



australian | **NATURAL TREASURES TOURING**

Terms and Conditions

Group size:

Group sizes for our set departure tours are between 2 and 10 pax. We guarantee departure for 2 pax where resources are available. We encourage the bookings of individual travelers, and keep a close eye on waitlists for their preferred date should their preferred date not be available at the time of the booking request. Tours will not depart with only one person unless that person has paid for two places.

Single Supplements:

A single travelling guest will be assigned their own villa or private hotel room. There is a supplement of \$150 gross per night's accommodation on tour. This rate is commissionable for agents. Two single travelers wanting to share should be booked as a twin share at time of booking.

Cancellation Fees:

Full amounts are payable or no refund available for "no shows" and cancellations less than 24 hours from departure. Cancellations less than 1 week before departure we will incur a charge of 50%. More than one week notice will incur no charge.

Amendments:

Clients may amend their dates of departure with no penalty up to 1 week prior to departure. Amendments within one week are subject to the same fees as cancellations.

Children:

Child rates are applied for children from 0 to 12 years old. Thirteen years and above are considered adults.

Payment Conditions:

Payment is to be made prior to departure unless alternate contractual arrangements are in place. This can be made by direct debit into our specified account. Credit card payments can be made for tours any time prior to departure. Visa and Mastercard only.

FOC Policy:

Tour Escorts and guides will be FOC for all group touring.

Block Out Periods:

We do not operate any tours on Christmas Day or New Years Eve.
All Overnight tours are unavailable from the 24th of December until the 10th of January.
Bookings for Public Holiday weekends may result in alternative accommodation being offered.

Pick Up and Drop off:

From city hotels only or Federation Square (Melbourne) in front of the Information Centre (cnr Flinders and Swanston streets)



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Vehicles:

We use the most modern Toyota mini buses and people movers with a maximum capacity of 12 seats.

Itineraries:

We reserve the right to amend and alter itineraries when necessary. Our itineraries are designed to avoid large crowds, have a relaxed pace and provide the best possible experience. Any changes within our control will be made with the intention of enhancing the experience.

Bush Fire Policy

We reserve the right to amend or alter the itinerary where a bush fire may threaten our safety. On days that are declared 'Extreme' or 'Code Red' in the intended area of travel we reserve the rights to cancel the tour or alter the destination of travel. If the tour is canceled by us a full refund will be arranged. If an alternative tour is offered for the same departure day and duration there will be no refund for the canceled tour.

Luggage Restrictions:

Guests travelling on tours departing from and returning to Melbourne are asked to limit their luggage to 1 small bag if possible. Guests travelling on our 3 or 4 day tours or inter-city tours are able to bring their entire luggage.

Accommodation:

The places used for accommodation are all 3.5 to 4 star rating and is based on availability. We reserve the right to change to similar accommodation when necessary. Rates are based on twin/double share with triple share at the standard rate. Single travelers are provided with private accommodation and need to pay the single supplement of \$150.00 per night on tour.

Foreign Language Speaking Guides:

The cost for a multi-lingual guide is \$170.00 per person per day. The rate for multi day tours is \$250.00 per person per day. The half day city tour rate is \$100.00 per person. These rates are commissionable. This service is not guaranteed and is subject to the guide's availability.

ABN Details ABN & Bank Details:

ABN : 58 602 269 483

ACN: 602 269 483

Westpac : BSB 033624 Acc 261 058

Rates

All rates are quoted in Australian dollars.

All rates are valid for period 01 June 2015 to 31 May 2016

*Fly Drive rates are shown for 2 pax. Group bookings of 4 or more will be provided with a lower rate on application