

# Terms & Conditions

## PRICES & BROCHURE / WEBSITE VALIDITY

Prices are quoted in Australian dollars (inclusive of GST). Tour prices are per person, are correct at time of publication and can be subject to change at the discretion of Broome Dinosaur Adventure Tours. All prices listed on this website are valid for the travel period of 01/03/2022 – 31/12/2023 (inclusive). All bookings are confirmed on full tour fee pre-payment. Tour durations include hotel transfers.

## CANCELLATION POLICY

*Please refer to specific conditions of travel section below for COVID 19 related restrictions and applicable cancellation policy.*

Once a booking is made the following cancellation fees will apply:

*Bookings for groups of up to 6 passengers;*

If cancellation is made 48 + hours prior to departure; no fee payable, full refund issued

If cancellation is made within 48 hours prior to departure; forfeit tour cost in full, no refund issued

*Bookings for groups of 7+ passengers;*

If cancellation is made 7 days prior to departure; no fee payable, full refund issued

If cancellation is made within 7 days prior to departure; forfeit tour cost in full, no refund issued

Cancellation by Dinosaur Adventure Tours (Holdage Pty Ltd); All flight times, tour stops, and points of interest may vary depending on suitability and prevailing weather conditions, culturally significant dates and tides.

The management reserves the right to change or cancel any flight at their discretion and for the safety of passengers. If we cancel your tour for reasons such as maintenance, weather conditions or staff illness, you can transfer amounts paid to an alternate tour time/ date or alternatively receive a full refund. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to accommodation, flights or adjoining tours. In the unlikely event of changes or cancellations of your tour, Broome Dinosaur Adventures will contact all passengers with as much notice as possible prior to scheduled departure.

## CONDITIONS OF TRAVEL

Passengers unable to attend their tour due to travel restrictions including but not limited to **Covid 19**, will be offered credit vouchers with 12 months validity. Should social distancing restrictions be imposed on our business,

or travel boarders preventing passengers from accessing our tours, credit vouchers will be issued to current bookings with 12 months validity. Credit Vouchers and bookings made with credit vouchers are non-refundable. If passengers present to our tour displaying symptoms of Covid 19, regardless of test results, passengers will not be able to participate in our tour. This will result in the forfeiture of the tour cost and it is recommended passengers have travel insurance for this reason.

Broome Dinosaur Adventures (Holdage Pty Ltd) reserves the right to alter the route of any of its tours and arrange alternative vessels to those advertised if necessary. No refunds will be given in these circumstances or in the event of any delay, curtailment or alteration of a trip resulting from any cause beyond our control, including but not limited to severe weather conditions, force majeure, pandemics, acts of war and or terrorism.

Broome Dinosaur Adventures can't guarantee pick up or drop off times and is not liable for passenger failure to connect with other services or any associated costs resulting from such delays. We accept no responsibility for loss or damage to personal belongings or baggage. Sites of Aboriginal significance visited on our tours are subject to cultural conditions. Broome Dinosaur Adventures (Holdage Pty Ltd) reserves the right to amend the sites visited in these circumstances with no obligation to refund.

#### LIABILITY

Whilst we make every effort to safeguard our passengers, Broome Dinosaur Adventures (Holdage Pty Ltd) cannot be held liable for any damage, injury, illness, or loss of any kind caused by or resulting from any act or omission by its employees, agents or contractors. Passengers should note that adventure travel involves a higher-than-normal risk. Broome Dinosaur Adventure Tours (Holdage Pty Ltd) also assumes no responsibility for any act of negligence, act or omission whatsoever by any company whose services are used as part of packages provided.

#### MINIMUM NUMBERS

Tours require minimum passenger numbers to operate. In circumstances where minimum numbers are not reached, an alternative date will be offered. If a suitable alternative date can not be arranged a full refund will be issued.

#### TRAVEL INSURANCE

Travel insurance is not included. Broome Dinosaur Adventures (Holdage Pty Ltd) strongly recommends that passengers take out their own travel insurance policy to covers personal liability, cancellation, and loss of personal effects.

## PLANNED AND UNPLANNED MAINTENANCE

In circumstances where our vessel is out due to planned or unplanned maintenance, every effort will be made to reschedule your booking to a suitable alternative date. If an alternative date can not be arranged, a full refund of the tour price will be offered.

## DEPARTURE POINTS

Pick up details will be advised at time of booking. Tours do not require reconfirmation if you are in possession of a 7-digit reference number or an agent voucher. Complimentary hotel pick-ups are available on request at time of booking from Broome Hotels and centrally located caravan parks (excluding Broome Caravan Park and Gateway Caravan Park). All tours provide a complimentary drop-off service.

## CHILD POLICY

Children of all ages are welcome on tour. Child fares are available on all tours for passengers aged 0 to 14 years inclusive. Infants attract a child fare when travelling on the tours however we offer a family discount for a family of 2 Adults and 2 Children minimum. All infants, regardless of age, must be counted in the head count due to survey reasons and attract a child fare. If an infant does not appear in the booking, however, arrives for the tour, they will not be permitted on the tour and no refund will be issued to the family members that must forfeit the tour as a result.

## FOOTWEAR

Booties or reef shoes are compulsory on all tours. You can bring your own or hire or purchase them from Broome Dinosaur Adventure Tours at the time of booking. Participants unwilling to wear reef shoes will be unable to participate in the tour and no refund will be issued.

## FITNESS AND MOBILITY REQUIREMENTS.

Ensure you meet the required fitness and mobility requirements to participate in the tours prior to booking. All tour descriptions on our website outline the fitness requirements. There will be no refunds given in the event a participant decides they do not meet the fitness requirements within the 48hr cancellation timeframe.