

# Terms and Conditions

By making or confirming a booking you agree to the below Terms and Conditions. All Information contained herein is subject to change without notice.

## LUGGAGE POLICY

Standard luggage for carriage on Active Travel includes up to one large suitcase not exceeding 20 kg, or two smaller equivalent items that are accepted by the airline as carry-on baggage. Excess baggage is charged at a rate of \$10.00 per item. Max 20Kg per item. Please contact Active Tours & Transfers to arrange carriage of Items weighing over 20 kg to be transported. Such items require two handles and the owner is expected to assist the driver with loading. Failure to notify Active Travel of additional luggage items or items weighing in excess of 20 kg may result in your luggage not being transported.

## DAMAGED LUGGAGE

Although we take every care in handling and transporting luggage, we do not accept liability for lost or damaged luggage, other than is required by law. Please ensure that your luggage is loaded into the coach/trailer before you embark and if have concerns about potential damage, you are welcome to load the luggage yourself.

## LOST LUGGAGE

Any luggage or personal items left on any Active Travel vehicle is held at the office at 43 Mary St Gympie Q 4570 at the owner's risk for no more than 90 days from the date of loss. Collection of any lost items is at the cost of and is the responsibility of the owner.

## SMOKING

Due to government regulations, smoking is not permitted inside coaches. Smokers will find that the frequent stops made for sight-seeing on Day or Extended tours will provide the ideal opportunity to smoke. If passengers require a smoking room for their accommodation on extended tours, we will pass this request onto the accommodation – we cannot guarantee that this will be available.

## DRUG AND/OR ALCOHOL

Active Travel may refuse to carry and may elect to remove from a service any passenger who in the reasonable opinion of the driver is intoxicated by drugs and/or alcohol. In such an event the passenger will be held liable for any costs borne by the company for the removal of the passenger and will forfeit any fare paid for the planned travel event. The use of drugs or consumption of alcohol while in a vehicle owned and/or operated by Active Travel is not permitted. Any passenger found to be using drugs or consuming alcohol will be asked to disembark and may be reported to the police.

## PERSONAL HYGIENE

For the comfort of all our passengers, we ask that you ensure you are clean and free from body odour prior to boarding the bus. Passengers whose body odour may, in the driver's opinion, causes offense to others may be refused carriage or removed from the service. The use of strong perfumes is also strongly discouraged.

## USE OF MOBILE PHONES & PERSONAL DEVICES

While travelling in confined spaces good manners require that telephone calls be kept brief and voice volume to a minimum. Personal devices are to be used with headphones and are not to be audible to other passengers who may wish to rest. Passengers who engage in lengthy phone conversations at a volume that disturbs

other passengers will be instructed by the driver to cease their call or disembark.

## VIOLENT, DISORDERLY AND/OR AGGRESSIVE BEHAVIOUR

Any passenger found to be displaying violent, disorderly and/or aggressive behaviour will not be permitted to board, and if on board will be instructed to disembark. Offenders will be referred to the police. Any fares paid will be forfeited.

## TRANSFERS:

### RESERVATION & BOOKINGS

Reservations are essential. BRISBANE transfers may operate in conjunction with other service providers.

UNABLE TO CONTACT – Active Travel reserve the right to recover costs incurred by ourselves if we are unable to contact you or you do not contact ourselves within a reasonable time after landing at the airport. Costs may include but not limited to Parking fees, staff costs and refunds given to other passengers for waiting.

DOOR TO DOOR -Pricing is valid within 3 Kilometres of town Centre (River Road transit stop). Prices will vary for pick-ups in outlying areas.

### AFTERHOURS BOOKINGS

Office hours are Monday to Friday 09.00 to 17.00 Saturdays 9:00 to 14:00, our phone lines are open until 18.00.

Our after-hours service is available by ringing the head office number 07 5313 6631. A fee of \$5.00 will be applied to late or last-minute bookings of for changes to existing bookings.

### UNACCOMPANIED CHILDREN

Unaccompanied children must be of high school age and be able to travel independently. Additionally, it must not be a requirement of their airline that an adult must sign them in or out of care as our drivers are not able to do this.

### CANCELLATION & REFUND POLICY

To avoid cancellation fees, you may cancel your booking, up to twenty-four hours prior to your time of travel and leave it in credit as an Open Dated Return to be used within 3 months.

Cancellation fees are as follows:

- No refund is available for cancellations within 24 hours of pick up time or failing to board.
- 50% refund is available for cancellations between 24 - 48 hours of pick up time
- refund is available for cancellations before 48 hours, we will refund your fare less the \$15.00 administration fee
- Cancellation fees apply (50%) where passengers do not travel because of a delayed flight where our last service has departed from the airport for the day unless contact has been made with the reservation office for alternative arrangements.

### FLIGHT CONNECTIONS AND MISSED FLIGHTS

It is the responsibility of the passenger to ensure that the service they are booked on is appropriate for the flight they wish to catch or disembark from. Although Active Travel will endeavour to run to on time, and make expected flight connections, no responsibility is accepted for missed connections whether due to weather, traffic or other delays however caused.

