

# General Booking Terms & Conditions



Please read and understand the Booking Terms and Conditions set out below prior to booking a Tour with Warrang-Bridil. We strongly recommend that you also read your Tour Itinerary prior to booking to ensure that you understand the contents of the tour/activities you are undertaking. All bookings are strictly subject to availability and will not be confirmed by Warrang-Bridil until payment has been received.

*\*Note for Agent and Tour Group bookings, please refer to our Agent/Group Booking Terms & Conditions.*

## Agreement

All Tour bookings are made with Warrang-Bridil (ABN 805 610 093 86). By booking a Tour with Warrang-Bridil you are deemed to have agreed to our Booking Terms and Conditions (which constitutes the entire agreement between both parties), and your booking will be accepted on this basis. The services to be provided by Warrang-Bridil are those referred to in your Booking Confirmation.

## Fees and Charges

All prices are quoted in Australian dollars (inclusive of GST). Tour prices are per person or per group (as indicated) and can be subject to change at the discretion of Warrang-Bridil.

## Tour Reservation Inclusions

Warrang-Bridil tour inclusions will be outlined in your Booking Confirmation and may be inclusive of services such as tours; transport; activities; accommodation; and meals only as stated in the Tour Itinerary selected and confirmed. Some activities may be changed or substituted without notice at the discretion of Warrang-Bridil.

Tour reservations are not inclusive of flights; transfers; meals (those not included in itinerary); optional activity fees; and personal expenses.

*\*Please note Travel Insurance is not covered in any Tour or Tour Package offered by Warrang-Bridil. It is highly recommended that individual guests purchase their own Travel Insurance prior to travel and touring with Warrang-Bridil.*

## Conditions of Travel

Warrang-Bridil reserves the right to change or substitute tour routes, transport vehicles, or activities wherever necessary and will not be held responsible for delays out of our control (such as, but not limited to, severe weather conditions) resulting in missed travel connections or loss/damage of personal belongings.

## Liability

Warrang-Bridil personnel are trained to comply with strict policies, procedures, and accreditation benchmarks to ensure the safety of our guests at all times. Individual guests however are to accept ultimate responsibility for their own safety and well-being at all times.

## Minimum Numbers

Warrang-Bridil may require a minimum number of guests to operate a Tour and reserves the right to vary minimum numbers per Tour type and location - these variations may be considered by management on a case by case basis and additional fees may apply for private tours.



## Cancellation Policy

The full amount of the Tour booking fee is payable at the time of booking to confirm your reservation.

Cancellation Fees for Tour reservations:

1. 30+ days prior to commencement of tour with Warrang-Bridil: full refund of total price
2. 15 to 29 days prior to commencement of tour with Warrang-Bridil: 50% of total price
3. Within 7 to 14 days of commencement of tour with Warrang-Bridil: 75% of total price
4. Less than 7 days of commencement of tour with Warrang-Bridil: 100% of total price (i.e. no refund applicable)

If a Tour guest fails to join a Tour, join it after departure, or leave it prior to its completion, no refund will be made.

The above cancellation fees are in addition to fees which may be levied by inbound tour operators, travel agents or third-party tour and transport operator fees.

*\*It is highly recommended that individual guests take out Travel Insurance / Cancellation Insurance at the time of booking, which may cover cancellation fees. If a guest or group leaves a tour for any reason after it has commenced, Warrang-Bridil is not obliged to make any refunds for unused services.*

## Cancellation by Warrang-Bridil

Warrang-Bridil reserves the right to cancel any Tour reservation at any time up to 30 days before commencement of the tour due to natural disasters; severe weather conditions; terrorism; other external events; or if it is not viable to operate the planned itinerary.

If a Tour is cancelled by Warrang-Bridil, prepaid amounts may be transferred to an alternate booking date (subject to availability); or alternatively receive a full refund. In circumstances where the cancellation is due to external events outside Warrang-Bridil' reasonable control, refunds will be less any unrecoverable costs. Warrang-Bridil will not be responsible for any incidental expenses that agents/individual guests may have incurred as a result of the booking, including but not limited to visas; vaccinations; travel insurance excess; or non-refundable transport/flight costs.

## Booking Amendments

Tour booking amendments made in conjunction with your booking may incur an administration fee per booking, per change.

No amendments are permitted to your booking within 14 days of tour commencement with Warrang-Bridil.

The Warrang-Bridil Cancellation Policy applies to the cancellation of individual guests and/or group bookings.

## Age and Health Requirements

There is no age limit to participate in a tour or activity with Warrang-Bridil.

All travelers under the age of 18 must be accompanied by an adult who is responsible for the child's care and safety at all times.

It is the responsibility of individual guests to ensure they obtain professional medical advice where required prior to participating in any walking Tours or activities with Warrang-Bridil.

## Additional Information about Warrang-Bridil:



- **Contact Us:** Phone: 0419 955 731; Email: [culture@warrang-bridil.com.au](mailto:culture@warrang-bridil.com.au); Website: [www.warrang-bridil.com.au](http://www.warrang-bridil.com.au)
- **Office Hours:** Monday to Friday 9am to 5pm
- **Bookings:**
  - Online – Website: [www.warrang-bridil.com.au](http://www.warrang-bridil.com.au) or Email: [culture@warrang-bridil.com.au](mailto:culture@warrang-bridil.com.au)
  - Customised Group & Private Tours - Email [culture@warrang-bridil.com.au](mailto:culture@warrang-bridil.com.au) or Phone: 0419 955 731
- **Terms:** Booking Terms and Conditions apply. See above.
- **Payment Methods:** Visa, Mastercard, American Express, Alipay and Electronic Funds Transfer