



## Terms & Conditions

Please read and understand the Booking Terms and Conditions set out below prior to booking a Tour with Goolamwiin. We strongly recommend that you also read your Tour Itinerary prior to booking to ensure that you understand the contents of the tour/activities you are undertaking. All bookings are strictly subject to availability and will not be confirmed by Goolamwiin until payment has been received.

### Agreement

All Tour bookings are made with Goolamwiin (ABN 321 455 307 46). By booking a Tour with Goolamwiin you are deemed to have agreed to our Booking Terms and Conditions (which constitutes the entire agreement between both parties) and your booking will be accepted on this basis. The services to be provided by Goolamwiin are those referred to in your Booking Confirmation.

### Fees and Charges

All prices are quoted in Australian dollars (inclusive of GST). Tour prices are per person or per group (as indicated) and can be subject to change at the discretion of Goolamwiin.

### Tour Reservation Inclusions

Goolamwiin tour inclusions will be outlined in your Booking Confirmation and may be inclusive of services such as tours; transport; activities; accommodation; and meals only as stated in the Tour Itinerary selected and confirmed. Some activities may be changed or substituted without notice at the discretion of Goolamwiin.

Tour reservations are not inclusive of flights; transfers; visa/passport fees; meals (those not included in itinerary); optional activity fees; and personal expenses.

*\*Please note Travel Insurance for Agents or individual guests is not covered in any Tour or Tour Package offered by Goolamwiin. It is highly recommended that Agents and individual guests purchase their own Travel Insurance prior to travel and touring with Goolamwiin.*

### Conditions of Travel

Goolamwiin reserves the right to change or substitute tour routes, transport vehicles, or activities wherever necessary and will not be held responsible for delays out of our control (such as, but not limited to, severe weather conditions) resulting in missed travel connections or loss/damage of personal belongings.

### Liability

Goolamwiin personnel are trained to comply with strict policies, procedures, and accreditation benchmarks to ensure the safety of our guests at all times. Individual guests, however are to accept ultimate responsibility for their own safety and well-being at all times.

### Minimum Numbers

Goolamwiin may require a minimum number of guests to operate a tour.

For Group Tours, final numbers and guest details must be provided to Goolamwiin no later than 30 days prior to tour date.

Goolamwiin reserves the right to vary minimum numbers above or below the standard 4 guests - these variations may be considered by management on a case by case basis and additional fees may apply for private Group Tours.



## Booking Payment

For general Tour bookings, payment is due in full at time of booking.

A deposit per Group Tour reservation may be required to confirm your Group booking. If your Group booking is made within 30 days of tour commencement with Goolamwiin, payment is due in full.

Payment of the balance of the Tour Group reservation is due no later than 30 days before the tour commencement date with Goolamwiin. If this balance is not paid on or before the due date, Goolamwiin reserves the right to treat your booking as cancelled.

## Cancellation Policy

1. 30+ days prior to commencement of tour with Goolamwiin: full refund of total price
2. 15 to 29 days prior to commencement of tour with Goolamwiin: 50% of total price
3. Within 7 to 14 days of commencement of tour with Goolamwiin: 75% of total price
4. Less than 7 days of commencement of tour with Goolamwiin: 100% of total price (i.e. no refund applicable)

If a tour guest fails to join a tour, join it after departure, or leave it prior to its completion, no refund will be made.

The above cancellation fees are in addition to fees which may be levied by inbound tour operators, travel agents or third-party tour and transport operator fees.

*\*It is highly recommended that agents and individual guests take out Travel Insurance / Cancellation Insurance at the time of booking, which may cover cancellation fees. If a guest or group leaves a tour for any reason after it has commenced, Goolamwiin is not obliged to make any refunds for unused services.*

## Cancellation by Goolamwiin

Goolamwiin reserves the right to cancel any Tour reservation at any time up to 30 days before commencement of the tour due to natural disasters; severe weather conditions; terrorism; other external events; or if it is not viable to operate the planned itinerary.

If a Tour is cancelled by Goolamwiin, pre-paid amounts may be transferred to an alternate booking date (subject to availability); or alternatively receive a full refund. In circumstances where the cancellation is due to external events outside Goolamwiin's reasonable control, refunds will be less any unrecoverable costs.

Goolamwiin will not be responsible for any incidental expenses that agents/individual guests may have incurred as a result of the booking, including but not limited to visas; vaccinations; travel insurance excess; or non-refundable transport/flight costs.

## Booking Amendments

Booking amendments made in conjunction with your tour booking may incur an administration fee per booking, per change.

No amendments are permitted to your booking within 14 days of tour commencement with Goolamwiin.

The Goolamwiin Cancellation Policy applies to the cancellation of individual guests and/or tour group bookings.



## Age and Health Requirements

There is no age limit to participate in a tour or activity with Goolamwiin.

All travelers under the age of 18 must be accompanied by an adult who is responsible for the child's care and safety at all times.

It is the responsibility of individual guests to ensure they obtain professional medical advice where required prior to participating in any tours or activities with Goolamwiin.

Individual guests are to accept ultimate responsibility for their own safety and well-being at all times through the signing of a Participation Declaration and Disclaimer Form prior to the commencement of a Tour with Goolamwiin (extended tours only).

## Goolamwiin

**Contact Us:** Phone: 0411 097 949; Email: [tkstack@goolamwiin.com.au](mailto:tkstack@goolamwiin.com.au); Website: [www.goolamwiin.com.au](http://www.goolamwiin.com.au)

**Office Hours:** Monday, Tuesday, Thursday, Friday 9am to 5pm (closed Wednesday, Saturday & Sunday)

### Bookings:

- Online – Website: [www.goolamwiin.com.au](http://www.goolamwiin.com.au) or Email: [tkstack@goolamwiin.com.au](mailto:tkstack@goolamwiin.com.au)
- Customised Group & Private Tours - Email [tkstack@goolamwiin.com.au](mailto:tkstack@goolamwiin.com.au) or Phone: 0411 097 949

**Terms:** Booking Terms and Conditions apply. See above.

**Payment Methods:** Visa, Mastercard, American Express, AliPay and Electronic Funds Transfer