BLUE MOUNTAINS ADVENTURE COMPANY

Terms and Conditions

Bookings

A deposit of 1 persons tour fare or 40% of the tour price (whichever is greater) is required two weeks prior to your tour to confirm your reservation. Reservations will not be held without a deposit. Fares are quoted in $AU and include GST. Payment can be made either by cash ($AU only), cheque (5 business days before your tour only), credit card (Mastercard, Visa – sorry, no AMEX), or direct deposit. Cheques should be made payable to Perpendicular Adventures Pty Ltd. A surcharge can be applied to credit card payments for invoiced transactions.

Cancellation

The following fees apply on cancellation:

- 2 weeks and over no charge
- 8-14 days: $50 or 30% of tour fare (whichever is greater)
- 3-7 days: 50% of tour fare
- Less than 3 days – full fare price.

Any changes to tours may incur an administration fee of $50.

We strongly recommend that you obtain suitable private travel and/or cancellation insurance for your booking. http://www.onlinetravelinsurance.com.au/ has cancellation insurance from as little as $4.10

If a customer cancels a tour after commencement, no refund will apply.

We may, at our sole discretion, reduce, transfer or waive your loss of fare for any reason.

No show

Failure to show for a course, trip or activity will result in loss of tour fare. Late arrival for your tour may result in forfeiture of tour fare.

Poor weather policy

Our activities will normally operate in all but exceptional weather conditions. Rain, wind, cold and fog do not prevent us conducting our tours. Unless you hear from us, assume your tour is going ahead. We will make every effort to inform you if cancelling your scheduled tour is necessary. Participants that decide not to attend/participate on the basis of weather (against our policy and/or advice) forfeit their full tour fare. Where poor weather causes cancellation of a tour, we may offer you the nearest possible alternative tour, if this is not possible then please see our Credit and Refund Policy.

Change of Party Numbers

Please keep us informed of any changes to the numbers in your party. A reduction in numbers will incur charges for each missing person as outlined in our cancellation policy. An increase in numbers may not always be possible. To avoid disappointment, notify us of changes as early as possible.

Credit and Refund Policy

Participants whose tour is cancelled for any reason (including but not limited to weather, venue closures, or illness of the tour operator) will normally be given a credit for future activities. Refunds or credit transfers may be given at the discretion of management. If a tour is cancelled by us after commencement, a partial refund may apply.

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Conditions of Travel

We reserve the right to cancel any tour for any reason, to alter our tours (including but not limited to starting times, pricing, inclusions or itinerary) at any time for any reason without notice, and deny access to tours for any participant for any reason (including, but not limited to whether we think you look like a shady character and might cause us more trouble than you are worth). All safety instructions given by our staff must be adhered to or you will be removed from the tour for the safety of yourself and others.

Limitation of Liability

We will not be liable for any additional expenses relating to your tour, including but not limited to: cancellations, missing connecting transport, extra accommodation, or food expenses. All additional expenses incurred remain the sole responsibility of the customer.

Minimum Numbers

Minimum customer numbers apply for our tours. The minimum number is three (3) people. Where sufficient numbers are not achieved, we reserve the right cancel the tour or offer the nearest possible alternative tour (subject to a payment for any price difference at our discretion). Alternatively, you may be given the option to pay a surcharge and proceed with the tour as booked. The standard surcharge for a two person tour is $40 per person.

If this is not agreeable to you, then please see our Credit and Refund Policy.

Special Requirements

Any special requirements for customers must be notified to us at the time of booking. This includes but is not limited to physical disabilities, medical conditions, and dietary requirements.

Removal from Tours

A customer may be removed from any tour for any reason by us.

We reserve the right to deny access to tours for anyone who in our opinion is drunk, disorderly, a hazard to themselves or others, abusive, not physically able, mentally incapable, or objectionable in any other way. We will not be liable for any additional expenses incurred as a result of your removal or non participation.

Minors

Participants under the age of 18 must have a tour waiver form completed by their parent or guardian. Participants under the age of 15 must be accompanied by a parent or guardian, except where prior arrangement has been made with management. Not all of our tours are appropriate or available for people under the age of 18. Please call our office to confirm before booking.

The Environment

Many of our tours are conducted in sensitive areas. We love providing you with access to these natural and cultural wonders but ask that you respect and protect these wondrous resources. Please do not interfere with, pick up, alter or remove any plant, animal or other natural, historical or cultural feature. Please stick to formed paths, carry all your rubbish out with you and use minimal impact toileting procedures.