



DAY TOUR - TERMS AND CONDITIONS

BOOKING and CANCELLATION POLICY

- Bookings may be confirmed with Experience the Wild (EtW) online, by phone or email.
- EtW accept payment via secure online eft, direct deposit (bank transfer) prior to your tour.
- Notice of cancellation must be made directly to Experience the Wild (EtW).
- Cancellation occurring within 7 days of departure will incur a cancellation fee of 50% of the total.
- Cancellation occurring within 24 hours of departure will incur a fee of 100% of total.
- In the rare event that weather, road or other conditions necessitate a change to the itinerary or the cancelling of a tour, regrettably no refund will be given. A comprehensive Travel Insurance Policy is strongly advised to cover these situations. Tour may be able to be re-scheduled depending on the circumstances, availability and at the discretion of EtW.
- In the rare event that a tour is cancelled by EtW for any unforeseeable circumstances not listed above a full refund will be given.
- There are no refunds once travel has commenced or for any unused services.
- Failure to board constitutes No Refund.

TOUR VARIATIONS

- EtW reserves the right to alter the itinerary or route or arrange alternative carriers of any of its tours if unforeseen circumstances beyond our control, *e.g.* road or weather conditions, make it necessary.
- In the case of breakdown or other unforeseen circumstances, the operator reserves the right to substitute vehicles other than specified to ensure the operation of a tour.

LIABILITY, PHYSICAL ACTIVITY and SAFETY ADVICE

- EtW advise that all tour activities involve inherent risk of injury or death, and that by participation in the activity provided by EtW and third parties the passenger expressly assumes those risks personally and are releasing EtW and its contractors from any liability for claims, losses, damages or expenses caused by anything including but not limited to personal injury, death, accident, emotional or nervous disorder, delay, property loss or damage which occurs during any such activity.
- By participating on our tour you confirm that you are physically and mentally fit and suffer no medical condition which may be aggravated by any activity, *e.g.* bush walking, *etc.* on our tour.
- By participating in this tour the passenger gives consent to receive medical treatment in the case of injury, accident or illness during the activity and to indemnify EtW in respect of this treatment.
- By making a booking on a tour, passengers agree that they have read these terms and conditions and agree to be bound by them and to all other terms and conditions notified to them from time to time.



FOOD & DIETARY REQUIREMENTS

Dietary requirements/restrictions must be made known to us in writing at least 3 days prior to your tour.

LAWS, RULES, CUSTOMS, ETIQUETTE and REMOVAL FROM TOUR

-Passengers agree to comply with any requests their guide may make in regard to compliance of relevant Federal, Territory, local and common laws, local rules, restrictions, customs, etiquette and moral standards whilst on tour. EtW reserves the right to accept or decline a reservation or to remove any passenger from tour. For convenience of other passengers and respect for the environment, EtW tours are non-smoking.

PARTICIPATION IN PROMOTIONAL MATERIAL AND PHOTOGRAPHS

EtW reserve the right to take photographs or videos of passengers during the operation of any tour or part thereof, and to use the resulting images for promotional purposes. Passengers who prefer that their image not be used must identify themselves to their Guide at the commencement of the tour.

TRAVEL INSURANCE

EtW recommend all passengers to purchase comprehensive travel insurance to cover items including but not limited to cancellation, medical expenses, personal accident, personal baggage, money and public liability.