

Here is some important information that you should be aware of before booking with us and before travelling. These Booking Conditions consist of specific conditions of booking and form an integral part of the agreement when any booking is made with Tuncurry Coach Tours.

We strongly recommend you take out travel insurance to cover any unforeseen circumstances such as the need to cancel your holiday or a disruption to your travel. Travel insurance is inexpensive and can cover the loss of deposits, cancellation fees, loss of baggage, travel disruptions and medical expenses.

Tuncurry Coach Tours Itineraries and variations

- a) Tour prices are correct at time of printing but may be subject to change without notice for unforeseen circumstances such as higher motel prices or venues closing and replacing them with alternate venues. All tour costs include GST and items included on the itinerary. Tour costs exclude drinks, telephone calls, insurance or personal items.
- b) Tuncurry Coach Tours whilst on tour reserves the right to alter or change the itinerary, in the best interests of the passengers, at any time for any reason. Alterations may be needed when flight/ cruise schedules change, closures, public holidays & natural disasters occur. Whilst travelling, Tuncurry Coach Tours will not be liable to any person taking the tour for loss, injury or damage to such persons or their belongings or otherwise in connection with any accommodation, transportation or other services or resulting directly or indirectly for any occurrences beyond its control including breakdown of equipment, theft, or cancellation or changes in itinerary or schedules etc.
- c) Tuncurry Coach Tours does not accept responsibility for financial loss or delays incurred due to services not being provided as listed in the itinerary due to circumstances beyond its control, including but not limited to, the cessation of trading by a service provider for any reason.

Room allocation & Single Supplement for sole passengers

Room allocation is based on Queen, Twin or Single Room occupancy and must be advised at the time of booking.

- d) A limited number of single rooms are available on each tour, additional cost for single supplement occurs for sole use of a room.
- e) If a booking is made as a twin share and one passenger cancels, then the party who is still travelling will be required to pay the single supplement.
- f) Tuncurry Coach Tours request all rooms with walk in showers at the time of booking, however this may be changed at the hotel's discretion and without notice. Tuncurry Coach Tours cannot guarantee walk in showers or rooms on lower levels.
- g) Disability rooms can be requested at the time of booking, but these rooms are limited and are not guaranteed

Coach Travel

- h) To ensure the enjoyment of all passengers, and to enable you to get to know your fellow travellers, Tuncurry Coach Tours will operate a daily seat rotation on any overnight trip to which all passengers must participate.
- i) For any sole traveller, you have the option to secure yourself a seat on the coach by yourself at an additional cost of \$150 per day. Tuncurry Coach Tours advises that if you have not paid for an extra seat beside you, you will have to sit next to another passenger travelling on the tour. Tuncurry Coaches can take 34 passengers on all trips.
- j) Tuncurry Coach Tours reserves the right for any reason to substitute the vehicle to the best alternative vehicle within reason and at its discretion.

Coach Condition and Cleanliness

- k) We 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. If the resulting damage is such that the coach is unfit for use the following day/s additional charges will be incurred.
- l) Seats on the coach cannot be reserved due to travel sickness &/or mobility. It is the responsibility of each traveller to supply their own medication/travel requirements so they are comfortable whilst traveling. Tuncurry Coach Tours reserves the right to make adjustments to these conditions at their discretion.

Luggage

m) Passengers are restricted to one suitcase of not more than 23kg and one piece of hand luggage of up to 7 kg. This weight may differ on tours where flights or cruises are included. 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 luggage to and from hotel rooms. If your bag becomes too heavy, you will be asked to divide the luggage into 2 separate bags at your own expense. When travelling domestically or internationally on an airline or rail, any excess baggage charges are the responsibility of the passenger. Luggage should be labelled with a Tuncurry Coach Tours label and whilst all reasonable care will be taken to ensure the safety of luggage, Tuncurry Coach Tours will not accept any liability for loss or damage.

Confirming a place on a tour / PAYMENTS

- n) A **non-refundable, non-transferable deposit** is due at the time of booking to secure your place on the trip. All overnight trips will incur a \$300 non-refundable deposit at the time of booking. The \$300 deposit may be altered by Tuncurry Coach Tours if the tour includes flight, cruise or rail costs. For all shows/concerts, the total cost of your ticket will be required as your deposit at the time of booking and is non refundable. For all day trips 50% of the total trip will be required as a deposit to secure your seat and is non refundable. If you cannot attend to trip and need to cancel your spot, it is the passengers responsibility to replace themselves and advise Tuncurry Coach Tours of the replacement persons details. Tuncurry Coach Tours waitlist for trips cannot be used as your refund security.
- o) Final balance of payment is due 60 days prior to departure for extended tours unless otherwise advised on individual itineraries. Final balance for day trips and shows is due 1 month prior to departure. If booking after final payment due date, then full payment will be required at the time of booking.
All final payments and progress payments must be cleared funds on or before the due date. Any payments that are not received by the due date will incur a late fee of \$100 per day per person or the seat will be resold. This will be at the discretion of Tuncurry Coach Tours. All paid funds will be lost.

