



## **Terms & Conditions - Extended Tours**

**ACCEPTANCE of Terms and Conditions:** It is understood by EP BUS CHARTERS that the terms and conditions of travel are accepted by the passenger when the deposit is paid

**CANCELLATIONS:** If cancellation occurs after the deposit has been paid the deposit per person will be forfeited. If cancelled 30-16 days before departure will result in the loss of 50% of total fare; 14-5 days 60% plus any other accommodation & entrances fees incurred by the company; 5 days or less 100% of total fare.

**SINGLE ROOMS:** Single rooms will be provided when requested, if available. If by choice or circumstance a single room is required, the single room supplement will apply. Requested and booked single rooms at the increased cost are confirmed in good faith and the information available at the time.

**BOOKINGS SOLD ON A SHARE BASIS:** Bookings may be accepted where requested on a share room basis on the condition that the person/s requesting the share reservation understands that although every effort will be made to comply with requests regarding age, non-smoking, etc, this is not always possible and the company accepts no responsibility for a share to be found and should no share be available at the time of final payment, the single room supplement is required or cancellation conditions will apply.

**RESPONSIBILITY:** All tour costs, itineraries, routings and accommodation houses are correct at the time of printing, but are subject to alteration without prior notice due to road, weather or other conditions over which EP Bus Charters has no control. The arrangements of this tour constitute a complete package and, as such, an itemization of costs will not be rendered. No refunds are payable on unused or partially utilised sections of the tour where passengers amend, cancel or otherwise vary

arrangements either before or after departure. Every effort has been made to ensure the information contained in this brochure is correct at the time of printing, however the company cannot be held responsible for any printing errors or omissions. DEPARTURE POINTS: The scheduled departure points and times are stated on the itinerary. Requests for deviation from these may be taken and confirmed at the discretion of the company in which case failure to load from any point other than the scheduled departure point, remains the sole responsibility of the individual passenger.

If you suffer from travel sickness, REMEMBER to take travel sickness medication prior to departure HEALTH AND WELL-BEING Passengers are required to be self-independent with their abilities this includes getting on and off the coach and managing stairs. Mobility Issues: You do need to advise us of any mobility issues, medical conditions or special needs so that the tour you have booked is suitable for you. The number of passengers bringing fold up walkers is limited due to storage space and you must advise when booking if you need to bring a walker. Passengers requiring special or additional assistance must be accompanied by an able bodied travelling companion capable of providing all necessary assistance. Traveling companion or carers seat need to paid for in full. EP Bus Charters cannot be responsible for providing individual special assistance and it is unfair to expect other passengers to fill this roll. Ep Bus Charters will endeavour to comply with all reasonable requests such as disabled rooms, walk in showers, hand rails and ground floor rooms but cannot be guaranteed. LUGGAGE LIMITS: Each traveller is entitled to take one suitcase, Your suitcase must not exceed 160 cm, 77 x 54 x 29cms (30" x 21"x 11") and must not weigh more than 20kg (42lbs). Weight limits apply to luggage due to Occupational Health and Safety issues. One piece of hand luggage may be carried on board the coach

Travel Insurance is strongly recommended to cover any cancellation costs due to illness & accidents etc All tour departures are subject to minimum number of bookings (If we cancel you will receive a full refund of any money paid) All Prices are in AUD.