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## DELAYS ON SCHEDULED SERVICE

Active Travel will not be responsible for delays due to circumstances beyond our control. However, we will make every effort to overcome the problem. Due to other commitments, if your flight is delayed for more than 2 hours, we reserve the right to cancel the booking with no refund. If your service is the last of the day and we are required to wait more than 1 hour a waiting fee of \$35.00 per hour will be charged at this time. Contact must be made with Office. If your plane is diverted to another airport, we will cancel the booking with no refund. Please contact your airline for compensation.

## DELAYS ON PRIVATE SERVICE

Active Travel will not be responsible for delays due to circumstances beyond our control. Included in the Private transfer fee is a waiting time of up to one hour from the original time specified. A Waiting fee of \$35 per hour will be charged after this time. Contact must be made with Office.

## TRAVEL INSURANCE

It is recommend purchasing travel insurance prior to departure, as protection against any loss, damage or cancellation- ask your travel consultant for details.

## DAY TOURS:

### RESERVATIONS AND BOOKINGS

Bookings are available over the phone or at 43 Mary St office. Please ensure you mention you are a member of our Travel Club for membership discount if applicable

### DEPOSIT

Deposit of 50% is required at the time of booking. Booking may be cancelled if deposit is not paid.

### FINAL BALANCE

The Final Balance will be due by the advertised or notified date. Please check your reservation confirmation for due date.

### PAYMENT OPTIONS

Payment option is available please discuss this with our friendly staff at the office. Regular payments must be made by Credit Card, Eft Pos, cheque or bank Transfer.

### CANCELLATIONS

Cancellation fee will apply for Day Tours unless the ticket can be on-sold and then a \$15 admin fee will apply

### TOUR POSTPONED OR CANCELLED BY COMPANY

Active Travel reserve the right to cancel a tour should the minimum number of passengers not be reached. Passengers will be notified one week prior to departure date should this occur

## EXTENDED TOURS:

### RESERVATIONS AND BOOKING CONFIRMATION

A non-refundable/non-transferable deposit is required for each booking as set out in the brochure. All tour prices are quoted in Australian Dollars, include GST and compulsory taxes where applicable and supersede all prices previously advertised. Prices are correct as at the time of printing and are subject to change without notice. Please check the exact price of your tour at the time of paying balance. Airfares are based on the most direct route and are

subject to class availability and any new Government taxes. Airline schedules are subject to change which may affect joining/departing arrangements & consequently that day's itinerary. Any additional costs incurred, including overnight accommodation & transfers are at passenger's expense. All prices are valid subject to Government, hotel, fuel surcharges and currency fluctuations.

Payment for all domestic tours must be paid no later than 60 days prior to departure. Payment for international tours must be paid within the time advised by us.

If you pay us by credit card, a 1% surcharge will be added. There is no surcharge for payments made by cheque or direct transfer to our nominated bank account.

DEPOSITS, AIRFARES, CRUISE AND RAIL FARES AND EXTENDER OPTIONS ARE NON-REFUNDABLE/NON-TRANSFERABLE.

We recommend that you take out appropriate travel insurance to cover such cancellation fees at the same time you pay your deposit. Sole Use rooms attract a single supplement fare and we do offer 'willing to share' services.

If booking is made as a twin share and one passenger cancels, then the party who is still travelling will have to pay the single supplement.

## AMENDMENTS, CANCELLATIONS AND REFUNDS

Active Travel reserves the right to amend or reschedule the tour due to the result of circumstances outside the company's control. Active Travel also reserves the right to cancel the tour due to insufficient numbers and in this instance a substitute date will be offered, or a full refund will be made available.

## REFUND SCHEDULE

- 60+ days prior to tour commencement a loss of deposit
- 15-59 days prior to tour commencement receives a 50% refund.
- 14 days or less prior to tour commencement receives no refund.
- No Refunds on any unused portions of itinerary. If you wish to cancel and transfer to a new departure date, the above cancellation fees will apply

All Cancellation must be received in writing and are not effective until this notification has been received. If your holidays have commenced, 100% of full Tour price is charged. There is no refund of unused services or if portion of tour package is missed.

## ITINERARIES/ACCOMODATION/TRANSPORT

Active Travel arranges tours on the condition that it is not liable for any damage, injury or loss which may occur due to accident, delay, irregularity or defect of any vehicle, vessel or accommodation.

Airfares as part of your package holiday inclusions are provided in economy class and Active Travel cannot be responsible for seating allocation.

Itineraries were correct at the time of printing but are subject to change without notice. The tour itinerary is a guide only, and although we will make every reasonable effort to adhere to the program, we reserve the right to make any alterations as necessary. Alterations may come about due to tidal or weather conditions, strikes, public holidays, local festivals, renovations and/or upgrades or other reasons. If a passenger amends their itinerary by starting or concluding the itinerary earlier or later or during an itinerary, then it becomes their responsibility to arrange tour or flight connections as necessary.

