

# Quest Tours (Lormine Pty Ltd)

## Terms & Conditions

If it becomes necessary to cancel your holiday, you must notify Quest Tours (Lormine Pty Ltd) immediately in writing. Cancellation will take effect upon receipt and acknowledgement of your cancellation. Cancellations fees apply as following:

1. More than 60 days Loss of deposit and any progress payments
2. 59-31 days minimum 50% of the total cost of the package
3. 30 days or less No refund

Final payment is due 60 days prior to event start date or as indicated in the event itinerary.

## INSURANCE

Travel Insurance is compulsory and forms part of our booking conditions. Quest Tours (Lormine Pty Ltd) strongly suggests that you take out Travel Insurance at the time of paying your deposit. Travel Insurance with our recommended companies, Toursafe Australia or Covermore cover you for unforeseen contingencies for up to two years, from the date of taking out their insurance, through to the date that you return from your tour. Check the wording and conditions of the policy document for inclusions and exceptions. The most common claim on Travel Insurance is for loss of payments made due to unforeseen illness or injury to a close family member, which has caused the traveller to cancel their trip.

## OTHER INFORMATION

Usually prices are quoted in Australian dollars (\$AUD) unless otherwise notified. The expedition itinerary and price is subject to change due to unforeseen circumstances, such as, but not limited to alterations to supplier's charges, fuel levies, and currency exchange fluctuations, The expedition itinerary is also subject to change due to unforeseen circumstances or as deemed by the adventure operators / suppliers, Quest Tours (Lormine Pty Ltd) or your guide. Please note that we work on a "personal responsibility" system with all aspects of our events. The sheer nature of adventure travelling, outdoor locations, new countries or locations and close proximity to and / or interaction with wildlife has some risks. Please read "Responsibilities" for further details

## INCLUDED IN YOUR PACKAGE

As per your travel itinerary - On some tours international and domestic airfares, airport and airline taxes are included. Usually included are, transfers and some meals, land and water transport, entrance fees, accommodation on a twin-share basis, single supplement is usually available, or we will endeavour to organise same gender room buddies. Check your tour itinerary.

## NOT INCLUDED IN YOUR PACKAGE

As per your travel itinerary, alcoholic beverages and wine, laundry, tips to local staff and travel insurance. On some tours airfares and taxes are not included. Check your tour itinerary.

## MINIMUM / MAXIMUM NUMBERS

All of our escorted tours are normally based on a minimum of EIGHT up to a maximum of EIGHTEEN participants. To some destinations we have such confidence in the location, and the operators that we work with, that travellers can venture there unescorted. To these destinations there is normally no minimum of participants.

## SCUBA DIVING TOURS (Please read carefully.)

Most of our SCUBA dives whilst on tour are easy to moderate. On Liveboard Dive Tours we often undertake up to FOUR dives per day. Diving on NITROX is strongly recommended, as multiple dives on consecutive days may not be possible to undertake, if not diving on NITROX. It is the responsibility of participants to assess their ability level and suitability for any given dive site and it's prevailing conditions on the day, and confer with the guide(s) and Divemasters if you perceive a possible problem arising. We suggest that you get out and undertake a few deeper dives before departure. This will allow your holiday to be more enjoyable

## SNORKELLING TOURS (Please read carefully.)

All of our snorkelling tours are easy to moderate. The snorkelling tours are normally in the open ocean, often in deep water, additionally the surface conditions may be choppy. All participants should be able to swim and be comfortable swimming in the open ocean. Participants should have reasonable snorkelling skills and be comfortable snorkelling in open ocean waters. It is the responsibility of participants to assess their ability level and suitability for any given snorkelling site and it's prevailing conditions on the day and confer with the guide if problems arise. We suggest that you get out and do as much open water (ocean) snorkelling as possible before departure. This will allow your holiday to be more enjoyable. Your guides are normally all PADI (and similar) professionals, Diving Instructors and Divemasters

**MEDICAL (Please read carefully.)**

If you have any medical conditions - please advise Quest Tours (Lormine Pty Ltd) with your booking form (Details are confidential). Whilst a travel medical kit and supplies will be suggested for you to bring with you, please bring your own extra medication if required. For example, you should bring your own seasickness medication if you are prone to seasickness. Obtaining medications, even of the most basic type, can be difficult to impossible in some remote areas of the world. Please ensure that you bring your own supplies with you. We will not supply any medications at all to participants.

