



1st April 2011 – 31st March 2012

MINIMUM & MAXIMUM NUMBERS FOR TOURS

Most tours operate with minimums of 2 passengers.

Vehicles and aircraft are available in a range of sizes and configurations.

MULTI-LINGUAL GUIDES

Banksia Adventures offers some foreign language driver/guides on all our tours. Options include German-, French-, Italian-, Mandarin-, Cantonese-, Spanish-, Russian and Japanese-speaking guides. These guides must be requested at the time of booking and are subject to availability. Foreign language guides incur an additional cost of AUD77.00 retail per person per day. **Group rates** quoted on request.

CHILD POLICY

Where a child rate exists, it will be applicable to children between the ages 0 -12 inclusive. Children aged less than 7 years of age – by prior arrangement only (to ensure that the tour is suitable for that age group and legal seating be placed into vehicles. Additional cost for this seating is AUD55.00 non-commissionable). A minimum of 2 adult fares must be booked for the tour before a child rate is applicable.

PAYMENT TERMS & CONDITIONS

All direct and trade bookings incur a 20% non-refundable deposit to confirm a booking or as per agency contract.

Full payment is required 30 days prior to the departure date to confirm all bookings or as per agency contract.

Payments made by Visa or Mastercard will incur a 4% processing fee.

All bank fees associated with an international funds transfer must be paid for by the client.

AIR CHARTER

All tours utilising air charter are to be paid 30 days prior to departure.

CANCELLATION & AMENDMENT POLICY

Cancellations must be made in writing and such notices are not effective until received by Banksia Adventures.

The following fees apply to each individual person on cancellation:

<u>Cancellation Period prior to day of departure</u>	<u>Percentage per Person (nett)</u>
More than 30 days.....	20%
15 to 30 days.....	30%
2 to 14 days.....	50%
1 day or less.....	100%

Group Cancellation Policy will be available at the time of quoting.



Amendments: Clients may change the date of their tour without penalty 14 days prior to tour departure. A fee of AUD55.00 per person will apply to each amendment less than 14 days prior to tour departure.

HOLIDAY SURCHARGES

If a booking includes Good Friday or Christmas Day an additional surcharge of AUD165.00 retail per person applies and is subject to venue and accommodation availability.

FUEL SURCHARGES

A fuel surcharge may apply if the fuel price increases rapidly and will be subject to weekly review if implemented.

IMPORTANT NOTICE FOR TRAVELLERS

- Considerable care has been taken to compile the information on our website and brochures, but circumstances may necessitate changes. **All** itineraries are subject to change or cancellation without notice.
- Banksia Adventures reserves the right to alter or change accommodation or transport at any time, for any reason.
- Australia has an abundance of wildlife but their presence is not guaranteed.
- All tours are taken at client's own risk.
- Baggage is entirely at the risk of the owner during any tour.
We strongly recommend private travel insurance.
- Refunds will not be given for any part of a package tour not undertaken after the passenger has commenced the tour.
- A minimum number of passengers are required to operate a tour.
- Banksia Adventures reserves the right to cancel a scheduled departure.
- Banksia Adventures can give no guarantee as to exact arrival and departure times and so will not be liable for failure to make connections with any other services or tour inclusions.



LAKE EYRE TOURS TERMS & CONDITIONS

PAYMENT TERMS & CONDITIONS

Full payment is required on confirmation of your booking.

CANCELLATION POLICY

You acknowledge that Banksia Adventures Pty Ltd has the right to cancel any tour in the event that a minimum group number is not attained, in which case any moneys paid by you will be refunded in full.

You acknowledge that if you cancel a booking for any reason whatsoever you will be liable for the full amount of the fare. You acknowledge that once the tour has commenced you are not entitled to any refund if you elect not to complete the tour.

IMPORTANT NOTICE FOR TRAVELLERS

Travel insurance is **strongly recommended and encouraged** to cover loss of deposit, airfares, accommodation charges, medical expenses, loss or damage to personal property and repatriation expenses. The insurance policy should also cover loss arising from the passenger's inability to travel due to any reason whatsoever.

Please note that it is the passengers own responsibility to arrange insurance.

For safety reasons, we cannot carry anyone weighing in excess of 100kgs unless they pay for an additional seat. Banksia Adventures reserves the right to refuse boarding if the pax is in excess of advised weight.

Weather – There are occasions when bad weather causes us to change the itinerary. We have not built this extra cost in to your fare. With any such delay, you would be expected to pay for the extra meals and accommodation.

Costs do not include – Alcoholic drinks, gratuities, laundry, telephone calls, other items of a personal nature, inc. visa, admission fees, departure taxes, unless stated as included, accommodation, meals and incidental expenses resulting from flooding, natural delays, unavailable connections or other unforeseen circumstances.

Passengers are carried on the company's aircraft under the conditions and limitations applying to the Civil Aviation (Carriers Liability) Act 1954 as amended, and the Trade Practices Act 1974 as amended.

These terms and conditions shall be governed by the law in force in the Commonwealth of Australia and the State of South Australia.