

# BLUE MOUNTAINS ADVENTURE COMPANY

## Terms and Conditions

### Bookings

To confirm your reservation we require full payment at the time of booking. Bookings are not confirmed until we receive full payment. Reservations may be held with a 50% deposit at the discretion of management. Large group reservations may have additional terms and conditions - please ask at the time of booking. Costs are quoted in \$AU and include GST. Payment can be made either by direct deposit, cheque, credit card (Mastercard, Visa or AMEX), EFTPOS, or cash (\$AU only). Payments by cheque or direct deposit must be received 10 business days before your tour. Cheques should be made payable to Blue Mountains Adventure Company Pty Ltd.

### Cancellation

Please consider carefully before you book. The following fees apply on cancellation:

- 2 weeks and over: no charge
- 8-14 days: 25% of tour fare
- 3-7 days: 50% of tour fare
- Less than 3 days – full fare price.

We strongly recommend that you obtain suitable private travel and/or cancellation insurance for your booking. If you pay by credit card you may like to check whether cancellation insurance is included.

- If you do find you have to cancel at the last minute, all bookings are fully transferable. If you can't make it, you can gift your adventure to someone who can.
- If a customer cancels a tour after commencement, no refund will apply.
- We may, at our sole discretion, reduce, transfer or waive your loss of fare for any reason.
- Any changes to tours may incur an administration fee of \$50.
- Failure to show for a course, trip or activity will result in loss of tour fare. Late arrival for your tour may result in forfeiture of tour fare.

### Poor weather policy

Our activities will normally operate in all but exceptional weather conditions. Rain, wind, cold and fog do not prevent us conducting our tours. Unless you hear from us, assume your tour is going ahead. We will make every effort to inform you if cancelling your scheduled tour is necessary. Participants that decide not to attend/participate on the basis of weather (against our policy and/or advice) forfeit their full tour fare. Where poor weather causes cancellation of a tour, we may offer you the nearest possible alternative tour, if this is not possible then please see our Credit and Refund Policy.

### Change of Party Numbers

Please keep us informed of any changes to the numbers in your party. A reduction in numbers will incur charges for each missing person as outlined in our cancellation policy. An increase in numbers may not always be possible. To avoid disappointment, notify us of changes as early as possible.

### Credit and Refund Policy

Participants whose tour is cancelled for any reason (including but not limited to weather, venue closures, or illness of the tour operator) will normally be given a credit for future activities. Refunds or credit transfers may be given at the discretion of management. If a tour is cancelled by us after commencement, a partial refund may apply.

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### Conditions of Travel

We reserve the right to cancel any tour for any reason, to alter our tours (including but not limited to starting times, pricing, inclusions or itinerary) at any time for any reason without notice, and deny access to tours for any participant for any reason (including, but not limited to whether we think you look like a shady character and might cause us more trouble than you are worth). All safety instructions given by our staff must be adhered to or you will be removed from the tour for the safety of yourself and others.

### Limitation of Liability

We will not be liable for any additional expenses relating to your tour, including but not limited to: cancellations, missing connecting transport, extra accommodation, or food expenses. All additional expenses incurred remain the sole responsibility of the customer.

### Minimum Numbers

Minimum customer numbers apply for some of our tours. Where sufficient numbers are not achieved, we reserve the right to cancel the tour or offer a suitable alternative tour (subject to a payment for any price difference at our discretion). Alternatively, you may be given the option to pay a surcharge and proceed with the tour as booked. We will inform you prior to your tour if minimum numbers are not achieved and if this surcharge will apply.

If this is not agreeable to you, then please see our Credit and Refund Policy.

### Special Requirements

Any special requirements for customers must be notified to us at the time of booking. This includes but is not limited to physical disabilities, medical conditions, and dietary requirements.

### Removal from Tours

A customer may be removed from any tour for any reason by us.

We reserve the right to deny access to tours for anyone who in our opinion is drunk, disorderly, a hazard to themselves or others, abusive, not physically able, mentally incapable, or objectionable in any other way. We will not be liable for any additional expenses incurred as a result of your removal or non participation.

### Minors

Participants under the age of 18 must have a tour waiver form completed by their parent or guardian. Participants under the age of 18 must be accompanied by a parent or guardian, except where prior arrangement has been made with management. Not all of our tours are appropriate or available for people under the age of 18. Please call our office to confirm before booking.

### The Environment

Many of our tours are conducted in sensitive areas. We love providing you with access to these natural and cultural wonders but ask that you respect and protect these wondrous resources. Please do not interfere with, pick up, alter or remove any plant, animal or other natural, historical or cultural feature. Please stick to formed paths, carry all your rubbish out with you and use minimal impact toileting procedures.