

VICTOR TOURS – 08 8552 8001

100% Australian Family Owned

General Information and Booking Terms and Conditions

1. Payment - Non Refundable deposit of \$200 per person is required within 7 days of making initial booking with balance due 4 weeks prior to departure unless otherwise advised, or 8 weeks for tours that include cruise/rail/air components. There will be times that Victor Tours is obliged to vary this policy. Please ask about this possibility for your tour. **Single Supplements** - If travelling by yourself a suitable companion may be arranged however, in the event that no suitable companion is available the single supplement rate will apply.

2. Cancellation Policy -Less than **30 days** or whilst on tour - No refund, **31-60 days** prior to departure 50%, **> 61 days** - full refund less any costs already paid to suppliers and a Victor Tours administration fee of \$50.

Please note that suppliers used in conjunction with a Victor Tours product will have separate cancellation policies.

3. Courtesy Pick Ups - Are offered at the sole discretion of Victor Tours management and are dependent on the routing of the tour and also the location of all clients booked on the tour. At the time of booking, confirmation of a home pick up can be advised. If not included in your tour price, home pick-ups can be arranged on your behalf for an additional cost. Victor Tours will continue to offer a courtesy home pick up service to clients, however, will not incur any out of pocket expenses or inconvenience to other clients whom have booked on the tour.

4. CERFUL TRAVEL Pty Ltd trading as Victor Tours offers a duty of care to all of our customers, however, it is solely the customer's responsibility to get to and return from the agreed pick up point, at your own cost. Do not request the driver to drop you off at a different point than where you got on. A driver is able to make a phone call on your behalf for a minimal cost. If you wish to travel with a companion, it is important that you get on at the same pick up point.

5. General Information Victor Tours will make every reasonable effort to adhere to itineraries, however it reserves the right to cancel or alter the itinerary without notice due to unforeseen circumstances.

6. Whilst Victor Tours take all reasonable steps to provide an enjoyable tour, it accepts no responsibility for loss of enjoyment experienced by passengers due to circumstances beyond its control. Victor Tours further accepts no liability for any loss beyond its reasonable control, and cannot accept responsibility for the services provided by other operators, which are not under the direct control of Victor Tours. Victor Tours takes all reasonable care in selecting these operators, but does not accept responsibility for those operators' conduct (including conduct of their representatives or employees) or for any ramifications of that conduct. Due to volatile economic conditions there may be instances where an additional fee is required to cover increased costs e.g. fuel. If this situation occurs the amount payable will be in writing to you 4 weeks prior to the tour departure.

7. Goods and Services Tax - Is included in the price of tours.

8. Luggage Requirements - Each passenger is entitled to **one medium size suitcase**, the sum of its length, width & depth not to exceed 160cm (63 inches) per person, **and** one piece of hand luggage. Maximum **combined** weight not to exceed 20KG for the duration of the tour. Your luggage may be weighed at the commencement or during the tour to ensure luggage restrictions are met, overweight bags **will not** be carried by the driver.

9. Porterage is NOT included in the tour price. *However assistance will be given when asked for, remember if you pack it you should be able to carry it!*

10. Outback tours.... Please be aware that you are travelling in very remote places and there may be instances arise that can cause delays. It is strongly recommended that any person travelling on Outback tours are fit and healthy and able to manage outback accommodation and terrain. Comfortable clothing and sturdy footwear is essential, as is your camera and a good sense of fun. Passengers should be aware that if delays occur through weather or breakdown that they will be responsible for any extra accommodation or activities if required. Victor Tours will make every effort to run the tour as per the itinerary.

11. Seat Rotation - Victor Tours policy is to have daily seat rotation on all extended and short tours.

12. Smoking Policy - Government regulations forbid smoking on coaches. Requests for smoking or non-smoking rooms will certainly be passed on to accommodation venues but satisfaction cannot be guaranteed.

13. Tour Conditions - Tours are open to all people, however any person who is unable to travel independently or needs special assistance must be accompanied by a companion who will provide full assistance to this person.

14. Tour Director Service - Victor Tours provides a tour director or hostess. However Victor Tours reserves the right to withdraw any service if pre-determined minimum numbers are not met.

15. Travel Insurance is available and is strongly recommended to cover unforeseen circumstances.

16. Health and Fitness – Payment of deposit to Victor Tours acts as a warranty that the traveller/s is/are reasonably healthy and/or fit to participate in the tour and the traveller/s indemnifies Victor Tours from all actions, claims and demands arising out of any want of health and fitness. Victor Tours reserves the right to remove a traveller from a tour if their health and/or fitness interferes with the tour or other traveller(s) tour experience in any way. Travelling with a wheel chair is subject to availability at the time of booking as each tour is subject to the availability of a wheel chair equipped coach.