

Tripwired Tours  
3/96 Elizabeth Bay Rd Elizabeth Bay  
NSW 2011  
Australia

[www.tripwired.com.au](http://www.tripwired.com.au) +61 434 520 302

## **TERMS AND CONDITIONS**

### **TO RESERVE YOUR PLACE**

Complete the Booking Form. Tripwired Tours will contact you to confirm your booking.

Pay a deposit of \$800 per person. Final payment is due 2 calendar months before departure date.

The deposit is an acknowledgement on the part of the client that they have read and accepted Tripwired's Terms and Conditions.

### **PRICES**

All prices are in Australian dollars.

### **HOW TO PAY**

By direct debit or credit card (charges apply)

### **CONFIRMATION OF TOUR**

In order to operate a trip we require a minimum number of guests. We will provide confirmation once this number has been reached, so you may proceed with booking airfare and other forms of transportation.

If you choose to book airfare in advance of final confirmation, please book refundable fares or obtain travel insurance to protect yourself against additional charges should final dates change or if cancellation occurs.

If you sign up for a tour and we have fewer than the minimum number we will cancel the trip at least 45 days before your departure and you will get a full refund.

### **CANCELLING YOUR BOOKING**

If it becomes necessary for you to cancel your booking, it is essential that you provide notification in writing to [mike@tripwired.com.au](mailto:mike@tripwired.com.au).

If you cancel more than 2 calendar months before departure you will get a full refund excluding the \$800 deposit

If you cancel between 1 month and 2 calendar months of tour commencement date you'll get a refund of 50%

If you cancel fewer than 1 calendar month prior to the commencement of the tour there will be no refund

Cancellation charges will apply according to the date of receipt of written notification.

### **REASSIGNMENT OF YOUR BOOKING**

If for any reason you are unable to travel it may be possible to transfer the booking to another suitable person provided that written notice is given at least 1 calendar month prior to departure. Any costs incurred as a result, for example the cost of a changing the name on a flight booking that has already been confirmed by Tripwired or its agents, will be borne by the person named in the original booking.

### **CHANGES TO THE ITINERARY**

Tripwired will do everything within its means to ensure that a trip runs according to the advertised itinerary. In unusual and unanticipated circumstances and due to events beyond its control, it may be necessary for Tripwired to vary or modify aspects of the tour at short notice. Under such circumstances, Tripwired reserves the right to cancel or alter transport, hotels and any other aspects of the tour itinerary and to substitute alternative arrangements of comparable value without compensation and accepts no liability for loss of enjoyment as a result of these changes.

If a service or facility becomes unavailable due to circumstances of force majeure and no alternative arrangement of comparable monetary value is available Tripwired will substitute the best possible alternative and refund the client for any cost saving.

Force majeure is an event which Tripwired Tours or its agents could not foresee or avoid. Force majeure events could include terrorist activity, civil unrest, industrial dispute, epidemics, natural or man-made disaster, fire or extreme weather conditions.

Should such circumstances become known before the tour departure Tripwired will inform the client in writing.

### **VISA, PASSPORT AND VACCINATIONS**

The client is responsible for ensuring their passport is valid for at least six months beyond the date of return to their home country. The client is also responsible for obtaining the relevant visa and for obtaining inoculations and medications that their health professional might recommend. Tripwired Tours is not qualified to offer medical advice.

If you have a medical condition that might affect your ability to participate in any aspect of the tour, it is in your interests to inform Tripwired Tours.

## **TRAVEL INSURANCE**

As a condition of travel with Tripwired, you must be covered by comprehensive travel insurance. Please provide the name of your insurer and the number of your travel insurance policy before trip departure. Please also provide an emergency contact.

## **DIET**

Any special dietary requests, intolerances or preferences should be advised in advance. Tripwired Tours will do its best to ensure that your requests are met however this depends on what is available at the hotels and restaurants on the itinerary. Unless such advice is received it is assumed that you do not have any specific dietary requirements.

## **FITNESS**

Generally any reasonably fit and able-bodied person should be able to participate fully and enjoy all that the tours have to offer.

You should be comfortable walking around towns and cultural sites. Tours may include some optional walks (typically 1-2hrs).

Be able to walk and negotiate stairs and pedestrian thoroughfares

Be able to stand for 30-60 minutes in galleries and museums at a time without a break

Be able to get on and off a coach with stairs unassisted

Use a combined shower/bath (please note that we cannot guarantee walk-in shower facilities at all hotels)

Unless advised otherwise, Tripwired Tours assumes that all clients are fit and well and able to participate fully in the tour.

If you have any doubts about your ability to take part in all the activities of the tour please contact us.

## **IF YOU HAVE A COMPLAINT**

If the client has reason to complain about any aspect of the tour it is important to bring it to our attention as soon as possible. We will do our best to rectify the situation on the spot. Tripwired Tours cannot be held responsible for issues not brought to our attention during the tour.

## **OUR DUTY OF CARE**

In making a booking, you acknowledge that travel can be unpredictable and that some risk is involved. We use intelligence from government-issued travel advisories to ensure that our tour is operating in a safe environment. It is also incumbent upon you to acquaint yourself with such information relevant to your destination and to

the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you are aware of the personal risks attendant upon such travel.

#### **LIMITATION OF LIABILITY**

To the fullest extent permitted by law, Tripwired Tours excludes all liability for any loss or damage (including but not limited to physical and psychological injury, and loss or damage to property of whatever nature) that may arise in any way in connection with the offer or supply of goods or services through Tripwired Tours or any third parties, or in connection with the supply of such goods or services. To the extent that the law implies a condition or warranty that cannot be excluded, Tripwired Tours liability is limited as determined by Tripwired Tours to the re-supply or payment of the cost of re-supplying the relevant goods or services.

Except where otherwise stated within these terms and conditions, Tripwired Tours excludes liability for any loss or damage that may be caused by cancellation, abandonment, alteration, amendment, modification or termination of the tour.