



All One Day Tours (ODT) Bookings are made in accordance with Tour Local's 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. **Booking confirmation**

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**

- I. 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
- II. It is a condition of travel that all passengers have received at least double Covid Vaccination, and are able to supply Government supplied proof of such. In the event that this cannot be supplied Tour Local reserves the right to refuse travel. No refunds will be provided if this does occur and no obligation rests on Tour Local with regards to this
- III. Medical Exemptions are provided for, but they must be advised in writing to Tour Local prior to the date of travel.
- IV. We abide by the Government mandated conditions at the time of travel, as such there may be last minute changes as Tour Local and its suppliers ensure these are met. We appreciate your understanding in these challenging times. No refunds for any changes will be obligated to be paid by Tour Local.

3. **Payments**

Payments can be made online at www.tourlocal.com.au/payments OR by contacting our office.

I. **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.

II. **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.

- i. Minimum numbers required vary per tour
- ii. If your numbers fall below the set minimum, then either an increase to the per person price may be required, or a change/s to the itinerary

III. **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**

General conditions

- I. All conditions may be varied per tour in which case the nominated fees, time frames and all other conditions for that tour apply
- II. All refunds/credits will be supplied less any cost that has been prepaid to a third party and is unable to be recovered by Tour Local
- III. All credits must be used within 12 months from the initially intended date of travel



Cancellations made by the Traveller

- **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 business hours: No Refund/Credit Provided

- **Private Group Day Tours**

60+ Days: Full Refund Provided

15-59 Days: Full Credit Provided

7-14 Days: Forfeiture of Deposit, Remainder Provided as Credit

Within 6 Days: No Refund/Credit Provided

- **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

- **Charter**

60+ Days: Full Refund Provided

15-59 Days: Full Credit Provided

7-14 Days: Forfeiture of Deposit, Remainder Provided as Credit

Within 6 Days: No Refund/Credit Provided

Cancellations made at the discretion of Tour Local

A full credit will be made to the booker, with the option of a full refund offered as well.

Cancellations necessitated by a 3rd Party (eg. Covid Restrictions)

- I. All monies will be automatically transferred into a credit
- II. The option will be made available for a refund to be provided.
- III. If another tour of the same type is available, we will provide the option to move across your booking to this new date

5. Credits

- I. Credits will be stored with Tour Local
- II. It is the responsibility of the booker to notify/request Tour Local that utilise the credit being held upon your next booking.
- III. All credits are valid for one year from the date of the initial cancelled tour
- IV. 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 third party, that is unable to be retrieved by Tour Local

6. Our Vehicles

- I. We will always endeavour to utilise our own luxury fleet of buses.
- II. We reserve the right to substitute our company owned vehicle with another bus of like-quality and similar seating capacity.
- III. Where a certain vehicle has been assigned to you, Tour Local accepts no responsibility for situations outside of our control that may mean we need to change the vehicle on the day.



7. **Last Minute Changes**

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. Tour Local will not be responsible for any fiscal adjustment if any such changes have to take place.

8. **Special Dietary & Special Requirements**

- I. 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.
- II. 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.
- III. 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.

9. **Pickup Locations**

- I. 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.
- II. 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
- III. Please ensure you are familiar with your pickup location. We ask that you make contact with us prior to the day of travel if need further clarity about the pick up time and location

10. **Conduct on Tour & Vehicles**

- I. 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.
- II. 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.
- III. 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, but this is at the discretion of the driver on the day, who in turn is supported by Tour Local.
- IV. 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. In this instance, Tour Local also has no responsibility, fiscal or otherwise, for your return to the initial starting point or any other forward location.



11. Charter & Private Group Bookings

- I. No date is reserved, or vehicles held until booking confirmation is received by the client, and the requisite deposit has been received by Tour Local.
- II. We will not be able to make additional stops on the day other than those that have previously been pre-planned, quoted, and paid for
- III. Additional time needed on a ODT or Charter to that already scheduled for, not at the fault of Tour Local, may be charged at an additional \$55 per half hour interval. This is the responsibility of the booker to pay prior to disembarking the vehicle.
- IV. 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.
- V. Any quote provided is valid for one week. All prices subject to change.
- VI. No Reservations, either for date, vehicle or venue, are deemed to be made until confirmation has been received and deposit paid.
- VII. The Group Booker is the sole person responsible 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.
- VIII. The Group Booker is held responsible for all actions of the group.

12. 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!