

STRAIGHT TO THE SOURCE™

Booking Terms and Conditions / Straight To The Source tours and events / 2017

Please read the following terms and conditions carefully. You must not confirm your booking unless you agree with the following terms and conditions. Once payment is made for the booking, it is deemed that you have read, understood and agreed to the terms and conditions for the booking.

Payment and Booking Conditions

The price per person is based on the inclusions outlined in individual tour itineraries. All prices quoted are in Australian Dollars and are guaranteed at the time of departure for each tour. To confirm your place on a tour, you are required to book online and pay in full at the time of booking. No places are confirmed unless payment in full has been received. Payment can be made by credit card or debit card (we cover the merchant fee). Alternatively, if you'd prefer to pay via EFT please contact us directly and we will issue you with the relevant paperwork. Please note that bookings are not secured or guaranteed until full payment has been received into our bank account and we cannot hold tickets.

Gift Vouchers

Gift vouchers can be purchased for any amount over AU\$100.00 inclusive of GST. Gift vouchers are valid for 12 months from the date of purchase. Gift vouchers are not redeemable for cash. Gift vouchers valued at less than the cost of a tour can be redeemed as a part payment towards the cost of a tour as long as the balance of payment is made in full at the time of booking. Expired vouchers are unredeemable. Gift vouchers can be transferred. Any costs or fees associated with voucher or ticket transfers and subsequent name changes that may be required eg. airline tickets, will be at the cost of the voucher recipient or ticket holder, plus may incur a \$50.00 administration fee chargeable by Tawnya Bahr Pty Ltd t/as Straight To The Source.

Travel / Health Insurance

Tawnya Bahr Pty Ltd t/as Straight To The Source strongly recommends that all guests take out full comprehensive travel and medical insurance. We also recommend you consider purchasing trip cancellation insurance in the event of an accident or illness or other unforeseen circumstances involving you, a family member or travelling companion causing you to cancel prior to departure or to leave the tour early. Tawnya Bahr Pty Ltd t/as Straight To The Source accepts no responsibility for any arrangements or loss of arrangements made outside of Tawnya Bahr Pty Ltd t/as Straight To The Source, loss of transfers outside of tour dates not made by Tawnya Bahr Pty Ltd t/as Straight To The Source, pre tour personal transport not made by Tawnya Bahr Pty Ltd t/as Straight To The Source, loss of flights/tickets, excess baggage costs, loss of luggage, injury, damage, accident, loss or delay in respect of any person or property or security and government-incurred costs during and outside of the tour. Tawnya Bahr Pty Ltd t/as Straight To The Source are not responsible for any personal medical costs. No refund will be given for any pre-booked accommodation, coach tours or other pre-booked services or other travel that is not utilised. In the event of loss of luggage we will do our best to assist you in the retrieval of that luggage.

Cancellation Conditions

Cancellations must be received in writing to Tawnya Bahr Pty Ltd t/as Straight To The Source and will be subject to the following cancellation charges:

- Cancellations received within 7 days prior to the tour commencement will incur a cancellation fee of 50% of the total costs.
- Cancellations advised less than 48 hours prior to the tour date will result in the loss of all monies paid.

Ticket transfers

Should your plans change and you cannot attend a tour that you have booked and paid for, your ticket is transferable. Any costs or fees associated with ticket transfers and subsequent name changes eg. Airline tickets will be at the cost of the ticket holder, plus may incur a \$50.00 administration fee chargeable by Tawnya Bahr Pty Ltd t/as Straight To The Source.

Accommodation

While all efforts are made to select accommodation of high quality and comfort, room size, layout and bathroom facilities may vary from room to room, hotel to hotel and location to location. All rooms will be private where available, however at some regional locations this may not be possible and rooms or accommodation may be shared. All rooms will have private bathrooms where available, however at some regional locations this may not be possible and bathroom facilities may be shared. All rooms are non-smoking, unless otherwise stated. You are responsible for any costs incurred as a result of room service, mini bar, damage or excess cleaning fees related to your accommodation. Any client requesting an upgraded room, where upgraded rooms are available, will be responsible for extra fees relating to this upgrade.

Itinerary Changes

We make every effort to ensure accuracy within the tour itineraries, tour inclusions and travel details. Itineraries may change without notice and if we are forced to change any itinerary details for reasons beyond our control prior to or during our travel tour, we take no responsibility, however we reserve the right to alter or vary itinerary and travel details to maintain the same if not to better the experience. We will ensure that you are notified promptly. Due to unforeseen circumstances or inadequate numbers to follow through with a tour, Tawnya Bahr Pty Ltd t/as Straight To The Source reserves the right to cancel a tour and will refund your tour price in full less any booking fees/payments incurred outside of Tawnya Bahr Pty Ltd t/as Straight To The Source. Tawnya Bahr Pty Ltd t/as Straight To The Source and tour escorts/guides are not liable for any direct or indirect costs, losses or expenses incurred by the participant.

