

# Terms & Conditions

## Cancellation Policy

The policy is 24 hours notice from scheduled departure time - full refund. Less than 24 hours notice, 50% refunds are given.

Travellers must notify us before the tour departs if they are unable to travel to be eligible for any refund.

Failure to board at the allotted pickup time may render the passenger ineligible for any refund of monies already paid.

**In all instances, please notify on 0457853102**

**Child** - 3 to 15 years. All children must be accompanied by an adult.

## General Policies:

1. In booking a tour, you accept the policies as outlined here and accept that any activity always involves some risk and that you will not hold both Societies, its employees, volunteers or sub-contractors responsible for any injury or loss that you should suffer to yourself, any other person(s) you have book the tour for or any possessions.
2. Apart from water, there is no drinking or eating in buses. No Smoking also.
3. Luggage space is limited in the bus, day packs only.
4. We reserve the right to change tour itineraries, inclusions, and suppliers / venues should the need arise due to operational requirements or unforeseen circumstances.
5. On very rare occasions, tours may be cancelled (severe weather, road closures, insufficient numbers), Should this occur you will receive a full refund or, if suitable, we will provide an alternative tour.

## Privacy

Your privacy is important to us and we take our obligations seriously when collecting and storing your personal information. These details are collected for the purpose of providing our service to you and we will not disclose this information to other organisations.

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