

Terms & Conditions of Travel with Tour Local

Tour Local strongly recommends Travel Insurance. Cancellation charges apply to all tours. Speak to us for assistance with insurance

CANCELLATION POLICY

Cancellation Charges will apply for all cancellations of bookings for which deposits are paid. These are calculated according to the date Tour Local receives written notice of cancellation.

No partial or full refund is available for cancellation after the commencement of any tour

Refund and other terms specifically noted for a tour automatically override any/all terms noted herein

EXTENDED and/or EVENT/THEATRE TOURS

Days before Departure Charge

75 Days or more	*\$50 pp
46-74 days	*25% of the advertised tour price
14+-45 days	*50% of the advertised tour price
14 days or less	*100% of the advertised tour price

*plus any airline or cruise company specific fee

NB: advertised tour price refers to the price that the tour is generally advertised. No discounts or specials will be applied to calculate 'advertised tour price'

ONE DAY TOURS (excludes Theatre/Event tours)

14 days	no charge
10 days	50% of the tour price
7 days	100% of the tour price

THEATRE/EVENT TOURS

Once your money is paid for a Theatre or Event tour it is non-refundable, but is fully transferable

If required notice is not given, Tour Local has the right to retain and/or claim all monies paid (or owed in the absence of monies having been paid) to the date of cancellation. In the event that minimum numbers required for travel are not met, Tour Local may need to cancel the tour – if this happens – all monies paid will be refunded in full to you.

SPECIAL DIETS

We will always do our best to cater for your special diet but we must be advised of these no later than 5 days before departure for a One day or Theatre tour and no later than 21 days before travel for an Extended tour

WALKING FRAMES

We encourage clients to bring their walkers but we MUST be told about the use of same at the time of booking to guarantee that there is space for such

PICK UP AND RETURN TO HOME

Where we quote that pick up and return to your home is included – this refers to those located within 70km of our Pakenham office – all other such transfers are by arrangement and may incur additional expense.

LUGGAGE

Passengers are advised that they are responsible for the moving of their luggage. Our drivers will load luggage on and off the coach where the case is not in excess of 18kg but all other movements are the responsibility of the passenger. We suggest one main piece of luggage and one carry-on bag.

SEAT ROTATION

For the enjoyment of all passengers Tour Local operates a daily seat rotation which all passengers must participate in as a condition of booking and to ensure that all passengers enjoy forward and window

seating. Not applicable on day outings

PHOTOGRAPHY/VIDEO

Tour Local may elect to take photos, video or other such medium during the conduct of any tour. Tour Local reserves the right to use such images for marketing or other legitimate purposes. Tour Local undertakes to protect the privacy of all individuals by never publishing an person's full name or other details that would lead to any person being readily locatable.

RESPONSIBILITIES

Tour Local advises that the service it provides is for the booking and packaging of goods and services. Such service is either arranged directly through operators such as hotels and coach companies or with the assistance of a Licensed Travel Agent. As such Tour Local will not be responsible and will be excluded from any liability for any loss, damage, omission or acts being negligent or otherwise, committed by such parties used in connection with Tour Local tours and outings. All travellers undertake each tour or trip at their own risk.

Tour Local will not be liable for any personal injury or loss howsoever sustained, including, but in no way limiting, the generality of this clause, the negligence of the company, its employees, agents, or others associated in any way with any tour or trip.

Tour Local reserves the right to make any alterations to advertised itineraries if it deems such change/s to be necessary in the interest of passenger safety and/or enjoyment. No financial reimbursement will be obligated upon Tour Local in the event of such change/s.

Optional activities - Tour Local does not operate these although Tour Local may assist in the booking of same. As such, no person employed or associated with Tour Local, and Tour Local itself, cannot and do not take any responsibility for any injury, action, loss or damage of any type arising in any manner from these activities.

LAST MINUTE FARES

Occasionally we are able to offer "last minute" fares. These are limited to a small number of passengers and such fares do not apply to all bookings for the particular tour but only to the last minute bookings. If you wish to be told of such offers we will need your email address. We will do our best (but make no guarantee) to keep you informed of such offers.

TOUR LOCAL GIFT VOUCHERS

These are available for any tour or outing and we are happy to personalise them for you. They are not transferrable for cash and their use is subject to availability, ie, the existence of a gift voucher does not guarantee a seat. A gift voucher cannot be used in conjunction with any other offer and only one gift voucher can be used per person per tour/outing.

By completing a Booking Form and submitting to Tour Local you are deemed to have read, understood and accepted the within Terms and Conditions of travel.

PAYMENTS

Contact our office for our range of payment options