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Terms & Conditions

1. Bookings and Payment

Full payment of the invoice is to be paid at the latest three (3) weeks before the tour departure date. If the rates are published in Australian Dollars (AUD) it is the travel agency's responsibility to convert them into the local currency. Charter Tours: at least 10% payment at time of booking, 50% 10 weeks before the tour departure date and remaining 40% 6 weeks before the tour departure date.

2. Withdrawal and Cancellation Fees

In the event that the client wishes to cancel the following cancellation fees apply:

Day tours

30 or more days prior to tour start:	no cancellation fees
29 - 15 days prior to tour start:	20% of tour price
14 - 2 days prior to tour start:	50% of tour price
1 day (24h) prior to tour start:	100% of tour price

Extended tours

60 or more days prior to tour start:	10% of tour price
59 - 30 days prior to tour start:	30% of tour price
29 - 15 days prior to tour start:	50% of tour price
14 - 3 days prior to tour start:	80% of tour price
Less than 3 days prior to tour start:	100% of tour price

Refunds will not be made for tour services or transports which are not made use of by the client for any given reason. At the time of booking, the client must be informed by their travel agent that a higher cancellation fee may be fixed for Charter Tours.

3. Cancellation by Emu Tours Pty Ltd

Emu Tours reserve the right to cancel tours with insufficient number of passengers and because of important reasons of any kind. Reimbursements will be made for tours which are cancelled by Emu Tours for those amounts which have already been paid.

4. Program Changes

Emu Tours reserve the right to make changes to tour itineraries and type of transport which may have to be altered at short notice due to strikes, weather, road conditions, official measures, failure in providing of services by a third party, illness or accidents, or other similar circumstances. These changes do not entitle the clients to any refund.

5. Complaints, Liability and Compensation Claims

Emu Tours endeavour to make every tour as pleasant and trouble free to the best of their ability. Complaints should be directed immediately to the tour leader at the time and place of occurrence and if appropriate, the tour leader will provide a written report to the passenger involved. General compensation claims are required in written form within eight (8) weeks from the end of the tour and must be directed to the passenger's travel agent. This compensation claim cannot amount to higher than the paid tour cost. All vehicles are fully licensed and carry a passenger and liability insurance coverage. No liability can be undertaken in the case of damage and/or unfavourable circumstances as mentioned in point 4 above.

6. Insurance

There is no insurance beside the above in point 5 mentioned one included in the tour price. Emu Tours highly recommends passengers take out travel insurance against cancellation fees, injury/accident, sickness, personal loss, return journey and luggage loss or damage. Emu Tours is not liable for any of the above named risks nor for any damages or loss of belongings occurred through the fault of other passengers or a third party.

7. Jurisdiction

EmuTours is liable for the events which take place during the tour according to Australian laws and in the framework of our General Contract & Tour Conditions. Jurisdiction for complaints when making claims against Emu Tours is Perth, Western Australia.

Be guaranteed of our greatest care and highest service awareness!