



## 4wdadventureoz.com Tag-a-long Tours Terms and Conditions



We at 4wdadventureoz.com endeavour to please the participants on our Tours. Every effort will be made to ensure the smooth running of every tour and customer satisfaction. This page outlines what we will provide and our terms for bookings and participation.

### **Definitions:**

**4wdadventureoz.com:** Glenn Marshall trading as 4wdadventureoz.com

**Group Tours:** Tours based on an itinerary set by 4wdadventureoz.com

**Custom Tours:** Tours based on an itinerary designed by 4wdadventureoz.com for participants' requirements.

**Private Tours:** Invitation only tours organised by 4wdadventureoz.com

Every participant will be supplied with a full itinerary of their tour, which lists all the major places of interest visited during the tour, the approx. arrival and departure times from major intermediate destinations as well as all the activities that are included in the tour price. All tours are self-catered; therefore all camping equipment, food and drinks are to be supplied by the participant. We also recommend an "off road" first aid kit be carried, these are available from St. Johns Ambulance, Ambulance Victoria and other similar organisations. A suitable 4wd vehicle will be required, one that has high AND low range. Prior experience is not necessary, but is an advantage. Suitably rated recovery points are to be fitted to the front and rear of your 4wd. Each vehicle must also carry its own snatch strap and rated shackles as well as a pair of leather gloves. Pit toilets are located at some campsites. Each vehicle will need to carry 200 litres of petrol (V8 & straight 6 engines), 160 litres (V6 engines) or 140 litres of diesel, as well as 20 litres of water per person. Each vehicle must have a UHF radio, and we recommend a cargo barrier.

As our tours are adventure tours, we require each participant to execute a voluntary assumption of risk form, which amongst other things indemnifies 4wdadventureoz.com. These forms will be included with the tour documentation.

**These forms must be signed prior to tour departure.**

**We also strongly recommend obtaining adequate Travel Insurance, including cover for sickness and accident.**

All prices are quoted in Australian currency. A deposit of 30% of the total tour price (including GST) is required within ten days from the date of your booking to ensure reservation of your position.

For Custom Tours the deposit is 40% of the total tour price (including GST).

For all tours unless stated otherwise in the itinerary or quote, the balance is due 45 days before scheduled tour departure. Participation can only be confirmed once the deposit is received.

Refunds for cancellations are as follows:

More than 60 days, full refund less 50% of the deposit.

Cancellations less than 60 days and more than 45 days before the scheduled tour departure, full refund less 75% of the deposit. For Private and Custom Tours NO refund

of any part of the deposit.

Cancellation less than 45 days and more than 30 days before the scheduled tour departure, NO refund of any part of the deposit will be provided.

Cancellation less than 30 days and more than 15 days before scheduled tour departure, NO refund of any part of the deposit will be provided and 60% of the total tour price (including GST) will be forfeited.

For Cancellations less than 15 days before scheduled tour departure, NO refund of any part of the deposit or the total tour price will be provided.

Transfer to another tour may be possible, however an additional amount, equal to 50% of the deposit payable for the new tour, may be charged.

After a tour has departed, if a participant disembarks, is removed or otherwise leaves the trip prior to its scheduled completion without prior arrangements (which must be made at least 15 days before the scheduled tour departure), 4wdadventureoz.com shall not be obliged to, but may in its sole discretion provide a refund of any part of the deposit or total tour price to a participant for such amount and on such terms and conditions as it thinks appropriate.

In the case of cancellations of Custom Tours less than 30 days before scheduled tour departure NO refund of any part of the deposit or the total tour price will be provided unless we can sell an equal number of seats for that tour to other travelers.

**NOTE:** 4wdadventureoz.com cannot guarantee a position on any of their tours unless a firm booking, including the appropriate deposit is received by the relevant due date. In addition, should the entire balance not be received by the due date then your position on the tour maybe lost.

As on these tours we all live in very close proximity and for extended periods, 4wdadventureoz.com reserves the right to, in its sole discretion, to disembark or remove any participant who acts in a manner that endangers others, is disruptive, abusive, ignores our rules, is in any other way a nuisance to other participants or otherwise acts, or fails to act as the case may be, in accordance with clause 15 of the attached agreement between 4wdadventureoz.com and the participant, at the nearest port of call where there is appropriate transport available (including but not limited to rail, bus or air travel). If such a departure or removal occurs, NO refund of any part of the deposit or total tour price will be given.

Due to the nature of outback travel it may at times be necessary to change the planned routes and itineraries. 4wdadventureoz.com will make this decision in its sole discretion, as determined by the relevant leader or guide of the tour, in the interest of safety for our passengers.

In extreme circumstances a tour may have to be abandoned completely, in which case we will offer a replacement tour to different destinations and/or on different dates.

Under these circumstances 4wdadventureoz.com shall not be obliged to, but may in its sole discretion provide a refund of any part of the deposit or total tour price to a participant for such amount and on such terms and conditions as it thinks appropriate.

In the case of Custom Tours, 4wdadventureoz.com shall not be obliged to, but may in its sole discretion provide a refund of any part of the deposit or total tour price to a participant for such amount and on such terms and conditions as it thinks appropriate provided that any refund will be limited to a maximum of 50% of the pro rata total tour price for the remaining portion of the tour.

**Mechanical breakdowns:** In the case of a serious breakdown which prevents the tour from continuing, we will arrange transport to the nearest major town and after deducting the cost of such transport refund the total tour price on a pro rata basis.

4wdadventureoz.com at all times reserves the right to substitute if necessary the vehicles described in it's web pages with other, equally suited vehicles.

Some mechanical problems may be rectified after transporting in of replacement parts. In such cases in 4wdadventureoz.com's sole discretion the tour may continue, with consequential delays, changed itineraries or shortened or extended original tour length. 4wdadventureoz.com may, in its sole discretion confer with the participants as to whether to continue as planned and complete the tour with such consequential delays, changed itineraries or shortened or extended original tour length, however 4wdadventureoz.com retains the right to make this decision in its sole discretion. NO refund will be provided to participants if any aforesaid delays or changes are made or required and 4wdadventureoz.com has the discretion to increase the total tour cost in accordance with the attached agreement between 4wdadventureoz.com and the participant.