

TOUR TERMS AND CONDITIONS

CONDITIONS OF TRAVEL

Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) reserves the right to alter the route or itinerary of any of its tours and arrange alternative carriers to those advertised if necessary. No refunds will be given in these circumstances or in the event of any delay, curtailment or alteration of a trip resulting from any cause beyond our control, including but not limited to severe weather conditions. Components of trips are weather dependant and Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) cannot be held liable if trip components are not available on the day of travel. Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) can't guarantee pick up or drop off times and is not liable for passenger failure to connect with other services or any associated costs resulting from such delays. We accept no responsibility for loss or damage to personal belongings or baggage. The Aboriginal components of our tours are subject to cultural conditions. Participants may be absent due to cultural commitments with minimal prior notification and Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) reserves the right to amend the itinerary in these circumstances with no obligation to refund.

LIABILITY

Whilst we make every effort to safeguard our passengers, Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) cannot be held liable for any damage, injury, or loss of any kind caused by or resulting from any act or omission by its employees, agents or contractors. Passengers should note that adventure travel involves a higher than normal risk and a signed release may be required from all participants before departure. Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) also assumes no responsibility for any act of negligence, act or omission whatsoever by any company whose services are used as part of packages provided, including but not limited to activity and accommodation providers.

MINIMUM NUMBERS/ITINERARIES

Tours require minimum passenger numbers to operate. In circumstances where minimum numbers are not reached, an alternative may be offered or a smaller vehicle used.

TRAVEL INSURANCE

Travel insurance is not included. Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) strongly recommends that passengers take out their own travel insurance policy which covers personal liability, cancellation, loss of luggage and personal effects.

CANCELLATION POLICY

Due to the extensive organisation involved with touring, a strict cancellation fee will be applicable to compensate for costs and lost revenue. We strongly recommend you take out travel insurance to cover against such charges. Once a booking is made the following cancellation fees will apply:

Day Tours and Short Break Adventures

25% deposit confirms tour with full payment required

30 days before departure.

Tours : Adventures : Internet : Information : Australiawide

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Cancellation Fees Day Tours and Short Break Tours

- 30+ days prior to departure; no fee payable
- 16 – 29 days prior to departure; 25% of total price
- 15 – 2 days prior to departure; 50% of total price
- Within 24 hours of departure; 100% of total price

If you fail to join a tour or join it after departure, or leave it prior to its completion, no tour refund can be made. The above cancellation fees are in addition to fees which may be levied by accommodation house properties, travel agents or third party tour and transport operator cancellation fees.

DEPOSIT AND FINAL PAYMENT

A deposit of 25% is required to confirm a Day Tour or Short break tour. With the remainder due at least 30 days prior to tour departure. Failure to adhere to the payment policy may result in cancellation of your booking.

Other Change/Amendment Fees for all Tours

Amendments to any other arrangements made in conjunction with your trip may incur an AU\$100 administration fee per booking per change. This fee is in addition to any charges levied by hotels, ground operators or airlines. No amendments are permitted to your booking within 7 days of departure. You are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation fees. If you leave a trip for any reason after it has commenced we are not obliged to make any refunds for unused services.

CHILD POLICY

Child fares are available on most tours for passengers aged between 5 and 12 years inclusive. Infants (0-4 yrs) are free when travelling with an adult, however touring is not generally recommended due to the large distances travelled. Depending on age, children on tour may be required to be seated in booster seats or other child safety accredited seating. At all times, Australian Pinnacle Tours (A & N Enterprises Australia Pty Ltd) reserves the right to not accept children on tours due to safety concerns. Concession fares apply to holders of senior or pensioner cards and full-time students. Card membership numbers must be quoted at time of booking.

