

Terms & Conditions of Travel with Tour Local – Extended Tours

Please read through and understand the following Terms and Conditions of travelling with Tour Local (TL)
By booking on our tour, it is understood that you have made yourself familiar with these T&C's.

1. How to Make a Booking

Bookings can be made in three ways – you choose.

1. Book online at www.tourlocal.com.au
or

2. Call us on (03) 5941 8800

You will then receive a Booking Confirmation email confirming your booking with us.

2. Pricing & Details

All main prices herein listed are based on a Twin Share rate. All prices and details are current as of the time of printing and are subject to change without notice. For up-to-date pricings and details, please contact our office or view details online.

3. Payments

We require a non-refundable **\$500pp** deposit upon booking in order to confirm your booking (*some tours may vary in deposit amount*)
Payment for the remainder of the tour is due 2 months prior.

Payment can be made in one of the following ways

ONLINE: www.tourlocal.com.au/payments

CREDIT CARD: Contact our office (1.5% surcharge, no Amex or Diners)

DIRECT DEPOSIT: Tour Local, BSB: 033-636 ACC: 238 103
Ref: Booking Identifier/Number (this will be given to you at time of booking)

CASH: Please phone before coming to our office

IN BRANCH: Contact our office to obtain your special identifier

4. Refunds Days before Departure: Amount Refunded:

91 Days or more: Your deposit is fully transferable*

61-90 Days: Forfeiture of deposit*

31-60 Days: 50% of fare*

15-30 Days: 25% of fare*

14 Days or Less: Forfeiture of Full Fare

We reserve the right to take each matter on a case by case basis where the need is appropriate.

5. Cancellations

If we cancel a tour due to **reasons outside of our control** then a tour transfer or a full tour credit of monies paid will be made available to you* We reserve the right to take each matter on a case by case basis where the need is appropriate.

If we cancel a tour at the discretion of **Tour Local**, then you will be offered a full monetary refund.

If you cancel for any reason, charges may come into effect. Please refer to our refund policy (above) for details on this.

Tour specific terms and conditions are paramount and render our standard terms and conditions invalid if there is a variance in any instance.

6. Ability to Travel

By booking on any of our tours you are agreeing that you can safely alight and disembark from a coach unassisted, and that you are able to

take care of yourself and your personal belongings in all regards whilst on tour. Our tours are designed for a senior demographic, however, there will be times when you will be required to stand unassisted, walk over uneven ground, and climb stairs (no great than one flight). If you have any concerns relating to this, we encourage you to speak to us prior to booking.

7. Conduct on Tour

We welcome you on board our tours. However, if you become unwell and pose a risk to our fellow passengers, or if you behave in such a manner that makes your ongoing travel unacceptable or unsafe then for either reason or at the sole discretion of Tour Local, its employees or agents, we may require you to leave the tour. Tour Local will not be responsible for any costs associated with this action, including but not limited to, the cost incurred for you to return home, or for any refund for any unused part of the tour.

8. Home Pickup & Return

We offer a chauffeured home pickup & return service for all our Extended Tours of 3 Nights or more. This includes the areas of Greater Melbourne, Mornington Peninsula, West Gippsland and Central Gippsland.

For pickups outside of these areas, or interstate, we can still assist you to make arrangements in which you can comfortably join our tour. This may include, but not limited to, travelling to Melbourne or a central area for pickup; or a home pickup at an increased costing. If you have any doubts about whether you would be included in our Home Pickup & Return Service, please contact our office.

10. Accommodation

We look to stay in 3-4 star accommodation, with modern rooms, that come equipped with the general amenities (ie. Bed, TV, Air Con/Heating, Tea and Coffee, Fridge). The standard of accommodation may vary in regional areas where our choices are more limited.

11. Vehicles

Tour Local operates a modern fleet of buses, complete with all the travelling accessories to be expected when touring this great land. The two main vehicles we use are our

Luxury Midi Bus: Great for boutique tours, and provides an intimate setting so you feel a part of the tour and the group, whilst still allowing for space and openness on the bus.

Luxury Coach: Great for longer tours, where we are on the road for hours at a time. Spacious leg room, neat interior, and large viewing windows, all allow for a comfortable and enjoyable trip.

We reserve the right to use third-party coaches where the need arises.

12. Meals & Refreshments

Please refer to each tour's individual itinerary for a full break down of meals. We believe a well-fed person, is a happy person, which is why we take pride in the meals we include.

Breakfasts can either be continental or cooked, depending on our location.

Lunches are usually picnic/ bakery style or sit-down bistro.

Dinners are usually 2 course bistro dinners, or we may choose to include a feature dinner or a "special" dinner – which are normally very well received. We also look to include morning or afternoon refreshments on each day of touring where possible.

13. 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 luggage is not in excess of 16kg, but all other movements are the responsibility of the passenger. We suggest one main piece of luggage and one carry-on bag to have on board the bus.

14. Special Needs & Dietary Requirements

We must be notified of any special dietary needs at the time of booking/ We also must be notified if you intend to bring a walker or any other special requirements at the time of booking.

Please advise us of any other special requirements or conditions you feel we should know for the duration of the tour. If we aren't made aware of these requirements then no guarantee can be made on our part to adhere to them.

15. 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 a person's full name or other personal details.

16. Seat Rotation

For the enjoyment of all passengers Tour Local operates a daily seat rotation – this is to ensure that there is no "claiming" of seats by one traveller.

17. Single Supplement

We welcome solo travellers on board our tours, but where you will be occupying a solo room, there will be additional costs incurred. If you are looking to twin-share, but do not have anyone to share with, we will do our best to find you a sharing companion - however, we do not make this guarantee. If a suitable person is unable to be found, the single supplement costing will come into effect.

18. Changes to Tours

We reserve the right at all times to make necessary changes or alterations to a tour's itinerary, either before, or during the tour. This may be due to, but not limited to, safety concerns, supplier cancellation or changes, inclement weather or effects resulting from this, timing constraints, overall enjoyment of passengers, or a revised plan of the itinerary. Where possible, we will look to notify you of said changes and make adequate substitutions with your safety and enjoyment front of mind. We accept no responsibility, financial or otherwise, should this arise.

TOUR LOCAL HIGHLY RECOMMENDS TRAVEL INSURANCE

Speak to us with help on obtaining this.

We reserve the right to alter or change the itinerary, accommodation, or our carriers at any time for any reason. We will always have your experience and enjoyment front of mind.

*less any monies made on your behalf to a third party that is unable to be refunded to us.