



Silver Compass Tours

CURATORS OF CHARMING FOOD + WINE EXPERIENCES

www.silvercompass tours.com.au

Terms and Conditions

THE PROVENANCE ROADTRIP

BOOKING CONDITIONS:

The following Terms and Conditions constitute an agreement between you and Silver Compass Tours as the principal organiser of 'The Provenance RoadTrip' packaged and hosted 2-Night tour. 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 CONDITIONS OVERVIEW:

Please make sure you are aware of the following:

- Your package cost includes GST and the online booking fee, compliments of Silver Compass Tours
- This package includes return transport from Sydney by luxury coach
- Your package includes 2 nights' accommodation in a centrally-located 4-star hotel and a 3-day hosted itinerary, with most meals inclusive except a free evening on Saturday to 'choose your own dining adventure'
- Your tour coach departs at 7.30am on Friday. Please ensure you have arrive at the Country Platform of Sydney Central Station half an hour before departure.
- Tour package completes at 4pm on Sunday and you will arrive in Sydney at 9pm.
- Final bookings for this package close one month prior to tour commencement - it is recommended that if you need to cancel or reschedule your tour package that you make this decision at least 30 days prior to tour commencement and advise Silver Compass Tours in writing. More details are outlined below.

PACKAGE INCLUSIONS:

Return luxury coach from Sydney Central to Orange; 2 nights' King Deluxe accommodation in a centrally-located 4-star hotel; Sparkling & Pastries breakfast stop at Katoomba; all wine-tasting fees; catered breakfasts each day; most meals with table water and welcome drink at each dining event (except free evening on Saturday to choose your own dining adventure); all tours and events; all coach transfers within the tour itinerary; and local host.

EXCLUSIONS:

Items such as laundry, telephone calls or minibar and you will be requested to supply your credit card to the hotel at check-in; any personal spending throughout the tour; table water and welcome drinks are provided at most meals and experiences however you will need to cover any additional expenses personally at the event.



PACKAGE & TOUR ORGANISER

Silver Compass Tours (SCT) is the organiser of 'The Provenance RoadTrip' tour packages. As part of the offer, SCT has engaged third party suppliers to fulfill certain aspects of its packages e.g. coach services, limousine and car hire operators and regional 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 'The Provenance RoadTrip' tour packages may be made using the online booking process via the www.silvercompassstours.com.au website and www.rezdy.com websites. Packages are quoted in Australian Dollars inclusive of Commonwealth Government Goods and Services Tax (GST), and apply from 4 May 2020 to 30 April 2022. Packages and prices are subject to change without notice. The package price is an all-inclusive price.

CANCELLATIONS, FEES & REFUNDS – MADE BY TRAVELLER

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. **Please note that ALL claims for refunds will be subject to a minimum processing fee of AUD\$50 and you will be additionally charged the online booking fee.**

- For cancellations received **less than 30 days but more than 14 days** prior to the tour commencement date, you will be charged a 50% administration fee on total cost of tour package as we are subject to third-party supplier arrangements. Alternatively, you can choose to receive a credit for the full amounts paid applicable to an alternative tour package, valid for two (2) years from the time of initial purchase.
- Cancellations received within **less 14 days notice** 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 the 50% non-refundable administration fee. Alternatively, you can also choose to receive a credit as above.

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)

CANCELLATIONS, FEES & REFUNDS – MADE BY SILVER COMPASS TOURS

If due to unforeseen circumstances Silver Compass Tours contacts you to cancel or reschedule a particular tour date, we will endeavour to provide you with at least 14 days prior notice in writing where possible.

We may cancel a trip at any time prior to departure if, due to global pandemics, 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 can choose to transfer amounts paid to an alternative or rescheduled tour date or to request a full refund.



In circumstances where the cancellation is due to external events outside our reasonable control, refunds will be less any unrecoverable costs which will be advised at the time of notice in writing. We are additionally 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.

TRAVEL & MEDICAL INSURANCE

We *strongly recommend* you secure Travel Insurance and Medical Insurance (if required) at time of booking your Experience Package with us. Travel Insurance will cover you for unforeseen circumstances and we strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects, as well as provide cover against personal accident and medical expenses. It is recommended that you take out Travel Insurance to cover you even for travel within your own state and country. **You will be requested to provide proof of travel insurance prior to tour commencement.**

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.

MINIMUM NUMBERS

The Provenance RoadTrip tour package requires a minimum of twenty (20) Tour Participants per Tour to operate. Silver Compass Tours reserves the right to cancel any Hosted Travel Experience in the event of minimum numbers (20 Tour Participants) not being reached.

Silver Compass Tours additionally reserves the right to vary minimum numbers above or below the standard twenty (20) Tour Participants – these variations may be considered on a case by case basis and additional fees may apply.

ARRIVAL AND DEPARTURE TIMES

In the interest of on-time tour commencement, all guests must arrive at the designated meeting point on the Country Platform of Sydney Central Station half an hour before departure. Tour package commences 7.30am Friday and concludes at 4pm Sunday.

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. If you miss events or tour experiences within the itinerary due to failing to arrive in time, SCT will not be liable for any reimbursement of funds in lieu of the experience or event.



ACCOMMODATION

All rooms are subject to availability. Standard room options apply; king 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.

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@silvercompassstours.com.au

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.

HEALTH AND SAFETY OF OTHERS

Please do not join this tour if you are ill, have a fever or have the sniffles. Your travel insurance will cover you for cancellations where you are not well enough to join the tour.

AUTHORITY ON TOUR

Our group trips are run by a local Host. The decision of the Host is final on all matters likely to affect the safety or well-being of any traveller or staff member participating in the tour. If you fail to comply with a decision made by your Host or interfere with the well-being or mobility of the group, the Host may direct you to leave the trip immediately, with no right of refund.

TRAVELLING TOGETHER WITH INTEGRITY

This is a group tour made up of wonderful individuals. You may be travelling on your own, with a friend, or with a small group within our tour group, and we would encourage you to say hello and get to know your fellow travellers to really get the most out of your experience of travelling together through the Orange wine region over the tour. You'll leave with new friends, we're sure of it!

PLEASE READ OUR FULL TERMS AND CONDITIONS HERE:

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

Updated: 4 May 2020