



Silver Compass Tours

CURATORS OF CHARMING FOOD + WINE EXPERIENCES

www.silvercompass tours.com.au

EXPLORE REGIONAL AUSTRALIA PACKAGES

BOOKING CONDITIONS:

The following Terms and Conditions constitute an agreement between you and Silver Compass Tours as the principal organiser of 'Explore Regional Australia' packaged tours. By booking any of these packages 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 'Explore Regional Australia' Experience Package. As part of the offer, SCT may engage third party suppliers to fulfill certain aspects of its package add-ons and inclusions e.g. REX Airlines and Fly Corporate for flights, NSW Trains for train services, various coach and bus companies for transfer services by bus, and Hotels 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.

Bookings & Payments Conditions

Payment for 'Explore Regional Australia' Experience Packages may be made using the online booking process via the www.silvercompass tours.com.au website and www.rezdy.com website. Packages are quoted in Australian Dollars inclusive of Commonwealth Government Goods and Services Tax (GST), and apply from 1 May 2019 to 30 April 2020. Packages and prices are subject to change without notice. The package price is inclusive price of detailed package components, available on the website prior to booking.

Travel Insurance

We strongly recommend you secure Travel Insurance and Medical Insurance (if required) prior to booking your Experience Package with us. Travel Insurance will cover you for unforeseen circumstances in which you may need to cancel.

Cancellation Fees & Refunds

If due to unforeseen circumstances you are unable to join us and need to cancel your booking, we require written notice of AT LEAST 30 DAYS prior to your tour package commencing to provide you with a full refund.

For cancellations received with less than 30 days prior to the tour commencement date, you will be charged a 25% fee on total cost of tour package as we are subject to third-party supplier arrangements.

Cancellations received within 7 days of the tour commencement date are subject to 100% of cost being non-refundable, unless a replacement from our waiting list can be sourced. In the case of replacement, you will be subject to just a 25% non-refundable fee. All claims for refunds will be subject to a minimum processing fee of \$50.

PLEASE NOTE CAREFULLY: no refunds will be payable in connection with airline or train delays, unused services, or other acts beyond the control of Silver Compass Tours. All notifications of cancellation must be received in writing by email to [kelly\[at\]silvercompassstours.com.au](mailto:kelly[at]silvercompassstours.com.au)

Itinerary & Booking Amendments

It is important to note that there may be changes or alterations from time to time to tour itineraries or bookings that are out of our control due to third party supplier issues, or due to events beyond our control. However, we will at all times endeavour to inform you in advance as soon as we are made aware of any issues. If it is a material change, we will at all times try to ensure you have a suitable alternative available.

From time to time, itinerary activities or Hosted Travel Experiences may be altered or cancelled for reasons out of our control. We reserve the right to cancel, change or substitute any Hosted Travel Experience at any time due to external or third-party supplier issues that may arise. If you do not want to accept the alternative Hosted Travel Experience for any reason, we will offer you a refund in accordance with Australian Consumer Law requirements.

Availability

We keep a waitlist for interested guests to join a tour that has been oversubscribed. In the event of any cancellations, guests on the waitlist (in order of the request being received) will be notified of the opportunity to join the tour.

Accommodation

All rooms are subject to availability. Standard room options apply; queen sized bed or twin share. 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.

NSW Trains Conditions of Carriage

By booking a train add-on 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.

Please note that NO REFUNDS will be given for the substitution of a coach service for the advertised rail service in this instance. There are also no pensioner discounts available. The full terms and conditions may be obtained from the NSW Trains website at www.nswtrainlink.info

READ OUR FULL TERMS AND CONDITIONS HERE:

<https://silvercompassstours.com.au/terms-of-service/>

