

ADDICTED TO TOURS TERMS AND CONDITIONS

By placing a booking with Addicted to Tours you acknowledge that you have read, understood and agree to the terms and conditions set out below.

CHARTER SERVICE BOOKING

Your Booking -

All bookings are confirmed when an email is sent by Addicted to Tours to you from the email address info@addictedtotours.com.au, a deposit amount is paid in full.

Payment -

A non-refundable booking fee of 30% is required to secure your vehicle for any charter booking: However, the remaining balance is required to be paid 10 business days prior to your journey.

Cancellation Fees -

30% of the total booking amount if you cancel less than 10 business days prior.

50% of the total booking amount if you cancel less than 48 hours prior.

100% of the total booking amount, if you cancel less than 24 hours prior.

Adding Extra Stops -

Additional charges for extra drops are based on time and distance from the previously quoted journey. This amount is not yet known until the location of the extra stop is revealed.

Overtime Charges -

Overtime/waiting rates are charged at \$41.25 inc GST (\$165 inc GST per hour) per 15 mins (minibus/bus/coaches).

PRIVATE TOUR BOOKING

Payment -

A non-refundable booking Fee of 30% is required within 10 business days of receiving your Quote & Confirmation email to secure your private tour date. We require this as it's very important for us to schedule your venue selection as soon as possible and pay for any tastings/lunches in advance. The remaining balance is required to be paid 10 business days prior to your tour.

Cancellation Fees –

30% of the total booking amount if you cancel less than 10 business days prior.

50% of the total booking amount if you cancel less than 48 hours prior.

100% of the total booking amount, if you cancel less than 24 hours prior.

Please Note -

The majority of our bookings are made significantly in advance of a tour date. Addicted to Tours may accept bookings on shorter notice, however if your tour date is less than 30 days away a 50% deposit must be paid within 5 business days of receiving a confirmation email. The remaining balance is required 5 business days prior to the tour date.

Any reduction in attendee numbers for group bookings will not be refunded. Tour dates cannot be changed unless discussed otherwise.

A 10% surcharge is payable for any tour taking place on a public holiday. We only accept Bank Transfer Payments.

Pick Up's & Drop Off's

You must arrive at the pick-up point nominated by Addicted to Tours 15 mins prior to the designated departure time. It is essential that tours run to schedule as wineries reserve the right to refuse a booking if a customer is late.

If you are not at the pick-up point at the designated time and miss your tour you will not be entitled to a refund.

Alcohol Consumption

Addicted to Tours & the Wineries / Venues, we attend, do not tolerate intoxicated & disruptive behavior.

Only cans and plastic cups to be used on board, no glass bottles for safety.

Behavior

If you do not comply with a direction of an Addicted to Tours employee, the tour will be stopped immediately. Addicted to Tours will arrange for a taxi or ride sharing service to re- turn you to your pick-up location (at your expense). No refunds will be given in the event that a tour is stopped because of intoxicated or disruptive behavior.

Please note that in respect of Hens and Bucks parties, rude attire or paraphernalia cannot be taken with you into the wineries/venues we attend. Smart casual dress is required at all times.

Damage -

You will be liable for any damage caused to Addicted to Tours vehicles by you or your guests. You will be liable for the costs repair.

Cleaning/Damage Fees

If any of our vehicles/property or charters are left in an excessively dirty state or there is any illness on board. The organiser or organisation will be charged a minimum of \$300 for deep cleaning.

If a bond has been taken for a booking, it will only be returned to a customer at the conclusion of a booking and only if there is no damage to the Addicted to Tours vehicle. If damage has occurred the bond will be used to cover the cost of any repairs to the vehicle, following which any surplus will be returned to you.

Belongings -

You are fully responsible for belongings brought along on a tour/charter. Addicted to Tours takes no responsibility for lost or damage items.

Alterations to Itineraries -

Addicted to Tours reserves the right to alter a tour itinerary and use other providers if necessary. Addicted to Tours may arrange for suitable alternative transportation in the event there is a shortfall in vehicle availability.

Photography

1. Addicted to Tours may record my image, voice, biographical material or other information about me on photographs, or any other media for audio and visual only reproduction ('the Reproduction').
2. Addicted to Tours may use photographic, video, or digital images in which I appear, or in which my voice, biographical material or other information concerning me is used, in

publications (including but not limited to brochures, booklets, videotapes, reports, press releases, websites, and exhibits) ('the Publication') for the purposes of information, promotion, public relations and fund-raising connected with Addicted to Tours.

3. The Publication and/or Reproduction will be edited at the **ADDICTED TO TOURS** sole discretion; **ADDICTED TO TOURS** may incorporate any part of the recording of me in the Publication/Reproduction.
4. I will not retain any rights, including copyright, or interest in the Publication/Recording.
5. I will receive no payment for the use or recording of my image, voice, biographical material or other information by **ADDICTED TO TOURS**.
6. I release and indemnify **ADDICTED TO TOURS** from any loss, damage, cost, expense, or claim arising out of the use of my image, voice, biographical material or other information about me, including action for defamation, libellous material, breach of privacy, or copyright.

Addicted to Tours Privacy Policy

When contacting Addicted to Tours through our web form you may be asked to provide contact details including your name, email address and phone number. The website may also automatically receive general information that is contained in server log files, such as your IP address, and cookie information.

This is personally identifiable information (referred to as **data** below).

Addicted to Tours will not sell your data and will endeavor to prevent your data being made available to third parties without your consent, unless required to do so by law.

In the event you choose to use links displayed on this website to visit other websites, you are advised to read the privacy policies published on those websites. Our website sets and uses cookies to enhance your user experience; for example, to remember your personal settings. These cookies do not contain any data.

Changes may be made to this policy from time to time. You will be notified of substantial changes to this policy through an announcement on the website.

Client Name:

Client Signature:

Date: