

Tour Participation Conditions

Revised 8th October 2023



Since the first day of operation in 1993, Tuncurry Coach Tours have been providing coach tours all over Australia. Now celebrating its 30th year of operation, we reflect on how Tuncurry Coach Tours has grown into an exceptional business with a strong reputation for delivering unique and memorable travel experiences that we are extremely proud of.

Tuncurry Coach Tours understand that Travel, Safety and Care are inseparable. So when you book with Tuncurry Coach Tours, you are booking with the reassurance and peace of mind that you will receive the best Guided Journey that we can offer.

As a small, husband & wife tourism business, we pride ourselves on the level of care and attention to detail that is given to every passenger and itinerary, on every trip. We are constantly, evolving, improving and broadening our service and have become more than just a coach business. We are a Guided Journey! We set ourselves above the rest and offer what other travel escorts don't.

At Guided Journeys with Tuncurry Coach Tours, you will experience the difference!

With an experienced coach driver and tour director on each trip, you will travel with ease knowing that everything is taken care of. There's no more thinking or worrying from the moment you step on board your tour. We take the worry out of holidaying.

From the very first day, you will feel like you are a part of a new travel family. You are listened to, cared for and included by not only the team but all members of the tour and by the last day you will have made some lasting friendships.

Our Guided Journeys are designed for those who want to see the best parts of Australia and enjoy making new friends. Each Tour is complete with amazing experiences, luxury transport, culinary delights, all-inclusive packages and ample time for relaxation, culture and heritage. You will receive excellent accommodation, 5 star service, heaps of fun, but most of all, participating in experiences that you will remember forever.

We can't wait to see you on board and welcoming you to our travel family.

Please familiarise yourself with the below *Tour Participation Conditions* to ensure you are prepared for your next Guided Journey.

Happy travels, Lisa & Adam

AGREEMENT: By paying the required deposit per person per tour to Tuncurry Coach Tours, you acknowledge that you have read, understood and accepted these Tour participation conditions along with the Booking terms and conditions, which make up the contract between you and Tuncurry Coach Tours.

TRAVEL INSURANCE: Travel insurance is highly recommended for all guests covering all applicable dates of travel with the Provider. This insurance should cover: trip interruption, personal injury, medical expenses, evacuation and repatriation cover including during pandemic events. The choice of insurer is yours but please be mindful that the availability of travel insurance and extent of cover is constantly changing. Tuncurry Coach Tours cannot be held responsible for your failure to obtain insurance which is appropriate, and we recommend you purchase your insurance at or soon after booking your trip. Tuncurry Coach Tours will not be held liable for any costs incurred by the guest resulting from their failure to obtain adequate travel insurance.

GUIDED HOLIDAYS: When touring with Tuncurry Coach Tours, you will be travelling by air-conditioned luxury motorcoaches, minibus or 4x4 vehicles, trains, cruises, ferries and intra-trip flights including light aircraft as described in the respective itinerary. Please note on some regional trips, transfers and sightseeing trips, a smaller motor coach without toilet facilities may be used. Toilets may be affected by higher altitude or extreme weather conditions such as freezing temperatures and for the comfort of those on board the motorcoach the toilets may have to be closed. In these circumstances, additional rest breaks will be incorporated into the itinerary.

TOUR PRICES: Prices are per person, based on two persons sharing a room with private bath or shower. If you are a single traveller, you will be required to pay the additional single supplement price as outlined on the itinerary.

ACCOMMODATION: The accommodation provided will consist of either one Double bed or two single beds depending on your booking. Every effort has been made to reserve rooms without stairs and with walk in showers; however, on some occasions, rooms with a shower over a bath is the only option available. Whilst these requests have been made to the suppliers, Tuncurry Coach Tours will not be held responsible for the allocation we have been given at check in.

Special room requests (Disabled rooms & lower-floor rooms) must be made at time of booking. Special room requests are not guaranteed and are based on availability at time of check-in. Many hotels, resorts and luxury tented camps are 100% smoke-free, including all guest rooms, restaurants, lounges, meeting rooms and public spaces. Smoking in a non-smoking room will result in a fine.

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Tuncurry Coach Tours reserves the right to substitute accommodation which is of a similar standard when alterations to an itinerary occur. Please note that hotel room sizes, standards, facilities and services provided may vary from region to region and are often local in style and may not have air-conditioning.

MEALS: Most meals are included as detailed on all holiday itineraries. Where meals are not included, this will be at an additional expense to the traveller. All special meal requirements, including allergies, must be provided at time of booking and are passed on to the suppliers. Please note that requests are received on a request basis only. Tuncurry Coach Tours cannot assure that special meal requests will be fulfilled and will not assume responsibility or liability if requests are not fulfilled. If you have a severe allergy, it is the travellers responsibility to carry all medical equipment necessary if a reaction occurs.

LUGGAGE: Due to limited motorcoach capacity, a single bag is allowed not exceeding 23kg. Carry-on/hand luggage is restricted to one piece per person, not exceeding 7kg to fit under your coach seat or in the small overhead compartment. Carry-ons with telescopic handles and wheels will not fit in the overhead compartments or under seats and therefore, cannot be accepted as carry-on luggage. Carry-on/hand luggage handling is the responsibility of each guest and must be taken on and off the coach by you each day of the guided holiday. Please be advised that stricter luggage allowances may be in place for other methods of transportation such as flights and cruises. Please read each tour brochure for baggage limitations.

The weight indicated is in line with WHS regulations for lifting and at any time you may be asked to load or unload your own luggage.

It is each passenger's responsibility to transfer their own luggage to and from hotel rooms. Our staff or fellow passengers are not responsible for carrying your luggage. Tuncurry Coach Tours shall not be liable for loss or damage to luggage or any guest's belongings. Guests should immediately report lost items to the Travel Director who will assist in completing a lost property form that can be used for an insurance claim.

TIPS: Tips are included in your full tour cost for services on all guided holidays, which include third party suppliers, coach drivers and guides. TIPS are not included for Tuncurry Coach Tours employees whose tips/gratuities should be extended on a voluntary, individual basis at the end of your holiday.

COACH SEATING: For all Tuncurry Coach Tours extended tours, passengers will participate in a daily seat rotation system to ensure that everyone enjoys a comfortable viewing tour. On the first day of the tour, a seat number will be drawn for each passenger (couples take one number). The following days of the tour each passenger will move to the next consecutive number which is randomly placed around the coach. It is required that each passenger remain in that seat for the full tour day. For day trips and shows, passengers will remain in their chosen seat number selected that morning when boarding the coach. Tuncurry Coach Tours reserve the right to set aside seating for individuals on a case by case situation. This is at Tuncurry Coach Tours discretion and they will not tolerate complaints if your request is refused. This decision is based purely for the safety of the persons travelling. Please note: Tuncurry Coach Tours will not reserve seating for people that suffer from motion sickness. If you suffer from motion sickness it is the passengers responsibility to manage this with medication or similar. Tuncurry Coach Tours, pride ourselves on coaches that are clean and comfortable. To ensure this occurs we do not allow food or drink (bottled water excluded) to be consumed on the coach. In addition to this, should the ticket holder or any member of their travelling party lose control of their bodily functions including vomiting, urinating or defecating within the vehicle a cleaning fee will be charged of \$300 per event. If the resulting damage is such that the coach is unfit for use the following day/s additional charges will be incurred based on the cost or a replacement vehicle for that days event/s.

On a full coach the tour director, will advise which side of the coach will disembark at one time to ensure that the disembarking process is time efficient & safe. It is courtesy to remain in your seat until the end of disembarking if you need to access personal belongings from the overheads or if you have limited mobility.

FLIGHT SEATING: Tuncurry Coach Tours does not hold block space on any airline and does not assure seat availability for every single trip departure date. All flights are booked in a group allocation and at a group price. Not all airlines offer pre-assigned seats which will be at an additional expense. Seat assignments are not guaranteed and are subject to change without notice due to a schedule change, equipment change or other unforeseen circumstances. Seating is solely under the airline's control. Any additional charge imposed by airlines will be at the guest's expense.

Itinerary changes due to flight delays and schedule changes is solely under the airline's control. Tuncurry Coach Tours reserves the right to offer alternative schedules for itineraries affected by airline schedule changes and equipment. Flight delays, flight cancellations and schedule changes are the responsibility of the airline. Tuncurry Coach Tours will not be responsible or liable for such delays or rescheduling and extra charges. It is the guest's responsibility to request frequent flyer credit from the airline.

MINIMUM NUMBERS: All tours are based on a minimum number of persons travelling. If a trip fails to satisfy minimum numbers, the trip may be cancelled or rescheduled. If we are using a third party operator, they may reserve the right to back fill the tour with outside passengers to make up the minimum numbers.

