

BOOKING CONDITIONS: By paying your \$500.00AUD/pp deposit you are agreeing to the following conditions.

I have read, understood and agree to abide by the terms, conditions and responsibilities as outlined below.

(tick box to acknowledge)

Deposit of \$500.00AUD per person is required to secure booking. The tour price is subject to change until paid in full. **Full payment** is required no later than 60 days prior to the tour departure date. **Travel insurance** is strongly recommended to be taken out at time of deposit, and any pre-existing illness be advised to insurance provider. **Airline fuel surcharges** All packages that are inclusive of flights will be subject to any airlines fuel surcharges that may be applied from time to time by the airline and will be in addition to the cost of the tour. **Cancellation by you** Cancellation of a booking must be made in writing, by the person signing the booking form, and is not effective until such cancellation is received by the company. If the cancellation is received 60 days or more before departure, the appropriate deposit shall be forfeited. In the event of cancellation 59 days or less prior to departure the following charges will apply, with a minimum cancellation fee of the original deposit. 60 days or more - loss of deposit, 59-31 days - 50% of tour cost, 30 days or less - 100% of tour cost. **Cancellation by us** The company reserves the right in any circumstances to cancel the tour and all tours operate subject to a minimum number of participants. However, in no case will the company cancel the tour less than 28 days before the scheduled departure date except for the reasons of force or failure on the client's part to pay the final balance. **Changes made by you** Amendments to confirmed and deposited itineraries - \$100AUD per change in addition to applicable supplier charges. **Hotel Descriptions and Pictures** Hotel Descriptions are correct as per contractual agreements with suppliers at time of printing. Photos are used for general information and may not reflect actual tour locations or services. **Health requirements** Please advise Great Southland Tours of any special meal requests, wheelchair assistance or any personal health requirements. It is expected that clients understand the level of fitness required for the tour they are participating in and inform Great Southland Tours at time of booking of any medical condition that may restrict or require on tour assistance - your travel insurance provider should also be advised. **Travel Documents** Passports with a minimum of 6 months validity from the return date to your country of origin is a requirement. Visa permits and vaccination and other medical certificates required for the whole tour are the responsibility of the client. Great Southland Tours Pty Ltd accepts no responsibility for any failure in this respect. Responsibility for document accuracy rests with the client. **Complaints procedure** If the client has a problem during the tour, the tour leader should be approached and will attempt to put things right. If the clients' complaint can not be completely resolved while on tour, the client must write to Great Southland Tours Pty Ltd within 28 days of completion of the tour. **Consular advice** We recommend your contact your countries Department of Foreign Affairs and Trade prior to making your booking for the latest Government Consular advice. **How much luggage can I bring?** You are allowed to bring one suitcase per person with the dimensions of 30.5"x22"x12.5" (77.5x56x32cm) and weight not exceeding 66lbs (30kg) due to the limited space on the coach. You can also bring one piece of hand luggage, provided it is small enough to take on the coach and does not have telescope handles. Please note that air carriers, cruise lines and other forms of transportation may have other restrictions and requirements including weight, and we recommend that you contact the suppliers directly for additional information. We regret we are unable to accept a second suitcase or any luggage exceeding these limits. Carry-on bags should not exceed the dimensions of 12"x11"x6". For safety reasons, wheeled carry-on bags are not suitable as hand luggage on motorcoaches. Carry-on bags must be small enough to store in overhead bins or under the seat in front of you on motorcoaches and other transportation. Some airlines are also charging fees for checked baggage, and these fees are not included in the vacation or airfare package price. Please check with your airline directly for baggage information and regulations. Great Southland Tours is not responsible for any additional fee imposed by air carriers regarding baggage.

Tipping Tipping is a great way to show your appreciation to tour guides, interpreters and other tour providers who you feel are a great help on your trip, the accepted amount is around AUD\$6 per person per day. **Shopping** Products purchased while on tour are completely the responsibility of the client and Great Southland Tours Pty Ltd and its suppliers do not guarantee the quality or value of goods purchased. The use of credit cards for these transactions is entirely at the clients own risk and at all time the clients must use their own discretion. **Liability & Responsibility** Great Southland Tours Pty Ltd acts as a coordinator for clients on our tours in booking transport, sightseeing and hotel accommodation. Great Southland Tours Pty Ltd does not own, manage or operate any of these supplier services, tickets are issued subject to the terms and conditions specified by the supplier and all services are subject to the laws of the country where services are being provided. No responsibility will be taken by Great Southland Tours Pty Ltd for clients who commit an illegal or unlawful act in the country visited. He or she may be excluded from the tour, without any refund of the tour cost. **Agent Responsibilities** It is the Inbound Tour Operators responsibility to ensure that all invoice and itinerary details issued by Great Southland Tours Pty Ltd are correct and that the customer is aware of amendment and cancellation conditions and other clauses in these booking conditions.