

BOOKING FORM



02 6621 5416 - tours@sbcoaches.com.au - 21 Snow Street, South Lismore NSW 2480
ABN 92 607 321 531

Please complete and sign this form if you are intending to travel on a tour with Simes Bros Coaches

TOUR NAME: _____

DEPARTURE DATE: _____

ROOM TYPE: ☐ DOUBLE (2 people, 1 bed) ☐ TWIN (2 people, 2 beds) ☐ SINGLE

PASSENGER 1 (details as per photo ID)	PASSENGER 2 (details as per photo ID)
Title: _____ First Name: _____ Surname: _____ Preferred name on tour badge: _____ Date of Birth: _____ Postal Address: _____ Town: _____ Post Code: _____ State: _____ Home Address: _____ Town: _____ Post Code: _____ State: _____ Home Phone: _____ Mobile: _____ Email: _____	Title: _____ First Name: _____ Surname: _____ Preferred name on tour badge: _____ Date of Birth: _____ Postal Address: _____ Town: _____ Post Code: _____ State: _____ Home Address: _____ Town: _____ Post Code: _____ State: _____ Home Phone: _____ Mobile: _____ Email: _____
Emergency Contact Details Name: _____ Relationship: _____ Contact Number: _____	Emergency Contact Details Name: _____ Relationship: _____ Contact Number: _____
Dietary Requirements Please list below: _____ _____	Dietary Requirements Please list below: _____ _____
Do you suffer from any mobility problems? Details _____ _____	Do you suffer from any mobility problems? Details _____ _____
Specify Optional Extra Activities to be booked (if applicable): _____ Preferred Pick-Up Location ☐ Casino ☐ Lismore ☐ Goonellabah ☐ Alstonville ☐ Tamar St, Ballina ☐ Westtower Tavern, Ballina	Specify Optional Extra Activities to be booked (if applicable): _____ Preferred Pick-Up Location ☐ Casino ☐ Lismore ☐ Goonellabah ☐ Alstonville ☐ Tamar St, Ballina ☐ Westtower Tavern, Ballina
I declare that the above details are true and correct and I agree to the terms and conditions shown on the back of this form. I am aware that travel insurance is NOT included in my tour package.	
Signed: _____ Passenger 1	Signed: _____ Passenger 2

