

Cancellation and Refund Policy

1. All cancellations must be confirmed in writing (email).
2. Deposits can be transferred to another tour date if cancellation is made at least 30 days prior to the tour and within a twelve month period.
3. Cancellation within 30 days of the tour will result in loss of the deposit.
4. Cancellation within 14 days will be refunded at 50% of the ticket price.
5. Cancellations within 48 hours of the tour or failure to take up the tour will result in 100% loss of the ticket price.
6. Our refund policy is separate from and doesn't affect the warranties / protection available under the Trade Practices Act.

– A deposit of \$60.00 is required to secure the booking- The deposit is transferrable but not refundable

– The minimum number on tour is 20 adults for fundraising tours

– Children do not count when assessing category for payment unless they are paying the adult rate

– Surcharges apply to all country and outer metro areas. It is the responsibility of the organiser to acquire this quote

– If the surcharge exceeds \$13.00 per person, the tour must have a minimum of 30 passengers

– A second pick up can be added to your itinerary. More than two pickups will incur an additional charge

– Full payment must be received 14 days' prior to your tour date to enable us to book the coach, hostess and lunch venue. Failure to comply may result in your booking being cancelled. Tours will not be permitted to proceed without full payment

– No refunds are given after full payment is made with the exception of instances where your numbers increase to a higher category

– Special dietary requirements must be pre ordered with the office by 3.00pm Wednesday prior to your tour. Special dietary requirements that are not pre ordered cannot be guaranteed

– If you wish to add additional passengers after you have sent your full payment, please inform the office at least 24 hours prior to the tour. This enables us to inform lunch venues and may also necessitate a change in bus size

– If numbers decrease from the category paid for on the day, the price will be adjusted accordingly, regardless of the number of passengers paid for prior to the tour

– NO COMMISSION on fundraising tours will be paid to groups under 20 passengers regardless of how many passengers have been paid for.