

Terms and Conditions

Your Details

In order for us to confirm your travel arrangements, you must provide all requested details with the balance of the trip price. Necessary details include but are not limited to full name as per passport, date of birth, nationality, passport number, passport issue, and expiry date and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements. These details will be passed onto our ground operator to be used in case of emergency while out in remote locations.

Deposit Requirement

You are required to pay a non-refundable deposit of \$350 per person per trip for your booking to be confirmed. Balance is due 75 days prior to departure. \$100 deposit for Bellarine day tour.

Cancellation by the Traveller

If you cancel some or all portions of your booking cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation. If you cancel a trip:

- 75 days or more prior to departure, we will retain the deposit;
- Between 75 and 55 days prior to departure, we will retain the deposit or 50% of the total booking cost; whichever is greater, and
- 55 days or less prior to departure, we will retain 100% paid by you in connection with the booking.

You are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation fees. If you leave the trip for any reason after it has commenced we are not obliged to make any refunds for unused services. If you fail to join the tour, join it after departure, or leave it prior to its completion, no refund will be made.

Cancellation by Us

We may cancel the trip at any time up to 75 days before departure. We may cancel the trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events it is not viable for us to operate the planned itinerary. If we cancel your trip, you will receive a full refund. In circumstances where the cancellation is due to external events outside our reasonable control refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights.

Acceptance of Risk

You acknowledge that the nature of the trip is adventurous and participation involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in our daily lives. We use information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate. However, it is also your own responsibility to acquaint yourself with all relevant travel information and the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you are aware of the personal risks attendant upon such travel.