



V3. December 2024

TERMS AND CONDITIONS FOR WANDERING WOMEN TOURS

These are the generic terms and conditions that apply across all tours. Please note each tour may also have additional terms and conditions specific to the actual tour. For this reason, you will find each tour's additional specific terms and conditions on the actual tour booking page, where there are any. Please read all Terms and Conditions carefully.

BOOKING TERMS AND CONDITION

A booking request is only accepted by us and confirmed once we issue you with booking confirmation and we receive payment of the required deposit. We reserve the right to accept or reject any booking request we receive. Once payment is made for the booking, it is deemed that you have read and understood the terms and conditions for the booking.

Wandering Women specialises in small group travel. We recognise that travellers may wish to add their own pre/post arrangements to our tours and we are happy to assist for a handling fee of \$150 additional to the tour.

Wandering Women acts as co-ordinator for all persons taking these tours, in the making of all arrangements for transportation, sightseeing and hotel accommodation. These services are not provided by Wandering Women but by airlines, hoteliers, transportation companies and other service providers which are not under its control. While we take all reasonable care in selecting such service providers, Wandering Women, its tour escort and associated agents accept no responsibility whether in negligence or contract for any accident, injury, death, sickness, damage, loss, cancellation, delay, failure to deliver or partial or inadequate delivery of services, disappointed expectation, additional expenses or other unforeseen events caused in connection with those service providers, their employees, agents, servants or representatives.

All coupons, vouchers, receipts and tickets issued by the airlines, hoteliers and transportation companies and other service providers are issued subject to the terms and conditions of liability contained in those documents, which may limit or exclude liability for death, personal injury, delay, and loss of or damage to baggage and are subject to the laws of the country where the services are provided. We do not accept

any liability caused directly or indirectly by *force majeure* or other events beyond our control, including but without limitation to war or threat of war, acts of government, acts of terrorism, fire, strikes, civil disturbances, quarantines, floods, weather conditions, natural disasters, incidents at sea, accidents or failure of machinery or equipment, theft, or other disturbances of any kind which cancel, interfere with, or add cost to the services requested.

DEPOSIT AND BALANCE OF PAYMENT

International:

40% deposit within 7 days of booking and prior to confirmation

35% deposit within 160 days prior to departure

Final Payment 130 days prior to departure

The deposit is a non refundable deposit unless the tour is cancelled by us in which case the deposit will be fully refunded. Failure to pay the full amount by the due date may result in a late payment fee or cancellation fee, as determined by us. On occasion and outside of WW's control, a higher deposit or earlier payment date may be required, which will be communicated to you at the time of any notifications from our suppliers.

Any booking requests made after final payment date will require full payment upon confirmation.

We accept direct deposit payments which are non refundable. Our direct deposit details will be provided once your booking form is received by us.

Please make reference on your payment to your surname and tour, eg. \$500 Miller/Italy. Individual payment plans outside our usual payment schedule are also available with an additional once off \$25.00 processing fee.

If for any reason any travel service provider is unable to provide the services for which you have contracted, your remedy lies against that provider, and not against Wandering Women, or any associated entity.

NOT INCLUDED

The tour price does not include alcoholic beverages with meals unless specified, and any meals and sightseeing tours not specified. It is your responsibility to ensure settlement of any charges made by a hotel or provider of any service, for extra services ordered directly by you such as room service, mini bar, laundry, post, telephone charges, items of a personal nature or tips (hotels require validation of a credit card upon check in). Travel insurance and excess baggage fees are not included in our prices.

Please ensure that you read the Tour inclusions outlined for the relevant tour.

We reserve the right to change our prices without notice due to changing airfares, currency fluctuations, and availability of product, which is common in the travel industry. This can mean that different passengers on the same tour may have been charged different prices.

We reserve the right to surcharge the price of your booking for any increase to our costs due to negative currency fluctuations or any increases in taxes, surcharges or levies or product variations.

PRICING

All prices quoted are in Australian dollars. In the event of a fluctuation in charges including exchange rates, airfares, fuel surcharges, taxes and other land arrangement costs, Wandering Women reserves the right to adjust tour prices accordingly. You are required to pay any such increase before departure.

Prices are inclusive of GST where applicable and are subject to change until full payment has been received and tickets issued. Airfare & tour prices can change without notice. Certain countries may charge an airport/departure tax or their own country/state tax. Some taxes will not be included in the price and are payable at the airport upon departure or direct at the point of purchase.

CHANGES TO THE ITINERARY

Whilst every effort has been made to ensure the accuracy of information, WW takes no responsibility for any itinerary changes we determine are required for the overall enjoyment of the tour, for safety reasons or in situations where changes are required due to matters outside of our control. You acknowledge WW's right to make amendments in these circumstances. While we will reasonably endeavour to supply comparable arrangements, you agree that you will not be entitled to any cost reduction, refund or other compensation in these situations.