TERMS & CONDITIONS

1. These Terms and Conditions ("T&Cs") form the basis of the contract ("the Contract") between You and SB Coaches Pty Ltd ABN 92 607 321 531 ("Simes Bros Coaches", "we", "us" or "our"). You should carefully read the T&Cs to ensure you fully understand your rights and obligations under the Contract. By completing and signing the Booking Form, you are deemed to have accepted the T&Cs.
Booking Confirmation, Fares/Rates and Cancellation
2. A deposit is required for each booking as detailed on the tour brochure. All tour prices are quoted in Australian Dollars and include GST and, where indicated, airfare costs. Airline schedules are subject to change and may affect joining/departure arrangements and attractions set out on the tour brochure. Any additional costs, such as accommodation for a delayed flight not covered by the airline, will be at the passenger's expense.
3. (a) Payment in full for this tour is required to be paid no later than 60 days prior to the departure date; (b) If you make payment by a card, a surcharge may apply; (c) Deposits paid at the time of booking are refundable or transferrable to another Simes Bros Coaches' tour up to 60 days prior to a tour departure, less a \$110.00 administration fee per person. However, any airfares, rail or cruise or ticket options already paid for by us will be non-refundable; (d) Sole use of a room will attract a single supplement rate. Single supplement rates shown on the tour brochure means the additional amount payable for the sole use of a room and does not cover a double seat in the coach; (e) If a booking is made as a twin share or double and one passenger cancels, then the party who is still travelling will need to pay the single supplement rate; (f) In addition to the above, Simes Bros Coaches charges the following cancellation fees: (i) **Cancellation 60-45 days before departure – 20% of fare; (ii) Cancellation 44-15 days before departure – 50% of fare; and (iii) Cancellation 14 days or less before departure – 100% of fare;** (g) Twin share prices are per person unless otherwise stated; (h) **COVID-19 or similar Cancellations** – If a tour is cancelled at any time by Simes Bros Coaches as a result of government travel advice, you will receive a refund or credit, or a partial refund or credit if a tour is cancelled after the tour has departed (deducted from your refund or credit will be any costs incurred by Simes Bros Coaches at the time the tour is cancelled that are not credited by our suppliers), less a \$110.00 administration fee per person. Simes Bros Coaches will not be responsible for any costs you may have incurred for travel or bookings during the tour that are booked direct by you and fall outside of the Simes Bros Coaches' tour brochure. (i) **Travel insurance is not included in your tour package and we strongly recommend that you purchase full comprehensive travel insurance when you pay your deposit.** Simes Bros Coaches is not licensed to sell or advise on travel insurance products and you acknowledge that we have only strongly recommended that you take out travel insurance at the time of paying your deposit.
Limitation of Liability
4. Our products include the services of operators of hotels, airlines, other coach companies etc ("service providers") who are not agents or employees of Simes Bros Coaches. Although we take care in selecting our service providers, we cannot guarantee and do not take responsibility for the conduct of those service providers or their agents and/or employees and cannot offer ramifications to any unacceptable conduct.
5. Further, whilst we use our best efforts to advise service providers of any dietary or medical requirements, we cannot accept responsibility should those requirements not be met.
6. We are not liable for any lost or damaged baggage and personal property.
7. If we are of the view that you are negatively affecting your own health, safety or enjoyment or that of other passengers, we can cancel the Contract immediately and you must make your own travel arrangements at your own expense. Further, we will require you to disembark at a safe public location and you can make your own arrangements from that point. You agree that Simes Bros Coaches is released from all liability for, and you agree not to hold Simes Bros Coaches responsible for, termination of the Contract in accordance with this condition.
8. Simes Bros Coaches accept no responsibility for any death, injury, illness, loss (including loss of enjoyment), damage, detention, delay (including mechanical breakdown) beyond its reasonable control. This extends to participation in environmental activities (including swimming and outdoor walks), special dietary requirements, visits to attractions on the tour brochure, participation in activities provided by other operators and risks of travel associated with pandemics. You accept responsibility for all risks associated with travel including possible quarantine fees and charges.
9. To the full extent permitted by law, Simes Bros Coaches' liability under or in connection with the Contract: (a) is limited to the resupply of the tour or the reimbursement to you of the cost of the tour; (b) excludes liability for any indirect or any consequential losses suffered by you or any third party, however caused, including but not limited to economic loss or any extraordinary or punitive damage to you or any other party.
10. Although every effort is made to proceed with our tours based on details included in the tour brochure, in the event that we cancel or change your travel arrangements in any way due to a Force Majeure event (such as an extreme weather event), we will not be liable for any loss you may suffer. However, if possible, Simes Bros Coaches will make every effort to reroute the itinerary or substitute attractions to ensure you still have an enjoyable experience. No guarantees can be made in this regard though.
11. Further, Simes Bros Coaches can cancel a tour at any time before departure for whatever reason including due to lack of numbers. A full refund will be provided to you in these circumstances (excluding COVID-19 (or similar) related cancellations – see Clause 3(h). Simes Bros Coaches will not be responsible for any costs you may have incurred for travel or bookings during the tour that are booked direct by you and fall outside of the Simes Bros Coaches' tour brochure.
Itinerary and Sharing
12. The tour brochure is a guide only and is subject to change. Although every effort is made to secure the tours as shown, we reserve the right to make amendments as may be required.
13. If you are a single traveller and wish to share, we will make every effort to match you with another single traveller of the same gender. If at any time throughout the tour you consider your rooming partner unsuitable, we will use reasonable endeavours to arrange single accommodation for the remainder of the tour, subject to availability. In this situation, you must pay the single supplement amount for the remainder of the tour. You agree that if there is no availability of single accommodation for the remainder of the tour, you will be required to continue to share with your nominated rooming partner.
Luggage and Seating
14. **You are entitled to one suitcase per person. Your suitcase must not weigh more than 20 kilograms per person. Participants are expected to manage their own luggage. For flights, you are entitled to one piece of carry-on luggage weighing no more than 7 kilograms.**
15. Seats cannot be reserved on tours. Seating rotation is compulsory including for passengers prone to motion sickness. However, if you prefer to stay in the same seat and sit in the back half of the coach, this may be possible. Due to less leg room, the front seat will not be part of the rotation, but passengers may choose to use this seat on occasions after discussion and agreement with the tour leader and coach driver. Please note that payment of the single supplement amount is to cover single room costs and does not cover payment of a double seat on the coach. If you book a single room, please note that you may be seated with another passenger at times.
Health and Mobility
16. It is your responsibility to assess whether you are able to participate in a tour. Tours require a reasonable level of fitness as you will spend a lot of time on your feet, getting on and off the coach, walking around the sights and climbing some stairs. Some attractions will require unaided mobility. Simes Bros Coaches accepts no responsibility for any loss suffered as a result of your inability to participate in any or all attractions and/or activities. Please see your Tour Brochure for more details on mobility requirements and expectations.
17. You must be able to board and disembark the coach unaided. You must also be able to manage your own luggage.
18. We welcome travellers with reduced mobility or other health needs. However, such travellers must be accompanied by a carer capable of providing the assistance required. Any such carer will pay the full rate of a tour.
19. Our hostesses, tour guides, coach drivers and other passengers will not, and are unable to, provide assistance.
Enquiries
20. If you have a problem or issues during a tour, please raise with the tour guide and/or coach driver as soon as possible so that steps can be taken to reach a resolution. If for any reason you remain dissatisfied, any complaint must be made in writing within 30 days of the final tour date.
Photos and Promotional Materials and Privacy
21. Unless advised in writing, you hereby consent to us taking images of you throughout the duration of a tour. Any such photos may be used in promotional materials. However, images used online and in advertisements are generally of an entire group and will unlikely be an individual image of you.
22. We recognise the importance of your privacy and we will only use your personal information in accordance with the governing laws.