



WALLABY TRACKS ADVENTURE TOURS

## **Terms & Conditions**

*(from May 2022)*

**Wallaby Tracks Adventure Tours** reserve the right to amend prices, itineraries or cancel a tour if road, weather or other conditions dictate.

Tour costs **do not include** additional accommodation, meals and incidental expenses which may be incurred from bad weather, road closures, flooding, natural delays, or other unforeseen circumstances.

**Travel insurance is not included**, we strongly recommend that all guests take out travel insurance.

Also **not included in tour cost** are any optional tours or optional scenic flights, souvenirs or alcohol, and all vehicles are smoke free.

Due to the nature and remoteness of outback travel it is suggested anyone with health problems should seek advice from their doctor if necessary prior to booking a tour.

In light of the **Covid 19 pandemic** and associated restrictions and new regulations -

- we are relying on the relevant international and/or state borders being open by the departure date of the tour - if they are not open, it may not be possible for the tour to go ahead
- We require 10% deposit within 14 days of booking and full payment 30 days prior to the departure date (unless otherwise specified on booking confirmation email);
- we may need to make changes to the itinerary if an accommodation (or meal) provider that we rely on becomes unavailable,
- we may need to cancel or reschedule the tour if it becomes impossible for us to conduct the tour, and a full refund or reschedule will be offered to the guests
- If guests need to cancel or reschedule the tour with valid reason, there will be no cost to the guests if this occurs up to 30 days prior to departure date. If the guests need to cancel the tour within 30 days prior to departure there will be a 50% refund offered - if the cancellation is within 48 hours of departure there will be no refund offered
- Prior to departure we must have the guests name, address, phone number and email address - and the wearing of masks is mandatory in the vehicles.
- Again we strongly recommend all guests take out **travel insurance** to cover their risk

### **Guests suspected of having COVID-19**

*Any guest who presents as unwell or with flu-like symptoms at the start of their tour will not be allowed to commence their tour with us.*

*If a guest presents as unwell or with flu-like symptoms during the tour, the guest will be transported to the nearest major town for medical testing and/or treatment or returned to Adelaide (whichever is applicable). In this circumstance the tour would be aborted, guests will then be given sanitiser and masks to help prevent any spread of the suspected COVID-19, and no refund would be offered.*

### **If you have COVID-19 and cannot travel**

*If you test positive to Covid 19 and you cannot travel on the booked date, this will be considered as a cancellation.*

***If you cancel your tour due to medical reasons, you may be able to claim cancellation charges, if the reason for cancellation is covered by your travel insurance.***

*In all circumstances - Wallaby Tracks Adventure Tours will assess each cancellation individually - and in special circumstances you may not be charged the full cancellation fee - this will be dependent on the notice given and the tour you are booked on and will be dealt with on a case-by-case basis.*

### **Cancellations:**

*If you need to cancel your tour, for valid reason, you must let us know as soon as possible.*

*This can be done on the phone or in writing. Cancellation will be from the time we receive and acknowledge your advice by phone or in writing.*

*The following cancellation fees will apply:*

*Full refund - tour cancellation more than 30 days prior to departure date*

*50% refund - tour cancellation within 30 days of the departure date*

*No refund - tour cancellation within 48 hours - or fail to board - or tour aborted after commencement*

*Again we strongly recommend all guests take out **travel insurance** to cover their risk*

### **Business Names:**

*Wallaby Tracks Adventure Tours*

*Flinders Experience Tours*

*Aussie Heritage Tours*