

TOURS FOR WOMEN

Your contract will be with us as tour operator. Should we book a flight on your behalf it will be subject to the conditions of the respective airline, including but not limited to deposit/full payment and cancellation terms. Please read all booking conditions carefully. You must not make any booking unless you understand and agree with these booking conditions and any additional terms and conditions as indicated above and/or at the time of booking.

PRICE & PAYMENT

The deposit is non-refundable unless we cancel your tour. The balance of your tour must be paid no later than 42 days prior to your tour departure date. Under certain circumstances, following payment of the deposit, part payment may be required monthly and these terms will be advised prior to booking a tour.

If you do not pay as required and within this period, we may cancel your booking and your deposit will be forfeited. Full payment is required if you make a booking within 42 days of the departure date. If your booking is a special offer we may require full payment (including any pre and post accommodation and sundry service charges) by such earlier time as specified in the offer. All discounts apply to the tour price only and do not apply to any flights, visitor taxes, stopovers, pre and post accommodation or transfers. We may alter prices and other contained in our brochures and on our website at any time. Before you make a booking we will provide you with details of the current price of your chosen tour.

After you have booked, changes to

- (i) the price of fuel;
- (ii) the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees
- (iii) exchange rates,

may mean that the price of your tour may change. **There will be no change within 20 days of your departure.

Should the price of your tour go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative expenses incurred. Please note that tours arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your tour due to contractual and other protection in place.

TRAVEL DOCUMENTS

Please ensure you carefully read your invoice, tickets and all other documents we send to you as soon as you receive them and contact us if information appears to be incorrect. We will not accept any liability if you fail to notify us of any

Terms and Conditions

inaccuracy in any document within 14 days of us sending them to you. You are responsible for ensuring that you have the correct and valid travel documents including passports, visas and vaccination certificates and that you provide us with your name exactly as it appears in your passport to be used for all your bookings.

We take no responsibility for any errors or omissions in your personal documentation required for each country visited. We strongly recommend that you verify current documentation requirements, including the required time until expiry of your passport for entry into destination countries (check smartraveller.gov.au for current advice).

INSURANCE & CLAIMS

You must take out comprehensive travel insurance before you travel on your tour. Your insurance protection must include cover for cancellation, medical and repatriation expenses, personal injury and accident, death, and loss of personal baggage and money and personal liability insurance. Evidence of such insurances must be produced to us on request.

Once you have paid your deposit, we ask that you safeguard your holiday by taking out **Travel Insurance**. We are unable to accept anyone on tour without proof of current **Travel insurance**. Should you need recommendations for this, Jenny is happy to help. The policy is designed to not only protect you on tour, but also prior to the tour, should cancellation be necessary.

* It is worth noting that not all policies are the same. Please check all aspects of the policy you choose.

IF YOU CHANGE OR CANCEL YOUR BOOKING

If you want to change or cancel any aspect of your booking once made, you must notify us in writing. We will do our best to accommodate your requested change, but it may not always be possible. All change/cancellation fees must be paid within seven days of the invoice date or on the date of departure, whichever is the sooner.

The following **cancellation fees** will apply for tour costs.

- **More than 90 days** before departure = deposit *(unless booking/payments for rooms/services have commenced. If that is the case, you will be liable for only those payments which cannot be recouped.)*
- **59 – 41 days** before departure = 50%
- **40 – 35 days** before departure = 75%
- **35 days or less** before departure = No refund

. ***After registering yourself on tour – and paying the deposit, your place is then guaranteed. Bookings are made contingent on this as an act of faith, as you pay the instalments. -

If you need to withdraw from the tour for whatever reason, your personal Travel Insurance may cover you.

Once on tour, if you make any changes (eg room options, tours not on the itinerary), you will be solely responsible for arranging such changes, and be responsible for any charges which may apply, depending on the terms of the third-party (eg hotel, taxi, tour). *See also Flexibility During Tour concerning refunds.*

CANCELLATION OR MODIFICATION BY US

Every effort will be made to operate all tours as advertised but it must be remembered that our tours are planned up to eighteen months in advance. In the event of unavoidable and extraordinary circumstances we may be required to cancel or materially modify your tour.

