

# Booking Terms & Conditions

- \* Tour price and seat availability is guaranteed upon payment of deposit.
- \* Deposit payment due on booking, Balance due 30 days out from departure
- \* The operator reserves the right to amend, accommodation, itinerary, mode of transport if circumstances arise.
- \* Passengers joining overnight tours are restricted to ONE (1) carry-on bag per person.
- \* Tour operator is not responsible for any loss, injury or damage sustained by tourist including those occurring outside the touring program.
- \* The tour operator will make every effort to safeguard the client's personal property but the tour operator cannot be held responsible for personal injury or loss due to events beyond the tour operator's control. **"Travelwise Mid North Coast"** does not accept any responsibility for any injury, loss or misrepresentation.
- \* The customer agrees to pay **"Travelwise Mid North Coast"** the cost of travel services ordered. All fees are GST inclusive and **"Travelwise Mid North Coast"** will issue the customer with a valid Tax Invoice in respect of this booking.

**NOTE:** Guests may be asked to perform coach seat rotations if required.

## **Customer Cancellation Policy** (unless otherwise stated)

- \* Deposit Paid non-refundable (deposit used for flights and / or concert tickets etc.)
- \* Up to 30 days from departure: Up to 100% amount paid refundable at the discretion of the operator (less deposit paid)
- \* Within 30 days from departure: 100% amount paid non-refundable (including deposit paid)
- \* Customer cancellation policy does not apply to bookings that have been affected by Pandemics, Border Closures, Hot Spots, isolation order and Covid 19.
- \* Travelwise Mid North Coast will not provide any refund to a participant for a simple change of mind.
- \* Travelwise Mid North Coast will not provide any refund to a participant for medical reasons. Please consult your Travel Insurance provider should a medical issue prevent you from travelling.

## **Border Closures, Pandemic Hot Spots & Covid 19 Policy**

- \* Participants of a Travelwise Mid North Coast tour can keep their amount paid in credit or move their amount paid to any other planned Travelwise tour should any border closure, hot-spot, isolation order or lock-down prevent the participant from travelling.
- \* If a border closure, hot-spot, lock-down or isolation order affects a Travelwise customer during a Travelwise tour or trip, the customer will receive available credits for the portion of the tour or trip that was missed.

\*If a Travelwise service provider does not make credits available in lieu of missed accommodation, meals, activities, flights, tours or trip portion, Travelwise will not provide compensation, credits or refund to the customer.

\*Travelwise Mid North Coast will not provide a refund for any pandemic or COVID 19 related issue or restriction.

**Travelwise Re-scheduling Policy** (unless otherwise stated)

\*Should any trip booked by the participant be re-scheduled by Travelwise Mid North Coast, the participant will be encouraged to join the re-scheduled trip. The participant also has the option to move their amount paid to any other planned Travelwise Mid North Coast Trip.

**NOTE:** Travelwise Mid North Coast recommends Covermore "Annual, Multi-Trip Travel Insurance" Phone 1300 728 822.