

Your adventure travel experience with Dundee Adventure Travel ("us" or "we") is subject to the following terms and conditions. The enclosed ticket(s) ("voucher(s)") have been booked by us on your behalf with various service providers. Each service provider may have its own terms and conditions that apply to your travel. We strongly advise you to carefully read the relevant brochure corresponding to each of your bookings to understand all applicable terms and conditions. If you require additional information beyond what is provided in the brochure, we recommend contacting the service provider directly for clarification.

BOOKING CONFIRMATIONS

Your Responsibilities:

Open Tickets: For open tickets, you must book your travel dates in advance with the individual service provider, following the details provided on your voucher.

Tickets with Booked Dates: It is your responsibility to ensure that you redeem your tickets on the dates you have booked. If you wish to change these dates, you must arrange it directly with the service provider, giving adequate notice. You must reconfirm all booked dates at least 48 hours before your travel date (minimum guideline) or as stated on your voucher. If applicable, dietary requirements should also be confirmed at this time.

CANCELLATIONS AND REFUNDS

Credit card fees and fees paid for accommodation and luggage storage are not transferable or refundable. If you cancel your travel, you are responsible for paying us a fee of 30% of the value of the travel that was booked on your behalf and subsequently cancelled ("Cancellation Fee"). In addition, if a service provider charges us for the cancelled travel, you must also reimburse us for the amount we are charged by the service provider on your behalf. Therefore, your cancellation fees may be up to 100% of the cost of the booking, regardless of whether travel has commenced (e.g., cancellations made within 24 hours of travel or certain flight bookings). The Cancellation Fee will apply in all cases where a tour is able to run.

For instance, if you are unable to reach a tour due to unforeseen circumstances, such as a "force majeure" event (e.g., a road is inaccessible due to flooding), the normal Cancellation Fee will apply if the tour proceeds in your absence or would have proceeded without your absence. If a tour or other travel service is cancelled by the service provider, we will refund you the amount paid for the tour or other travel service, minus a 30% administration fee ("Admin Fee"). This full refund minus the admin fee is subject to us receiving a fully refundable amount from the supplier responsible for the cancellation. It is important to note that all suppliers have different cancellation terms, and each case is evaluated individually.

Please be aware that in the case of natural disasters (e.g., floods, fires, cyclones, etc.), many service providers do not offer any refunds, and therefore, we cannot provide a refund to you. We strongly recommend purchasing Travel Insurance to cover such situations.

The 30% Admin Fee does not apply to certain cases, such as Dive Courses where you fail a Dive Medical test, or Skydives cancelled by the service provider within 3 days of booking due to weather, where a full refund will apply. In cases where a refund or other payment applies, you have the option to transfer the entire cost of the tour to another tour, although we may charge you a transfer fee of \$50. While we typically strive to process refunds promptly, certain situations (e.g., natural disasters) may result in processing times of up to 30 days due to high volume. By purchasing a cancellation insurance policy at the time of agreeing to these terms and conditions, you can mitigate the risk of incurring various fees and unexpected costs due to unforeseen circumstances and changes. In some cases, you may be able to claim up to 100% of the associated costs/fees through your insurance provider, depending on the policy's terms. Cancellation Fees can vary from 20% to 100% for tour and bus bookings.

TRAVEL INSURANCE

We strongly endorse the recommendation of the Department of Foreign Affairs and Trade that all travellers take out comprehensive travel insurance. We can provide you with information about travel insurance if needed. It is your personal responsibility to purchase travel insurance that covers any liabilities that may be incurred by us or a service provider, as well as other travel-related mishaps you wish to insure against.

SERVICE PROVIDERS

We make every effort to curate tours that meet your expectations. However, we are not liable for any issues that may arise during individual tours or arrangements with specific service providers. We welcome your feedback, whether it be complaints, compliments, or suggestions. Nevertheless, to the extent permitted by law, we shall not be held responsible for any loss, expense, or damage you may incur during any particular tour, accommodation, or travel, regardless of the cause. Such matters fall under the purview of each individual service provider, and you agree not to hold us liable in any such circumstance.

PRICES

We strive to offer the best value tours at competitive prices. However, we do not assume responsibility for price fluctuations resulting from changes in the prices charged by service providers before the final payment. Therefore, the price of your travel is subject to change until you have paid for the travel in full.

EXTRA COSTS

Many tours may have additional costs, which can vary depending on the service provider. Some common extra expenses include EMC Tax, Stinger Suit Hire, Luggage Storage, Sleeping Bag Hire, Linen Hire, National Park Fees, Food, Insurance, Accommodation, Equipment Hire, and Petrol Levy. We will endeavour to notify you of these additional costs to the best of our ability. However, it is your responsibility to confirm with each individual service provider when you confirm your ticket. Please note that all ticket/voucher reissues incur a \$20 administration fee, and transfers between tours may result in a \$30 administration fee.

PASSPORT, VISA, AND IMMIGRATION

It is your responsibility to ensure compliance with passport, visa, and other immigration requirements for all transiting and stopover destinations included in your itinerary. You should verify these requirements with the relevant high commissions, embassies, and/or consulates. We do not accept any responsibility in cases where you are unable to travel due to non-compliance with these requirements. Your passport must remain valid for at least 6 months beyond your return date to Australia.

TRAVEL ADVICE AND VACCINATIONS

Australian residents should refer to the travel advice provided by the Department of Foreign Affairs at www.dfat.gov.au or www.smartraveller.gov.au for all countries you plan to visit. Vaccinations may be required for some or all of the places on your itinerary. Ensuring that you have arranged all necessary vaccinations for your trip is your responsibility.