

## Tour Local Terms & Conditions General

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

### 1. Pricing & Details

- a. All Prices and Details are current at the time of publish/print and are subject to change without warning.
- b. We are unable to back-date prices based on older publications.
- c. Errors and omissions are excepted.

### 2. Payment can be made in one of the following ways

- a. ONLINE: [www.tourlocal.com.au/payments](http://www.tourlocal.com.au/payments) CREDIT CARD: Contact our office (1.5% surcharge, no Amex or Diners)
- b. DIRECT DEPOSIT: Tour Local, BSB: 033-636 ACC: 238 103
- c. CASH: Please phone before coming to our office
- d. IN BRANCH: Contact our office to obtain your

identifier

### 3. Our Vehicles

- a. We will always endeavour to utilise our own luxury fleet of buses.
- b. We reserve the right to substitute our company owned vehicle with another bus of like-quality and similar seating capacity.
- c. Where a certain vehicle has been assigned to you, Tour Local accepts no responsibility for situations outside of our control that may mean we need to change the vehicle on the day.

### 4. Last Minute Changes

- a. We reserve the right to make any necessary changes, either before or on the day, to the itinerary that we deem necessary to ensure both passenger safety & enjoyment, and to ensure the tour is able to proceed.
- b. This includes, but not limited to, changes required to be made due to situations out of our control and changes that need to be made due to closure or unavailability of venues. In all instances, we will look to substitute any changes with a similar activity/venue. Tour Local will not be responsible for any fiscal adjustment if any such changes must take place.

### 5. Special Requirements

- a. Any special dietary needs and other special requirements of travel must be made known to Tour Local in writing, no less than 1 week before the date of travel.
- b. If this is not done Tour Local may not be able to provide for your needs on the day and holds no responsibility to do so.
- c. We endeavour to see to all special dietary needs, but there may be some situations where this is out of our control. We will always notify you of such if this is the case.

### 6. Pickup Locations

- a. We reserve the right to change pickup locations where such action is needed. We will always do our best to provide our travellers as much warning should a change be needed.
- b. It is your responsibility to ensure that you are at your pickup location PRIOR to the time of departure.
- c. Depending on the situation, we may not be able to wait for you if you are not there and ready to go.
- d. Please ensure you are familiar with your pickup location. We ask that you make contact with us prior to the day of travel if need further clarity about the pick up time and location

### 7. Conduct on Tour & Vehicles

- a. Tour Local reserves the rights to deny transport to any persons deemed to be acting in an aggressive or disrespectful manner towards staff, other passengers, or other people. Those who are in an overly disturbing, intoxicated or inebriated state may also be refused transport.
- b. Any damage or destruction to the property of Tour Local or Tour Local chartered vehicles is at the full responsibility of the booker. Should any additional cleaning or repairs be required, a \$200 fee PLUS any additional costs will be charged to the booker.
- c. Tour Local reserves the right to deny entry to any person who is, or intends to be, eating or drinking on our vehicle. Permission may be granted for this prior to boarding our vehicle, but this is at the discretion of the driver on the day, who in turn is supported by Tour Local.
- d. In any instance where a traveller is denied entry or removed from tour, Tour Local accepts no responsibility for this, and no refund will be provided. In this instance, Tour Local also has no responsibility, fiscal or otherwise, for your return to the initial starting point or any other forward location.

### 8. Ability to Travel

- a. By booking on any of our tours you are agreeing that you can safely alight and disembark from a coach/bus unassisted, and that you are able to take care of yourself and your personal belongings in all regards whilst on tour.
- b. It is understood that there is a minimum level of fitness ability required on all tours. We are unable to lend physical assistance or alter a tour in any way in order to adhere to specific requirements.
- c. Should you have a physical limitation that you feel may hinder your ability to participate in or enjoy our tour, we require you to clear this with us prior to booking.
- d. Our buses are not equipped with Wheelchair Hoists.

**9. Conduct on Tour**

- a. 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.
- b. 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.

**10. Advertisements**

- a. Print
  - i. Print advertisements are valid for 2 weeks (14 days) from date of publication, unless otherwise specified. This includes all special promotions listed.
  - ii. Advertisements apply for new bookings only, unless otherwise specified. We are unable to apply special promotions to bookings that have already been made.
  - iii. Redeemable once per person, per advertisement
  - iv. Not applicable to private group bookings.
  - v. Any special promotion is unable to be used in conjunction with other offers.
  - vi. Errors and omissions excepted.
- b. Digital
  - i. Digital advertisements are valid for length of campaign, unless otherwise specified.
  - ii. Advertisements apply for new bookings only, unless otherwise specified. We are unable to apply special promotions to bookings that have already been made.
  - iii. Not applicable to private group bookings
  - iv. Any special promotion is unable to be used in conjunction with other offers.
  - v. Errors and omissions excepted.

**11. Further Conditions**

- a. We ask that you consult the individual tour page online or ask us should you be unsure about anything or any condition.
- b. At our heart, we are a family owned and operated company, and as such always try to show compassion and understand in what we do.
- c. Safety is our number one priority, and having fun is a close second – so let's travel!