In these booking conditions "unavoidable and extraordinary circumstances" means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

This list includes, but is not limited to; war, threat of war, riot, civil disturbances, industrial dispute, terrorist activity and its consequences, natural or other disaster (such as volcanic ash or hurricanes), pandemic or other severe health situation, nuclear incident, fire, adverse weather conditions (actual or threatened, including snow and fog), closed or congested airports or ports, unavoidable technical problems with transport, unforeseen alterations to public transport schedules, changes to immigration, labour, rescheduling of aircraft or boats and similar events).

If this happens, we will offer you alternative travel arrangements, or a refund of all money paid notwithstanding any prepaid bookings that are non-refundable. **A material modification is one that has a serious impact on your tour and includes a change of departure date, departure point or airport, or change of departure time of more than twelve hours, which would cause substantial inconvenience to you. A change of accommodation, or transport method/style is not a material modification.

We may alter or substitute the type of vehicle, or method/style of transport mentioned in the brochure, depending on the number of passengers carried, which can vary from tour to tour.

Normally the maximum group size is 10 passengers. We may require a minimum number of participants for certain tours. If insufficient registrations have been made 42 days prior to

departure, we may cancel the scheduled tour, whereupon all money paid by you for your tour will be refunded and no further compensation will be paid.

FLEXIBILITY DURING TOUR

Every effort will be made to operate all visits/events featured in the brochure, but there may be a necessity to vary the itinerary from that stated. This may include variations in accommodation, excursions, free time, and delays may occur for a variety of reasons beyond our control. All decisions relating to a tour itinerary will be made by the Tour Leader, as appointed by us, in the interest of the group as a whole. Please note that due to public holidays some sights or activities may not be available on a particular tour. *Please note no refund will be made for services which for whatever reason are not used by you once the tour has departed.*

DIETARY, HEALTH AND SPECIAL REQUIREMENT

You must clearly state all your dietary requirements at the time of booking. We cannot guarantee that special dietary requirements can be met and we cannot take responsibility for any such requirements not being fulfilled.

Walking is a fundamental part of our tours. If you have a medical condition or require special arrangements that may affect your tour, we ask that you inform us in writing at the time of booking. We may ask you to complete a medical assessment form to assist us. If we cannot reasonably accommodate your particular needs, we may decline the booking.

YOUR LIABILITY TO US

You will not be permitted to embark or continue on the tour if your mental or physical condition is, in the reasonable opinion of our representative, such as to render you incapable of caring for yourself. This may include where you become objectionable to other passengers, or you become a hazard to yourself or other passengers.

We will not be responsible for expenses resulting in you being precluded from completing the tour for any reason. Nor will we refund you any part of your tour cost. In all cases we will notify you of the reasons why we have taken this action. We will have no obligation to arrange for your return to the point of the tour departure if your condition manifests itself after the tour departure. You agree to indemnify us in full against all losses (direct and indirect and howsoever caused) arising from any third-party actions taken against us for loss or damage caused by you or arising from your participation on the tour.

TRAVEL ADVICE

We recommend that you visit smartraveller.gov.au to check current advice.

DATA PROTECTION

We are committed to protecting your personal information and agree to process your personal information in accordance with our Privacy Policy. To make your booking and ensure that your travel arrangements run smoothly, we need to use the information you provide. We may pass it on to other relevant suppliers who are responsible for parts of your travel arrangements.

LUGGAGE

You are entitled to one piece of main luggage and carry-on luggage of given size and weight as prescribed by the airline. In addition, you may bring carry-on luggage as prescribed by the airline. You are responsible for compliance with the carry-on (including what can/cannot be placed in your luggage, eg liquids, batteries etc) for all airlines including those used for internal flights during the tour.

When determining what luggage to take, please remember that you will be responsible for handling your own luggage during the tour. At times this may include loading and unloading on local trains and other land and water transport.

PUBLISHING CONSENT

You acknowledge and agree that our future advertising and publicity material may include statements made by passengers, or their photographs, and you consent to such use of your comments or photographic/video likeness.

Penny King (Director)

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