Cancellation fees for extended tours

- p) Payments for trips cannot be transferred to another trip if the passenger wishes to cancel their existing trip. Cancellations are subject to cancellation fees and a new deposit will be charged to rebook on a different trip.

q) Cancellation policy, following final payment, cancellation made within 30 – 59 days before departure will be subject to a 50% cancellation fee. Cancellations made within 0-29 days of departure will be subject to a 100% cancellation fee. Travel Insurance is highly recommended. Cancellation fees are subject to individual tours and may be different from the above conditions

Cancellation Fee for Theatre/Concert /Tours

r) Bookings on our tours or shows can sometimes be transferred to another person if you cannot go. This is the responsibility of the persons cancelling to arrange the transfer and advise Tuncurry Coach Tours of the amendment. However some suppliers may charge a transfer or name change fee. Please note that where Tuncurry Coach Tours are charged a transfer or a cancellation fee by one of our suppliers for your cancellation/transfer, that fee will be passed on to you.) Booking concerts and theatre/shows involve securing theatre tickets and as a result, once you have booked and paid, your ticket is not refundable. If you find yourself in the position where you cannot travel on your booked date, we allow you to transfer ticket to another person to travel in your place.

THEATRE / CONCERT TOURS

s) Should the theatre/promoter cancel the performance/s that the client is booked on, a full refund or credit for another trip will be provided if or once funds have been returned to Tuncurry Coach Tours. Should a passenger choose to cancel before the show is cancelled by the supplier, the client will not be eligible for a full refund and will be subject to cancellation fees/policies.

Special requirements

t) Dietary requirements and special requirement requests must be advised at the time of booking. All efforts will be made to accommodate the requirements and requests of the passenger; however, Tuncurry Coach Tours cannot guarantee that special requests are always met. All requests for with dietary requirements or accessibility needs will be advised by Tuncurry Coach Tours and sent to all venues prior to departure. Tuncurry Coach Tours will not be held responsible for non-supply of such meals or room allocation as such requests are not guaranteed.

Tour Participation

u) No refund shall be made for any unused portion of the itinerary. Any changes to the itinerary made by a passenger will be entirely at the passenger's expense. Any passenger leaving the tour for any reason during the tour does so at their own expense.

v) As per the tour costing a minimum number of passengers are required to operate this tour, should these numbers not be met Tuncurry Coach Tours reserves the right to cancel the tour. In some cases where a third party operator is involved, the option to include outside bookings will be considered to make up the minimum numbers and keep the original tour cost the same. If cancellation must occur, all passengers booked will receive a choice of a full refund or credit to use on a trip of their choice according to availability.

w) It is a requirement of travel that all passengers must be physically and mentally capable of caring for themselves. Passengers requiring special assistance are welcome on board however they must be accompanied by an able-bodied companion capable of providing all necessary assistance and any such carer will be required to pay the full price of any tour. Hostesses, guides, Coach Captains and fellow passengers will not act as assistants or carers on the tour.

x) Regrettably, motorised scooters cannot be brought on any Tuncurry Coach Tour due to limited space, heavy weight and time required to load or unload from the coach. Fold up walkers are accepted.

y.) 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 needed in an emergency whilst on tour.

Z) 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.

Forced Majeure

In the event of Forced Majeure, Tuncurry Coach Tours may need to cancel or change your travel arrangements. We cannot be held responsible for any date changes due to pandemics, epidemics, closures, strikes, local festivals, renovations or inclement weather etc.

In the case of forced Majeure, It is Tuncurry Coach Tours first priority to move or change dates for booked trips if unforeseen circumstances occur to enable all passengers to continue with their booked trip at a later date. If the new dates do not work for the passenger. A credit will be given to be used on another trip with Tuncurry Coach Tours for the amount paid by the passenger minus the deposit already paid. If the coach/tour has been transferred to a later date, the client may not be eligible for a full refund to cover the cost of booked flights, rail, cruise, pre purchased tickets for shows, booked accommodation. It is your responsibility to purchase adequate comprehensive travel insurance to protect yourself against these risks.

Withdrawing from trips due to the unforeseen circumstances listed will see passengers liable to cancellation charges.

Travel Insurance - Tuncurry Coach Tours highly recommends that passengers take out Travel Insurance to cover any unforeseen circumstances that may arise.

Payments - Payments can be made by Cash or by Direct Debit to 'Tuncurry Coach Tours' BSB 062-603 Account number 10646027 (if making a direct deposit please use your name and trip as the bank reference). Credit Card payments are available please contact the office should you require this.

TUNCURRY COACH TOURS P.O BOX 364, TUNCURRY NSW 2428 PH: 0412 647 790

E: info@tuncurrycoaches.com.au

Permission to advertise

As part of Tuncurry Coach Tours promotional and advertising material, we may take photographs of our passengers and your experiences whilst you are on tour. These photographs or videos may be used on our website, within brochures and social media without further consent.

Complaints

Any complaint should be addressed directly with crew at the time or during the tour so that the crew can take reasonable steps to resolve the issue. Complaints can also be emailed to info@tuncurrycoaches.com.au addressed to the manager within 30 days.

Accepting the terms and Conditions - By agreeing to participate in a tour arranged by Tuncurry Coach Tours, you are accepting these terms and conditions in full. All terms and conditions are current from 1st September 2023 and are applicable to all trips thereafter. Alterations to terms and conditions can change at any time and without notice. All efforts will be made to ensure that passengers are informed if changes occur.