

Natural Treasures Tours

Terms and Conditions 2012/13

Group size

Group sizes for our set departure tours are between 2 and 12 pax. The only exception is for our "Around the Bay For A Day" tour that has a min of 4 and a maximum of 15 pax. We guarantee departure for 2 pax where resources are available and will only take groups over 12 passengers when we do private group tours.

We encourage the bookings of individual travellers, and keep a close eye on waitlists for their preferred date should their preferred date not be available at the time of the booking request.

Single Supplements

A single travelling guest will be assigned their own villa or private hotel room. There is a supplement of \$100 gross per night's accommodation on tour. This rate is commissionable. Two single travellers wanting to share should be booked as a twin share at time of booking.

Cancellation Fees

Full amounts are payable for 'no shows' and cancellations less than 24 hours from departure. Cancellations less than 1 week before departure we will incur a charge of 50%. More than one weeks notice will incur no charge.

Amendments

Clients may amend their dates of departure with no penalty up to 1 week prior to departure. Amendments within one week are subject to the same fees as cancellations.

Children

Child rates are applied for children from 0 to 12 years old. Thirteen years and above are considered adults.

Payment Conditions

Payment is to be made prior to guest departure unless alternate contractual arrangements are in place. This can be made by direct debit into our specified account or by cheque sent to our postal address. Credit card payments can be made for tours any time prior to departure. Visa, Mastercard and bankcard only.

FOC Policy

Tour Escorts and guides will be FOC for all group touring.

Block-out Periods

We do not operate any tours on Christmas Day or New Years Eve.

All Overnight tours are unavailable from the 24th of December until the 9th of January.

Bookings for Public Holiday weekends may result in alternative accommodation being offered.

Pick Up & Drop Off

From city hotels only or Federation Square in front of the Information Centre (cnr Flinders and Swanston streets)

Vehicles

We use late model people movers with a maximum of 14 passenger seats.

Itineraries

We reserve the right to amend and alter itineraries when necessary.

Luggage

Guests travelling on our Great Ocean Road tours returning to Melbourne are asked to limit their luggage to 1 small bag if possible. Guests travelling on our 3 or 4 day tours are able to bring all of their luggage.

Accommodation

The accommodation used are all 3.5 to 4 star rating and is based on availability. We reserve the right to change to similar accommodation when necessary. Rates are based on twin/double share with triple share at the standard rate. Single travellers are provided with private accommodation and need to pay the single supplement of \$100.00 per night on tour.

Foreign Speaking Guides

The cost for a multi-lingual guide is \$150.00 gross per person per day. The half day city tour rate is \$100.00 gross. These rates are commissionable. This service is not guaranteed and is subject to the guides availability.

ABN & Bank Details

ABN : 13 349 956 752

Westpac : BSB 033048 Acc 186431

Rates

All rates are quoted in Australian dollars.

All rates are valid for period 01 April 2012 to 31 March 2013

~~*Fly Drive rates are shown for 2 pax. Group bookings of 4 or more will be provided with a lower rate on application.~~

Natural Treasures Tours

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