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Any additional expense incurred by the passenger is not our responsibility. We can give no guarantee of the exact arrival and departure times for carriers and operators used by us on the tour and will not be liable for failure to make connections with other services or attractions beyond its control. The operation of each tour is subject to a minimum number of guests wishing to travel on that tour.

Active Travel hostesses/escorts are on tour for companionship, guidance and assistance to coach captains. All our tours are escorted subject to a minimum number of 10 passengers. If the tour runs with fewer than 10 passengers, the coach captain will take on both roles.

All accommodation is twin share unless stated otherwise. Single rooms may be available for an additional fee; however, Active Travel gives no guarantee that sufficient (or any) single rooms will be available on any given tour.

The information presented in this brochure was to the best of our knowledge correct at the time of publication. However, changes beyond our control may have occurred since then with respect to prices, itineraries, duration of holidays, standard of services and tour content. Surcharges may apply. You agree that our Active Travel representatives or third-party suppliers may take photographs and films of you while you are on holiday and that these may be used in our group brochures and/or advertising or publicity material or online without obtaining any further consent or payment in respect of such photographs and/or films.

## ACTIVITIES AND OPTIONAL TOURS

Active Travel does not operate the attractions mentioned in our touring brochure, therefore will not be responsible for any injury, actions, loss, damage or acts of negligence committed by the operators mentioned in this brochure arising from these attractions.

## SINGLE PASSENGERS

Passengers may opt for a guaranteed single room by paying the single supplement, but if passengers wish to travel in a twin room with another passenger of the same gender then smoking is not permitted in their room. If someone is not compatible with the person they have been matched up with, all additional costs incurred to assist with changing the room type to a guaranteed single room will be at the passenger's expense and will be subject to availability. Acceptance of a twin share basis is subject to the individual's medical condition being suitable for this type of arrangement.

## SPECIAL MEALS

Please advise Active Travel of any special dietary requirements at least 14 days before departure. Note that this will be on a request basis only, as Active Travel cannot guarantee the availability of special meal types.

## HEALTH AND FITNESS

Passengers should be in good health and able to walk moderate distances to fully appreciate all the sightseeing opportunities in the itinerary. By paying the deposit passengers acknowledge that you are of reasonable health and are considered to be fit to travel and are not travelling contrary to medical advice. Active Travel reserves the right to cancel a booking or to remove a passenger from a tour if their health or fitness interferes with any other passenger's experiences or the day to day running of the tour. Passengers bringing a quantity of medication with them are advised to carry a doctor's certificate to avoid possible problems with customs officials. Doctor's prescriptions are needed to obtain certain drugs in both Australia and Overseas.

## TRAVEL INSURANCE

Active Travel strongly advises all passengers to purchase a travel insurance policy. An important part of planning the holiday is to purchase a comprehensive travel insurance policy as it may prevent passengers from spending extra money in case of an emergency and will help passengers feel protected during the holiday.

## PRICE AMENDMENTS

Prices were correct at the time and date of printing; however Active Travel reserves the right to amend the price subject to any changes in price imposed by other tour operators and carriers included in the itinerary or major fluctuation in the exchange rates or increases in government or other levies. The final tour cost will be guaranteed not to change once the full and final payment has been received. Tour Price excludes drinks, telephone calls, travel insurance and items of a personal nature.

## PAYMENTS

A deposit of \$250.00 per person is required on booking to confirm the seat at the time of booking. All balance payments must be received by the agent no later than 60 days prior to tour commencement.

## BAGGAGE

Due to space limitations, each passenger is permitted only one average-sized piece of checked baggage weighing a maximum of 20kg (44lbs), plus their carry-on luggage. Luggage restrictions vary depending on tour type and destination. As a general guideline, luggage should not exceed 20 kilograms per person. As well as the matters previously referred to in these Terms and Conditions, Active Travel is not liable for lost or damaged baggage and private property

## CLOTHING AND PACKING

Passengers will find casual clothing of all types comfortable and relaxing. Lightweight drip-dry clothing is ideal. Warmer clothing for evenings will be handy. Regular laundry facilities are available throughout the tour. For special dinners many guests like to dress up, but by all means be comfortable; on the remaining nights "smart casual" is suggested. We recommend that passengers pack their prescription medicines (an adequate supply to last through the journey) along with the travel documents and a change of clothing in the carry-on bag to avoid any inconvenience in the event that a flight or luggage is delayed.

## PASSPORTS AND VISAS

All visitors require a passport to travel to an overseas destination which must have a minimum validity of 6 months remaining. It is a good idea to carry a photocopy of the 'Photo Page' of their passport, as well as to leave photocopies of the travel documents and identification papers with someone at home.

## SEATCHANGES

Passengers rotate seats in the coach daily so that all passengers have the opportunity to enjoy forward and window seating. All passengers are expected to participate.

## SERVICE ENQUIRY

If a problem occurs during your tour, please advise your hostess or coach captain as soon as possible, so that steps can be taken to resolve the matter. If for any reason you remain dissatisfied, any complaint must be made in writing to us within thirty (30) days of the last day of the tour.