

# Naturewise Eco Escapes

## Booking Terms & Conditions

Please take the time to read and understand the booking terms and conditions set out below prior to booking a Naturewise Eco Escapes with Conservation Volunteers Australia. We strongly recommend that you also read the individual program information prior to booking to ensure you understand the itinerary and style of experience you are undertaking.

All bookings are made with Conservation Volunteers Australia. By booking a Naturewise Eco Escapes you agreed to these Booking Terms and Conditions.

### 1. Deposit and payment requirements

Full payment is required at the time of booking to secure your place on the program.

### 2. Cancellation policy

In the event of a cancellation by the traveller:

- Cancellation more than 30 days before start date, 15% of the program cost will be forfeited
- Cancellation 30 and 14 days before start date, 30% of the program cost will be forfeited
- Cancellation less than 14 days before start date, 100% of the program cost will be forfeited
- There is no refund after starting the program

The cancellation fee is payable within 14 days of the cancellation. Your payment is non-refundable should you fail to join the program or leave the program at any time.

In the even to a cancellation by us:

We may cancel a program at any time prior to departure should booking numbers fall below required minimum numbers, or if due to natural disasters or other external events it is not viable for us to operate the planned itinerary. If we cancel a program you may choose between us applying the amounts paid toward an alternative date or program, or receiving a full refund. We are not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations or non-refundable flights.

### 3. Booking amendments

If you wish to change your travel date or transfer from one trip to another you must notify us at least 30 days prior to the proposed departure date. If you notify us less than 30 days prior to the proposed departure date the refund policy applicable to cancellations will apply. No amendments are permitted to your booking within 14 days of departure.

### 4. Inclusions

The price of your program includes:

- accommodation as listed in the program information
- transfers as listed in the program information
- activities, sightseeing and meals as listed in the program information
- program leader(s) as listed in the program information

### 5. Exclusions

The price of your program does not include:

- international or internal flights
- airport transfers, taxes, visas and passport fees
- meals and beverages other than those specified in the program information
- travel insurance
- optional activities and sightseeing and all personal expenses

### 6. Age

**Minimum:** General Policy: For the majority of our trips the minimum age is 14. All participants 16 years and under must be accompanied by an adult who is responsible for the child's day to day care. Variations: Some programs are suitable for participants under the age of 14. Please check individual programs for specific age requirements.

**Maximum:** General Policy: For the majority of our trips we have an upper age limit of 80 years though we remind you that our trips can be physically demanding and further information will be requested from all participants 75 years and over.

## 7. Travel Insurance

Travel insurance is not included. We strongly recommend that clients take out comprehensive travel insurance against illness, injury, emergency medical evacuation, loss or damage to personal belongings, or not being able to travel on the confirmed date of departure.

## 8. Exclusion of liability

Clients should note that travel involves risk. While we make an effort to safeguard our clients and their belongings, Conservation Volunteers Australia is not responsible or liable for any damage, loss, or theft to luggage or personal belongings, or for personal injury, illness or death, however caused, arising either during or from the program. Conservation Volunteers Australia is also not liable for any loss or damage due to delay, cancellation or disruption caused by, but not limited to, laws, regulations, strikes, war, terrorism, government legislation, acts or failure to act or acts of nature including floods, fires. To cover these or any other risks the travellers should purchase adequate and appropriate travel insurance.

## 9. Drinking and smoking

The Australian Government regulations prohibit smoking or the consumption of alcohol inside passenger vehicles within Australia. Smoking and drinking should be limited to stops along the program.

## 10. Luggage

Luggage should be limited to one medium sized soft bag with a maximum weight of 15kgs and a small daypack.

## 11. Conditions of travel

Conservation Volunteers Australia reserves the right to vary or cancel the program either prior to or during the program because of but not limited to those circumstances caused by weather, road conditions, vehicle breakdown, strikes or any other circumstances beyond our control. Conservation Volunteers Australia shall not be liable for payment or any compensation arising there from. Conservation Volunteers Australia cannot guarantee arrival or departure times, and are not liable for passenger's failure to connect with other services in the event of late arrival. Care has been taken to ensure this information is correct at the time of printing. Prices and services shown may however be subject to change or withdrawal without notice.

## 12. Participants Health

Participants should be in good physical and mental health. Any physical condition requiring special attention, diet or treatment must be indicated in writing when the booking is made. Conservation Volunteers Australia reserves the right to decline to accept any person as a member of the program or to particular activities during the program should it be in the best interest of the group or the individual participant.

## 13. Authority on a program

Our programs are run by a program leader. The decision of the program leader is final on all matters likely to affect the safety or well-being of any person participating in the trip. If you fail to comply with a decision made by a group leader, or interfere with the well-being of the group, the group leader may order you to leave the trip immediately, with no right of refund. You must at all times comply with the laws, customs, alcohol and drug regulations of all places visited.

## 14. Claims & complaints

If you have a complaint about your program please inform your leader or our local representative at the time in so they can attempt to rectify the matter. If satisfaction is not reached through these means then any further complaint should be put in writing via email to [bookings@naturewise.com.au](mailto:bookings@naturewise.com.au) to us within 30 days of the end of the tour.

## 15. Photographic images

You consent to us using images of you taken during the trip for advertising and promotional purposes in any medium we choose. By booking with us you grant us royalty free, worldwide, irrevocable license for images to be used for such purposes.

## 16. Privacy policy

Any personal information that we collect about you may be used for any purpose associated with the operation of a Naturewise program or to send you marketing material in relation to our events and special offers. The information may be disclosed to our partner agencies, agents, service providers or other suppliers to enable us to operate the program. We will otherwise treat your details in accordance with our privacy policy (available for viewing on the Conservation Volunteers Website).

## 17. Wildlife

Animals mentioned are native and wild. While it is likely wildlife will be seen, Conservation Volunteers Australia cannot guarantee the appearance of many or all of those mentioned. In the event that these native animals are not seen as planned there are no refunds available.