HEALTH & MOBILITY: Tuncurry Coach Tours welcomes guests with additional needs or disabilities. Please note the following:

1. In purchasing your holiday, you attest that you are physically fit for it.
2. Guests must advise Tuncurry Coach Tours, at time of booking, of any physical, medical or other additional needs that require accommodating. At this time, Tuncurry Coach Tours will discuss the tour requirements with individuals. Tuncurry Coach Tours may exclude an individual from participating in a guided holiday or an activity if the individual's participation poses a threat to the health or safety of others. This decision, made solely by Tuncurry Coach Tours, to exclude an individual will be based on an individualised assessment based on reasonable judgment that relies on current medical evidence or on the best available objective evidence to determine the nature, duration and severity of the risk, the probability that potential injury will occur and whether reasonable modifications of policies, practices or procedures will mitigate the risk. No refunds will be given if the decision is made to exclude a guest.
3. Tuncurry Coach Tours do not provide personal devices (such as wheelchairs, hearing aids or prescription eyeglasses) or services of a personal nature (such as eating, toileting or dressing). A traveller who requires services

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of a personal nature (eating, toileting or dressing, as examples) should strongly consider bringing a companion to provide such assistance and must understand that fellow passengers or Tuncurry Coach Tours staff will not be available for such purposes. Tuncurry Coach Tours cannot guarantee disability access or accommodation for guests travelling on guided holidays.

4. Regrettably, motorised scooters are not allowed on guided holidays.
5. Some guided holidays include rough terrain, extensive walking over cobblestone streets, uneven pavement, steps and/or locations which may not be easily accessible by wheelchair & walkers. Please read the full itinerary before booking a tour.
6. Travel times on our trips vary from day to day depending on the destination. For your comfort we make regular stops and try to keep each section no longer than 2 hours. However, depending on your medical history, some people may be at risk of discomfort or deep vein thrombosis (DVT) if they remain immobile for a long period on a journey. If you have had DVT, pulmonary embolism, a family history of clotting conditions, cancer, or treatment for cancer, stroke, heart or lung disease, or if you have had major surgery in the past three months, we recommend you consult your doctor before travelling.
7. All passengers will be required to fill out a Tuncurry Coach Tours Medical Form for all overnight trips, which can be used in an emergency situation, where an ambulance/medical specialist may need to be accessed. It is recommended that passengers carry any medical scripts/medications that may be used in an emergency whilst on tour.
8. Should an accident or incident occur, Tuncurry Coach Tours crew may administer first aid. A defibrillator is at all times carried on board our coach and may be used in the event of a major medical emergency to which clothing may need to be removed.

BEHAVIOUR: Tuncurry Coach Tours are here to provide the best services possible but in doing so we will not tolerate abusive or aggressive behaviour from our guests. We will terminate the holiday of guests who assault our staff, suppliers or fellow guests or who are abusive or aggressive to them and are generally affecting the enjoyment of others with their behaviour and you may be barred from future trips with Tuncurry Coach Tours. Full cancellation charges will apply and no refund will be made if you are removed from a tour. We shall have no obligation to pay compensation or meet any costs or expenses (including but not limited to alternative accommodation and return transportation arrangements) guest may incur as a result of the travel arrangements being terminated.

ITINERARY VARIATIONS: Tuncurry Coach Tours strives to improve trip itineraries, services and features. If improvements can be made, or if circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. Certain activities may not be available due to seasonality or weather conditions or other circumstances beyond our control. If your enjoyment may be diminished by such limitations, please consider this before booking and ensure that you take these risks into consideration when booking your trip.

SAFETY: Where the guest occupies a motorcoach seat fitted with a safety belt, Tuncurry Coach Tours nor the coach organisation will be liable for any injury, illness or death or for any loss or damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of such an accident or incident.

If you fall ill whilst on a tour, you will be asked to remove yourself from the days touring or until need be to minimise exposure to the rest of the passengers and staff. You may be asked to seek medical advice before rejoining the tour. If you have tested positive for Covid 19, you will need to remove yourself from the tour and arrange your own way home from the trip. This will be at the passenger's personal expense. Anyone with cold or flu like symptoms will be asked to test for covid 19 and will be required to wear personal protective equipment, such as use of face-masks.

GROUP PHOTOS: We take the data privacy of our travellers and guests very seriously and are committed to abiding by the associated governing laws. Please be notified that from time to time our Travel Directors may organise group photo opportunities as part of trip experiences. This may also extend to candid photos taken throughout a tour. Such photos may be shared to our company social media channels such as Facebook, Instagram, Twitter, or LinkedIn. We will not share the image with anyone for any use other than for Company promotion. Please remove yourself from the group photos organised by the Director if you choose not to participate.

COMPLAINTS PROCEDURE: If you have a problem during your holiday, please inform Tuncurry Coach Tours immediately, who will try to make things right. It is important that you provide us the information quickly. Failure to follow this procedure may delay or deny us the opportunity to investigate and rectify the problem, which may affect the way your complaint is dealt with and your rights under this contract.

In any legal action, arbitration, or other proceeding to enforce, interpret or construe the terms of this Agreement, or concerning any grievance relating to the trip, the prevailing party shall be entitled to recover actual reasonable attorneys' fees, costs and expenses.

Please note: The *Tour Participation Conditions* are related to coach travel etiquette and tour related information. Please refer to our Full booking terms and conditions before booking.

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