In the event that any one change or series of changes to your holiday itinerary means that your holiday has become materially different from that contemplated prior to the change or changes, you have the right to withdraw from the tour and all monies already paid will be refunded less any charges imposed by suppliers.

If a substitute tour, or part of the tour is accepted in replacement of the original tour, or part of the tour (that cannot be provided), a surcharge may apply if the substitute tour or part of the tour is more expensive. If variations in the itinerary are accepted (which are permitted in these conditions) then no claim shall be made for compensation, refund or loss on that account.

CANCELLATION CHARGES

All cancellations must be made in writing to Wandering Women and will be subject to cancellation charges from the date the written cancellation is received.

Cancellation - prior to Final Payment: forfeiture of all payments made at the time of cancellation

Cancellation - after Final Payment: forfeiture of all payments made at the time of cancellation

Regrettably cancellation charges cannot be waived, and you acknowledge that it is a condition of these Terms that you take out adequate comprehensive travel insurance which includes coverage in the event of cancellation by you. Note: change of mind will not be acceptable to most insurance companies.

If we cancel your travel arrangements prior to travel or during travel for matters outside of our control and which we could not reasonably foresee, then you agree that you will not be entitled to any refund to the extent that we offer alternative travel arrangements that you accept. If we are unable or otherwise do not offer any alternative travel arrangements, you agree that any refund/credit you may be entitled to will be reduced by the value of any costs we have incurred in connection with your booking (both external costs to suppliers and internal costs we have incurred which we can quantify) and which we cannot reasonably recover at the time of cancellation.

LATE BOOKING AND AMENDMENT FEES

Once WW issues you with a booking confirmation and you have paid the required deposit, an amendment fee may be payable on each occasion you request changes made to your tour arrangements. While we will endeavour to make amendments, please note that amendments are not always possible. The amendment fee is charged to cover the additional time spent when preparing documentation and when dealing with relevant tour operators.

TRAVEL INSURANCE

It is a condition of joining all Wandering Women tours that participants take out full comprehensive travel insurance for the duration of tour arrangements in respect of illness, injury, death, loss of baggage and personal items, cancellation and curtailment. Your insurance policy details will need to be provided to us prior to departure, along with the phone number and name of your emergency contact. Failure to do so will mean exclusion from the trip.

You must provide us with your insurance details, including provider name and policy number and contact details of the provider. by the date advised by Wandering Women. We recommend that you take your insurance policy information with you.

We strongly recommend you take out a travel insurance policy at the time of reservation, to ensure your flights and any other extras are covered in case of cancellation.

Your travel insurance **MUST** cover at least the following:

- Cover against trip cancellation
- Personal liability
- Injury
- Medical emergencies

- Medical evacuation
- Repatriation in case of death
- Your age
- Any health conditions
- All included activities within an itinerary
- All countries visited throughout your transit and trip
- DFAT Status for all countries visited throughout transit and trip.

Your travel insurance must cover all countries you will be travelling to or through. Be aware of the current Department of Foreign Affairs and Trade (DFAT) status for each country, and ensure your insurance is valid in all these locations as well as for the current DFAT status.

By ensuring your travel insurance meets all these requirements, you help us maintain a safe and secure travel experience for everyone involved.

MINIMUM GROUP NUMBER

All tours are subject to minimum numbers. We will advise you no less than 60 days prior to travel if minimum numbers have not been achieved. If WW cancels a tour due to lack of numbers, you will have the option to receive a full refund or to transfer to an alternative tour. If the cost of the alternative tour is less expensive than the original tour then we will refund you the difference, and if the alternative tour is more expensive then you agree to pay the difference. If a tour is cancelled for failure to achieve minimum numbers, then WW will not be responsible for any costs you incur due to the cancellation (including for the avoidance of doubt the cost of any airfares or travel insurance). You acknowledge that the provisions of this clause are necessary to protect the legitimate business interests of WW.

SMOKING

Smoking or vaping is not permitted in any Wandering Women's booked transport, hotel rooms, restaurants, or within the vicinity of the trip group.

PASSPORTS AND VISAS

It is your responsibility to ensure that your passport is current. All international passengers require a current passport with at least 6 months validity. You may need a re-entry permit to Australia, if you are not travelling on an Australian passport. Passport and visa requirements are not our responsibility. We are not liable for any loss or expense due to a passenger's failure to have a valid passport or visa. We will advise procedures for obtaining a visa (if applicable) and provide assistance, if required. For security reasons, airlines require your name exactly as it appears in your passport. It remains your responsibility to advise WW of these details. If you do not provide the correct information and we have to re-issue airline tickets or other documentation, we will be compelled to pass on any additional costs to participants requiring document re-issue.

SINGLE PARTICIPANTS

On WW tours each participant is booked into a room with single occupancy. If you wish to share a room with a travel companion WW will ensure your booking meets

those requirements. Any additional costs will be your responsibility as we charge no single supplements but hotels may charge differently for a double/twin room.

