



## The Provenance Express 2019

### BOOKING CONDITIONS:

The following Terms and Conditions constitute an agreement between you and Silver Compass Tours as the principal organiser of The Provenance Express. By booking this package you will be deemed to have accepted and agree to be bound by the terms and conditions of this agreement. Therefore, please read the following conditions carefully.

#### Package/Trip Organiser

Silver Compass Tours (SCT) is the organiser of The Provenance Express tour package. As part of the offer, SCT has engaged third party suppliers to fulfill certain aspects of its packages e.g. NSW Trains for their train, Apple City Bus for coach services and Mercure Hotel for accommodation. In doing so SCT and therefore you, may be bound to their terms and conditions in part or in whole. SCT has made every reasonable attempt to ensure that these terms and conditions are outlined or referenced but makes no claim as to their entirety. SCT reserves the right to amend or cancel the package/s at any time for whatsoever reason.

#### NSW Trains Conditions of Carriage

By booking The Provenance Express package you accept NSW Trains conditions of carriage. Please note that while every effort will be made to ensure your transfer to Orange is via the XPT train service on NSW Trainlink, in the case of cancellation of the train service on the day due to emergency track work or rolling stock issues, a coach service will be supplied instead. This will be advised with 24 hours notice of the event by NSW Trains, and the event organiser SCT will in turn notify guests. No refunds will be given for the substitution of a coach service for the advertised rail service in this instance. The full terms and conditions may be obtained from the NSW Trains website at [www.nswtrainlink.info](http://www.nswtrainlink.info)

#### Bookings & Payments Conditions

Payment for The Provenance Express packages may be made using the online booking process via the [www.silvercompassstours.com.au](http://www.silvercompassstours.com.au) website and [www.123tix.com.au](http://www.123tix.com.au) website. Packages are quoted in Australian Dollars inclusive of Commonwealth Government Goods and Services Tax (GST), and apply from 26 November 2018 to 7 April 2019. Packages and prices are subject to change without notice. The package price is an all-inclusive price with many components of the package already heavily subsidised or discounted. As such, there are no concessions for seniors or children.

#### Cancellation Fees & Refunds

The following fees apply in the event of cancellation and in addition to any fees which may be imposed by a third-party operator.

- **7 – 30 days before departure - \$150**
- **Less than 7 days before departure and after departure: 100% of total cost.**

Claims for refunds will be subject to a minimum processing fee of \$50. No refunds will be payable in connection with airline or train delays, unused services, or other acts beyond the control of SCT. All notifications of cancellation must be received in writing by email to [kelly@silvercompassstours.com.au](mailto:kelly@silvercompassstours.com.au)

### **Amendments**

Modifications of a confirmed booking may result in you incurring an Amendment fee of \$30 in addition to any costs charged by third party operators. Modification of a confirmed booking cannot be made less than seven (7) days prior to the date of travel. An amendment is a change to an existing booking with the same inclusions. A transfer to another package may be treated as a cancellation, in which case the cancellation fees set out above will apply.

### **Fitness for Travel**

Before making a reservation, you must advise SCT if you are ill, injured or have a medical condition which may make it unsafe for you or other guests travelling with third party operators.

### **Accommodation**

All rooms are subject to availability. Standard room options apply; twin share or queen sized bed. Alternative hotels of similar standard to those outlined in the package within the itineraries may be used without notice. The 'star rating' system for hotels is provided as an indication only and is subject to change without notice. Hotel room photographs may not be specific to the actual room occupied.

### **Touring**

SCT does not own, operate or control third party suppliers of services (e.g. airlines, hotels/accommodation, transportation companies, restaurants, hire car operators, etc.) To the extent permitted by the Commonwealth of Australia and its States laws, SCT is not responsible for any loss, accident, delay or irregularity whatsoever resulting from a third-party supplier's acts or omissions. The travel services provided by these suppliers are subject to the conditions imposed by the suppliers and their liability may be limited by their tariffs, conditions of carriage, and agreements.

### **Departure and Arrival Times**

In the interest of on-time departure, every passenger must be checked in and be ready for boarding 30mins prior to departure. SCT cannot guarantee the departure or arrival times of its third-party operator or any of its services. SCT is not liable for any delay, including without limitation, any failure to meet with connections or other services.

### **Travel Insurance**

Travel and Medical Insurance is strongly recommended.

### **Luggage**

Guests must abide by NSW Trains Train and Coach Services luggage limitations: refer to luggage section of the NSW Trains website at [www.nswtrainlink.info](http://www.nswtrainlink.info)

### **Dietary Requests**

Vegetarians can easily be catered for as part of the set menus being offered at each of our venues as part of our travel package, however please note that for gluten-free, vegan or other dietary requirements asking for special meals there will be a 10% surcharge on basic package cost. Genuine allergies are happily catered for, please contact Kelly on mobile: 0437 091 503 if you have any questions regarding dietary requests or email [kelly@silvercompasstours.com.au](mailto:kelly@silvercompasstours.com.au)