changes required to be made due to situations out of our control and changes that need to be made due to closure or unavailability of venues. In all instances, we will look to substitute any changes with a similar activity/venue.
6. Special Dietary & Requirements
   1. Any special dietary needs and other special requirements of travel must be made known to Tour Local in writing, no less than 1 week before the date of travel.
   2. If this is not done Tour Local may not be able to provide for your needs on the day and holds no responsibility to do so.
   3. We endeavour to see to all special dietary needs, but there may be some situations where this is out of our control. We will always notify you of such if this is the case.
7. Pickup Locations
   1. We reserve the right to change pickup locations where such action is needed. We will always do our best to provide our travellers as much warning should a change be needed.
   2. It is your responsibility to ensure that you are at your pickup location PRIOR to the time of departure.   
      Depending on the situation, we may not be able to wait for you if you are not there and ready to go
   3. We will always endeavour to make contact with you if you are not at the designated location for time of departure.
   4. Please ensure you are familiar with your pickup location. We ask that you make contact with us prior to the day of travel if you are not.
8. Conduct on Tour & Vehicles
   1. Tour Local reserves the rights to deny transport to any persons deemed to be acting in an aggressive or disrespectful manner towards staff, other passengers, or other people. Those who are in an overly disturbing, intoxicated or inebriated state may also be refused transport.
   2. Any damage or destruction to the property of Tour Local or Tour Local chartered vehicles is at the full responsibility of the booker. Should any additional cleaning or repairs be required, a $200 fee PLUS any additional costs will be charged to the booker.
   3. Tour Local reserves the right to deny entry to any person who is, or intends to be, eating or drinking on our vehicle. Permission may be granted for this prior to boarding our vehicle.
   4. In any instance where a traveller is denied entry or removed from tour, Tour Local accepts no responsibility for this, and no refund will be provided. We will ensure we drop you in a safe environment, with means to make contact, and we shall then leave you there.
9. Charter & Private Group Bookings
   1. No date is reserved, or vehicles held until booking confirmation is received by the client, and the adequate deposit has been received by Tour Local.
   2. We will not be able to make additional stops on the day, that haven’t already been pre-planned.
   3. Additional time needed on a ODT to that already scheduled for, not at the fault of tour local, may be charged at an additional $35 per half hour interval. This is the responsibility of the booker to pay prior to disembarking the vehicle.
   4. Tour Local reserves the right to refuse to enter a property to either pick up a client from the nominated property or return a client to the nominated property if the driver in his or her absolute discretion believes it may be unsafe to enter the property for any reason.  Tour Local shall not be liable for any loss sustained by a client as a result of Tour Local refusing to enter a property for safety reasons nor shall Tour Local be obliged to refund any monies paid by the client.
   5. Any quote provided is valid for one week. All prices subject to change.
   6. The Group Booker is the sole person responsible for all back and for communication between Tour Local and the group. It is understood that the group booker will make the group aware of any and all relevant information.
   7. The Group Booker is held responsible for all actions of the group.
10. Further Conditions  
    We ask that you consult the individual tour page online or ask us should you be unsure about anything or any condition.   
    At our heart, we are a family owned and operated company, and as such always try to show compassion and understand in what we do.   
    Safety is our number one priority, and having fun is a close second – so let’s travel!