REFUNDS

No refund will be given for any pre-booked accommodation, tours or other pre-booked services or other travel that is not utilised. Participants who do not conform to the itinerary will not be entitled to refunds for any parts of the tour missed and no variations are allowed. No allowances or refunds will be made for lost or unused tickets.

ACCOMMODATION

Whilst every effort is made to ensure hotel accommodation is on a single occupancy basis with private facilities, no responsibility is accepted should the hotels change rooming arrangements. Requests for smoking /non smoking rooms will be passed onto hotels, but cannot be guaranteed. In heritage hotels, room size and layout can vary from room to room. You are responsible for any costs incurred as a result of damage or excess cleaning fees related to your accommodation.

BAGGAGE ALLOWANCE

Baggage allowance is a maximum of 20 kilograms per person in economy and 30 kilograms per person in business in most airlines. If this differs you will be notified prior to the tour. We recommend no more than 1 small suitcase (preferably with wheels) plus 1 handbag/backpack per person for onboard luggage. Excess baggage fees for international and any domestic flights will be your responsibility. To increase your safety there are rules for taking liquids, aerosols and gels on flights into and out of Australia. These rules are needed to protect you from the threat of liquid explosives. Wandering Women will include information regarding the current requirements once your booking is confirmed.

PARTICIPATION AND CONSENT

A minimum level of health and fitness is required to be able to participate on a WW tour and we reserve the right to decline any booking request in this regard. By way of a guide, you will need to be able to walk 2km on uneven ground, carry your own luggage, to walk up a few flights of stairs, and to generally be able to participate in the tour without special assistance from us.

All participants warrant that they have the physical capacity to participate fully in the tour without any assistance from the tour escort or other participants. Any important health, disability (physical or mental) issues must be made known to us verbally and written on the booking form. We reserve the right to ask for a doctor's clearance if necessary. You are advised to check your travel insurance policy to make sure these issues are covered. Wandering Women reserves the right to decline any person as a tour participant if it believes that it is not possible to guarantee the welfare of that person during the tour. A booking may be refused or cancelled after payment.

You may be excluded from any tour at our discretion if you fail to comply with our reasonable instructions whilst on tour, or if we, acting reasonably, determine that you are interfering with other client's enjoyment of the tour, or if you require special assistance due to an existing medical condition or disability not disclosed to us.

Wandering Women and the tour escort are not liable for any direct or indirect costs, losses or expenses incurred by the participant in this instance. If, for any reason, you decide to depart the tour early, you acknowledge that you will not be entitled to any refund for any remaining portion or unused services.

You agree that we may take photographs and films of you while on this tour and that those may be added to our brochures, social media and advertising without any further consent from you.

WHATSAPP

When you join a Wandering Women's tour, we ask that you connect with your guide and other Wanderers through a WhatsApp group set up for your trip. This group is important for safety, communication, and keeping everyone in the loop, including our tour leader. We'll set up the WhatsApp group about a week before your trip starts, once all Wanderers are available to join.

HEALTH REQUIREMENTS

You are requested to familiarise yourself with any health requirements specific to the countries being visited. Wandering Women will provide basic information for each tour but it remains your responsibility to seek out additional information. It is highly recommended that you get advice from a medical practitioner.

CONSULAR ADVICE

We recommend that you review information issued by the Australian Department of Foreign Affairs and Trade by calling 1300 555 135 or by visiting their website at www.smarttraveller.gov.au

WEBSITE

We make every effort to ensure all information displayed on our site is accurate; however, as considerable information is accessed from our accommodation partners, we are unable to guarantee the accuracy of all information nor are we able to guarantee that the site is free of errors or faults. We reserve the right to change information displayed on our site (including these terms and conditions) at any time without notice to you.

WAIVER

While on tour there may be instances where you may wish to join the tour escort for activities in free time outside the tour program which may involve catching taxis or using public transport to shopping/dinner locations or other destinations chosen at the time. The tour escort and Wandering Women will not be liable for any accident, injury, death, property damage or loss in relation to such activities nor any additional costs to you which are not covered in the tour price. By signing the booking form, you agree to take part at your own risk. This waiver also covers participation in any optional tours.

COMPLAINTS

If you have any complaint about your trip, you must make it known at the earliest opportunity to the tour escort who will endeavour to resolve the issue at the time. If at the end of the trip you feel your complaint has not been properly dealt with, you must notify Wandering Women in writing within 30 days of the end of your trip in order for

the company to deal with the matter. Failure to do so may result in the company dismissing your complaint.

LAW OF CONTRACT

This contract is governed in all respects by the law of the State of New South Wales, Australia and any legal action arising under the contract shall be litigated only in the appropriate court having jurisdiction in that state.

The Booking Conditions detailed herein contain the entire contract between you and Wandering Women. No representation, term, warranty or condition can be expressed or implied by reference to any other writing, advertisement or conversation. This contract may only be varied in writing by a duly authorised officer or director of Wandering Women.