



# Discovery Tours Australia

Small Group Tours & Personalised Experiences

## **TERMS & CONDITIONS & CANCELLATION POLICY**

For bookings made directly via our website/phone/email. Other third-party websites may have different policies.

### **Day Tours**

*Deposit Required: Credit Card Required to Confirm Booking.*

*Balance Due: Pre Payment at least 24 hours prior to day of departure.*

Cancellations received within 24hrs prior to departure date and no shows are subject to a 100% cancellation fee. Cancellations received with greater than 24 hours noticed are entitled to a full refund or travel credit.

Date changes are permitted (subject to availability).

In the unlikely event we are not able to operate a tour, due to weather conditions or unplanned operational events an alternate travel date will be offered, or a full refund processed.

### **Private Charters**

*Deposit Required: 25% deposit at time of booking.*

*Balance Due: 14 Days prior to day of departure.*

Cancellations received within 14 days prior to commencement date and no shows are subject to 100% cancellation fee. Cancellations received with greater than 14 days' notice are entitled to a full refund or travel credit. Date changes are permitted (subject to availability).

### **Multi Day Packages including Accommodation Packages**

*Deposit Required: full payment required at time of booking.*

All multi day packages are non – refundable, 100% cancellation fee applies.

Date changes are permitted (subject to availability).

### **Extended Tours (3 + Days)**

*Deposit Required: 25% deposit at time of booking.*

*Balance Due: 30 Days prior to day of departure.*

Bookings cancelled less than 30 days prior to departure will incur a fee of 100% of the tour total.

In the unlikely event we are not able to operate a tour, due to weather conditions or unplanned operational events an alternate travel date will be offered, or a full refund processed.

### **Extended Tours (7 + Days)**

*Deposit Required: \$600 per person (non-refundable) deposit at time of booking.*

*Balance Due: 60 Days prior to day of departure.*

Bookings cancelled more than 61 days prior to departure will incur a fee of \$600 per person.

Bookings cancelled between 60 and 46 days prior to departure will incur a fee of 25% of the tour total.

Bookings cancelled between 45 and 31 days prior to departure will incur a fee of 50% of the tour total.

Bookings cancelled Less than 30 days prior to departure will incur a fee of 100% of the tour total.

## **GENERAL CONDITIONS**

Passengers are picked up and dropped back at accommodation in the Cairns area or en route. The operator, Discovery Tours, reserves the right to alter the itinerary and location of passenger accommodation, if necessitated by weather conditions or by any other unforeseen circumstances prevailing at the time of the tour. The operator also has the right to substitute vehicles or an alternative operator, transport, and carrier. The tour operator can also charge at any a "fuel levy" if there is a dramatic increase in the price of fuel - we would be very reluctant to impose such a charge and would only do so under extreme circumstances.

Discovery Tours is unable to guarantee exact arrival and departure times and cannot be held liable for failure to make connections with other services or for any expenses incurred by the client as a result of weather conditions, mechanical defects, or any other unforeseen cause. If for any reason the itinerary is altered, no refund is payable by the operator. DTA reserves the right (without payment or compensation and whether before or after commencement of travel) to exclude any passenger if that passenger appears likely to endanger the health or safety of themselves or others or impair the comfort of other passengers; this includes any passenger who commits any illegal act.

DTA reserves the right to change or alter your tour itinerary and carriers to those advertised without prior notice due to weather, road or operational requirements and would do so with full consideration of your safety and comfort. No refunds are given in these circumstances.

DTA takes all care but holds no responsibility for loss, damage, injury or death incurred at any of its utilized accommodation providers and may change these providers without notice, making every effort to supply equal quality where possible.

DTA are not responsible for any loss, damage, injury or death caused to a passenger by another passenger.

Itineraries are correct at the time of publication; however slight differences may occur as we endeavor to improve our tour throughout the year. No refund is given for altered Itineraries however, we do so with your tour satisfaction as our number one goal.

### **LIABILITY**

The operator and its employees accept no responsibility for any booking, contract, travel, accommodation or group tours which result in any loss, damage, accident, diversion, or theft in regard to luggage or personal belongings, and will be exempt from all liability in respect of direct or indirect consequential loss or damage, death, injury, sickness, irregularity, delay liability, and additional expenses, or inconvenience or any other event beyond its control including accident, failure of machinery or equipment, accommodation, transport, or other services.

If you have any questions, please call 1300 32 10 19 or Email: [admin@discoverytours.com.au](mailto:admin@discoverytours.com.au)