**PASSPORTS (For overseas expeditions.)**

Passports with a minimum of 6 months validity on your return date into Australia are required. Please check visa requirements. Quest Tours (Lormine Pty Ltd) takes no responsibility for passports or visa's.

**RESPONSIBILITIES (Please read carefully.)**

Your booking is only valid with Quest Tours (Lormine Pty Ltd) receiving a signed and completed Travel Booking Form.

By my signature as set forth on the booking form I also acknowledge and confirm the following. I waive any and all claims, now and in future against, and release from all liability and agree not to sue Quest Tours (Lormine Pty Ltd) and its directors, officers, employees, guides, agents or representatives or licensor for any personal injury, death, property damage, or loss sustained as a result of your participation in an adventure trip with Quest Tours (Lormine Pty Ltd), due to any cause whatsoever, including without any limitation, negligence on the part of Quest Tours (Lormine Pty Ltd), its staff or licensor.

**ADVENTURE TRAVEL (Please read carefully.)**

I am aware that an adventure trip, in addition to the usual dangers and risks inherent, has certain additional dangers and risks, some of which may include physical exertion for which I may not be prepared, weather extremes which can subject to sudden and unexpected change, remoteness from normal medical services, and evacuation difficulties if I am disabled.

I acknowledge that the enjoyment and excitement of adventure travel is derived in part from the inherent risks incurred by such travel and activity beyond the accepted safety of life at home or work, and that these inherent risks contribute to such enjoyment and excitement, and in part being a reason for my participation.

**WILDLIFE (Please read carefully.)**

I am aware that on occasions I will be in close contact with wild and / or habituated animals in their natural environment. Seeing and being in close proximity, as well as on occasions interacting with animals both wild and / or habituated, in the wild or in reserves, carries with it an inherent risk. I acknowledge that I am aware of this risk and choose to undertake these wildlife encounters in the full knowledge that wild and / or habituated animal behaviour can at times be unpredictable.

I am aware that external conditions can and will affect wildlife behaviour. I am also aware that this can include phases of the moon, tides, seismic activity, weather and sea conditions all of which can affect the behaviour of the wildlife we travel to see.

I am aware that observing, interacting and working with wild and / or habituated animals can have its drawbacks; there is never a guarantee that they will behave how you would like, nor a guarantee that they will even turn up when you want them to. They are after all, wild and / or habituated animals, with their own agendas and needs. However this unpredictability is much of what endears them to us. What a boring world it would be if wild and / or habituated animal behaviour was always predictable!

**MEDICAL EVACUATION (Please read carefully.)**

I agree that if I suffer injury or illness, Quest Tours (Lormine Pty Ltd) can, at my cost, arrange medical treatment and emergency evacuation services, as Quest Tours (Lormine Pty Ltd) deems essential for my safety.

**WAIVER (Please read carefully.)**

In entering into this agreement, I am not relying on any oral, written, or visual representations or statements by Quest Tours (Lormine Pty Ltd) or its staff or any other inducement or coercion to go on the adventure trip, hence, only of my own free will.

I confirm that I am over the age of 18 years, or that I am the parent or legal guardian of the traveller whom is under 18 years of age, and that I have read and understand the terms and conditions of contract and this Agreement prior to signing it and agree that this Agreement will be binding upon my or their heirs, next of kin, executors, administrators and successors. I agree that this Agreement shall be governed in all aspects by and interpreted in accordance with the law of NSW, Australia.