Minimum Group Number

Tawnya Bahr Pty Ltd t/as Straight To The Source tours may be subject to a minimum number of participants. Tawnya Bahr Pty Ltd t/as Straight To The Source reserves the right to cancel any tour in the event that the enrolment does not reach the budgeted minimum numbers. In the event of cancellation, those enrolled will receive a refund of the full program cost paid, less any booking fees/payments incurred outside of Tawnya Bahr Pty Ltd t/as Straight To The Source. If the cancellation comes just before the program start date and is caused by acts and or occurrences out of our control, then any advance deposits made to program vendors/providers may not be refunded to us, in which case refund of the full program cost to participants will be affected accordingly.

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Passports and Visas

It is the responsibility of the client that he/she has valid ID identification and/or a passport valid and up-to-date with at least 6 months validity remaining. Visas, where required, are the responsibility of each client.

Arrivals and Departures

The program begins and ends on the stated dates as per the current itinerary and will be confirmed to you upon booking. Tawnya Bahr Pty Ltd t/as Straight To The Source covers flights and/or ground transportation from the date & time that the tour starts, as noted on the itinerary, to the time that the tour concludes, as noted on the itinerary. In the event that a participant arrives before or stays on after the tour concludes, Tawnya Bahr Pty Ltd t/as Straight To The Source take no responsibility for accommodation or any other costs.

Non-refundable Tickets

In the event of a tour cancellation, we do not recommend you purchase non-refundable airline tickets and Tawnya Bahr Pty Ltd t/as Straight To The Source takes no responsibility for the expenses of such losses until the minimum enrolment for the program has been reached. If you intend to purchase non-refundable tickets or pre/post tour hotel accommodation or add-ons, please check with us to see if the minimum number has been reached for the tour.

Participation and Refunds

All meals and beverages as stated in each tours' inclusions are included in the price of the tour. Participants who do not attend tour-included lunches and dinners and who wish to dine/drink out side of the included tour listed restaurants and hotels will incur their own charges payable by them to the service provider and these extra charges are not the responsibility of Tawnya Bahr Pty Ltd t/as Straight To The Source. Tawnya Bahr Pty Ltd t/as Straight To The Source designs fun-filled, interesting and diverse tour itineraries, although we are very flexible and you are welcome to take time off from the program whenever you like. The program events that you opt out of are non-refundable and cannot be taken at another time. During the tour, transport and accommodation services and other planned activities may necessitate variations to the itinerary without notice. To enjoy Tawnya Bahr Pty Ltd t/as Straight To The Source tours, you will require a low level of fitness. It will be necessary to be able to walk or stroll at a leisurely pace for periods of up to one hour, with short breaks available. Where possible, Tawnya Bahr Pty Ltd t/as Straight To The Source will endeavour to accommodate participants who may not be able to walk long distances or for only short periods of time. Any important health issues, physical or mental or specific dietary requirements must be made known to us verbally and on the booking form so that we can consider and accommodate these requests. Bear in mind that there are winding roads that we will be travelling on, so if you suffer from travel sickness please bring medication to deal with this. Tawnya Bahr Pty Ltd t/as Straight To The Source reserves the right to remove any participant whose conduct is deemed dangerous to or incompatible in the interest of the other passengers and guides.

Responsibilities

Tawnya Bahr Pty Ltd t/as Straight To The Source acts as the agent and the suppliers of the tour operation services. Tawnya Bahr Pty Ltd t/as Straight To The Source is a guiding service for all persons taking these tours and assists in the coordination of transportation, sightseeing and hotel accommodation. These services are not provided by Tawnya Bahr Pty Ltd t/as Straight To The Source but by hoteliers, service providers and transportation companies which act independently and not within our control. Although we take reasonable care to select such service providers, Tawnya Bahr Pty Ltd t/as Straight To The Source, tour escorts, guides and associated agents accept no responsibility whether in negligence or contract for any sickness, injury, death, accident, damage, loss, cancellation, delay, failure to deliver or partial or inadequate delivery of services, disappointed expectation, additional expenses or other unforeseen events caused in connection with those service providers, their employees, agents, servants or representatives. We do not accept any liability caused directly or indirectly by events beyond our control, including but without limitation to acts of government, civil disturbances, acts of terrorism, war or threat of war, quarantines, fire, strikes, floods, weather conditions, natural disasters, accidents or failure of machinery or equipment, theft, or other disturbances of any kind which cancel, interfere with, or add cost to the services requested. In this clause the expression 'eligible parties' shall include any carrier, tour operator, tour escort(s) or other provider of any service in respect of a tour. These conditions of booking shall form part of the contract between the client and Tawnya Bahr Pty Ltd t/as Straight To The Source. Every effort will be made to accommodate your preference and requests. However, there is a possibility that not all preferences can be met.

Accuracy of website information

www.straighttothesource.com.au and www.tawnyabahr.com make a considered effort to ensure that all information posted on the website is up-to-date and accurate, however we are unable to guarantee the complete accuracy of all hotels, accommodation and itinerary information at all times. Tawnya Bahr Pty Ltd t/as Straight To The Source does not guarantee that the website and information is free from errors and we reserve the right to change and amend information when it comes to hand and in relating to the works of the company.

If you have any questions regarding the above booking terms and conditions, please do not hesitate to contact us to discuss your queries:

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