



TASMANIAN WILDERNESS EXPERIENCES

ABN 83 070 029 746

TERMS AND CONDITIONS

If you have any questions about this form, don't hesitate to call us on 1300 882 293

Your booking is subject to our standard terms and conditions that follow, including the assumption of risks inherent in any chosen activities, equipment and/or supplies.

Booking Confirmation and Payment

- To **confirm** a booking, reservation or order, you must pay a **deposit of 10%** of the value of the goods and/or services. We will send you a booking receipt confirming your order, showing the balance due on your account
- To **complete** your booking, reservation or order, you must pay the **balance due** on your account at least seven days before the tour or required date
- To **collect** hire equipment, you must pay a **security deposit of \$100** on the day of hire, fully refundable on return of the equipment in good working order (see below under hire equipment)
- To **secure** an extra pick up trip if you are an independent walker delayed at the end of your trip by an **unforeseen delay** (see below under transport services) we will charge you a **surcharge of 50%** of the fare for that trip. We will ask you to provide your credit card details in advance to cover this possibility

We accept all forms of payment and have listed the options on our booking forms.

Our Cancellation Policy

Sometimes **we** must cancel a scheduled tour or accommodation booking because of conditions beyond our control (severe weather, impassable roads, bushfires). We reserve the right to cancel a booking without notice, and if we can't find an alternative tour or booking to suit you, we will promptly refund your payment in full. We will not be responsible for any consequential losses arising from a cancellation. Note that we

recommend you purchase flexible flight tickets and travel insurance to allow for any unforeseen circumstances.

If **you** cancel a confirmed booking, we will refund your payment in full if we are able to fill your booking. If not, we will refund your payment after deducting an administration fee based on the following table:

Cancellation Notice (days)	Administration Fee
< 7	full cost
7 - 14	25% of cost
15 - 30	15% of cost
> 30	nil

Guided Tours

Client numbers minimum/maximum: Day Tours - 1/13; Multi-day Tours - 3/10. Each tour is accompanied by either one guide (Day Tours) or at least two guides (Multi-day Tours).

Our guided tours include:

- free transfer from Hobart Airport or City the day before the tour to our Base Camp Tasmania (BCT) at Glenfern, and free transfer to Hobart Airport or the City the day after the tour from BCT
- free accommodation at BCT on the night before and the last night of your tour, with a continental breakfast each morning and a home-cooked meal each evening
- all protective hiking clothing (waterproof jacket and overpants, fleece jacket, gaiters and gloves)
- sleeping bag and liner, sleeping mat and rucksack
- tasty and nutritious food for the track prepared by our guides
- roomy two-person tents



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- professional guidance and leadership from our friendly and knowledgeable guides

Transport

The minimum number of passengers is two.

If we make an extra pickup trip without passengers (see **Unforeseen delays** below), we will charge you a surcharge of 50% of the fare for the trip. We will ask you to provide your credit card details in advance to cover this possibility.

We have allowed for a brief stop en route at a public convenience on journeys greater than two hours – additional unscheduled stops will attract a charge of \$25/hour or part thereof (including GST) to cover our driver's wages. Airport parking fees are not included in our fares and are payable by our clients.

Unforeseen delays

We recognise that bushwalkers may experience unforeseen delays on the track and may not arrive at their end-point by the prearranged time.

If there are delays, this is our standard operating procedure:

We will:

1. arrive at the agreed pickup point at the agreed time (subject to any unforeseen delays we might also encounter en route, for example, roadworks, accidents, etc)
2. wait a further hour for the bushwalkers if they are not at the pickup point before returning to BCT without them
3. leave a message at the Walkers' Registration Point advising of our expected return time the next day
4. return the following day as soon as possible after fulfilling prior booking commitments
5. contact emergency services on the

bushwalkers' behalf if the bushwalkers have still failed to arrive at the pickup point, and there is no apparent reason for their delay. Before departure bushwalkers should provide us with a Trip Intention Form to assist emergency services.

Hire Equipment

We have listed detailed equipment specifications under Hire Equipment to assist in your selection, and our hire conditions are:

- the hire period includes the pick-up day, but excludes the return day (if the equipment is returned by 10am on that day) and charges are calculated accordingly
- we require a security deposit of \$100 payable on the day of hire, refundable in full if the equipment is returned in good working order
- you agree to pay for any shortages or items damaged through misuse at our current replacement price for the article
- you must satisfy yourself that the equipment you select is suitable for its intended use (which is outside our control)
- we supply the equipment in good faith, but make no warranties about its condition or suitability, and we will not be responsible for any consequential losses arising from its use

Sundry Supplies

Our conditions of supply are:

- you must satisfy yourself that a sundry item you purchase is suitable for its intended use (which is outside our control)
- we supply sundry items in good faith, but make no warranties about their condition or suitability, and we will not be responsible for any consequential losses arising from their use