

# Booking Conditions

All references to Tours in these booking conditions refer to all Guided Holidays and Inspiring Journeys.

To confirm your reservation, a non-refundable deposit of \$200 per person per tour is required for AAT Kings operated Guided Holidays and Inspiring Journeys. Additional deposit payments are required for Rail and Cruise add-ons and deposit amounts will be advised at time of booking. \$700 per person per tour is required for Heritage Tours. (This payment is in addition to any deposit required by your travel agent). Reservations will be held for 5 days only without deposit. Once your deposit has been received, AAT Kings will send your travel agent or yourself (if you've booked direct with AAT Kings) confirmation of the details of the booking. All airfares are subject to strict payment and ticketing deadlines, to be advised at the time of booking. Balance of payment for your tour is to be paid 45 days prior to departure or at time of booking if departure is within 45 days (different payment requirements apply to third party tours, rail and cruise, to be advised at time of booking). The operator reserves the right to re-sell seats without warning if applicants fail to finalise payment within the prescribed time.

## IMPORTANT

By paying the required deposit per person per tour to your travel agent, or AAT Kings direct reservations consultant, you acknowledge that you have read, understood and accepted these Booking Conditions, which make up the contract between you and AAT Kings.

## DISCLAIMER

Travel is personal and individual's goals and experiences may differ. AAT Kings will not be bound by, or liable for, any description, photograph, representation or warranty made by or provided by any independent third party sales representative, Travel Agent, or other person or entity relating to any holiday offered by AAT Kings.

## TRAVEL INSURANCE

Clients are strongly advised to take out travel insurance to cover any unforeseen circumstances (e.g. cancellation or curtailment expenses, loss of luggage etc). Your licensed travel agent or AAT Kings direct reservations consultant will be pleased to assist with your requirements.

## GENERAL CONDITIONS

These booking conditions represent the entire agreement between the client and AAT Kings Tours Pty. Ltd., who is the tour operator. AAT Kings will be responsible to the client for supplying the services and accommodation as described in the 20/21 brochure and on our website, except where such services cannot be supplied, or the itinerary used is changed due to delays or other causes of whatever kind or nature beyond the control of AAT Kings. In such circumstances, AAT Kings will endeavour to supply comparable services, accommodations and itineraries, and there shall be no refund in this situation.

AAT Kings and its agents (collectively 'AAT') act only as an agent for the client and upon the express condition that AAT Kings shall not be liable or responsible for any direct, indirect, consequential or incidental damage, injury, loss, accident, delay or irregularity of any kind, which may be occasioned by reason of any act or omission of any third party (including without limitation, any act, inaction or breach of contract of any third party which supplies any goods or services for this trip). Without limiting the foregoing, AAT Kings does not own or operate any third party suppliers (with the exception of Down Under Tours) or services such as hotels, restaurants, transportation companies, sightseeing companies or local tour operators. It is not responsible for any injury, death, loss or expense due to overbooking of accommodations, default of any third parties, sickness, weather, strikes, acts of God, Government, acts of terrorism, criminal activity, war, quarantine, force majeure events or any other cause beyond its control. All such risk, loss and expense must be borne by the client.

Occasionally, it may be necessary to alter or amend itineraries, accommodation and sightseeing arrangements or use alternative suppliers from those published. This may be due to road, weather and other operational needs prevailing at the time, and is always made in the best interests of your comfort. Any personal expenses incurred by a client as a result of any delay, alteration or curtailment of any tour, whether caused by mechanical defect, strikes or any other cause are the responsibility of the client (we strongly recommend all clients take out Travel Insurance, see your licensed travel agent or your AAT Kings direct reservations consultant). The operator is unable to guarantee exact arrival and departure times, and is not liable for any failure to make connections with any other service, or to guarantee the operation of any particular service. Please note that if you arrange for payment through an unaccredited agent, the unaccredited agent is not our agent for the purpose of receipt of monies. Receipt of deposits and subsequent payments by the travel agent does not constitute receipt of those monies by us, and the travel agent has no authority, expressed or implied, to receive monies on our behalf. There is no liability on our part, in respect of any monies paid to your travel agent. The Company reserves the right to cancel any ticket or booking, or to refuse to carry any client where payment has not been received by the Company within the specified time. The Company reserves the right to amend or cancel tours at any time.

## BEFORE YOU BOOK

The information presented in the 20/21 brochure and on our website was to the best of our knowledge correct at the time of publication. However, changes beyond our control may have occurred since then with respect to prices, itineraries, duration of holidays, standard of services and tour content. Surcharges may apply. Please check with your travel agent or your AAT Kings direct reservations consultant to ascertain if there are any alterations to the holiday you select before you book. Every effort is made to ensure brochure accuracy at the time of going to press and posting on our website. However AAT Kings cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances.

## DEPARTURE GUARANTEE

Occasionally airlines and tour operators are forced to reschedule departure dates. At AAT Kings we appreciate the inconvenience this may cause you. Therefore, we guarantee that no Guided Holiday will be rescheduled within 45 days of the published departure date.

## PRICES AND CONCESSIONS

Prices are quoted in Australian Dollars, include GST and compulsory taxes where applicable and supersede all prices previously advertised. Please check the exact price of your tour at the time of paying balance. Airfares are based on the most direct route and are subject to class availability and any new Government taxes. Group concessions for five or more adults are available. Rail prices are subject to change from time to time. All prices are valid subject to Government, hotel, fuel surcharges and currency fluctuations.

Children 5 to 15 years are entitled to the child discount off the adult coach content price on First Choice or Best Bays Guided Holidays plus relevant air, rail or sea price (unless stipulated otherwise).

Concession Card Holders: Prices apply to all Australian and New Zealand pensioners and Seniors Card holders (refer to each price box for discount amount); however discounted rail prices are only available where Australian Pensioner Concession Card is produced.

## DEPOSIT PROTECTION

Deposit will be held in credit for 5 years from date of cancellation to use towards a future AAT Kings operated Guided Holidays and Inspiring Journeys of 4 days or more. This credit can only be redeemed once and a limit of one trip credit per person per tour applies. The credit cannot be used as a deposit for the future holiday and does not apply if you previously received a full refund or incurred higher cancellation fees. We reserve the right to validate past booking status. This credit can be gifted to family or friends (confirmation must be submitted to AAT Kings in writing stating the nominated name).

## PROMOTIONAL DISCOUNTS

Promotional Discounts apply only to Guided Holidays and Inspiring Journeys operated by AAT Kings. They apply to the land content portion and exclude pre/post accommodation, tours incorporating rail or cruise and 3rd party operated tours. They are based on availability and seasonal blackout dates may apply.

## RESERVATIONS & PAYMENTS

Credit Card Payments: A fee of 1% will be applied at the time of payment (not available to travel agents).

## SOLO TRAVELLERS

If you are travelling alone on a First Choice or Best Bays Guided Holiday operated by AAT Kings and would prefer not to pay the single supplement, AAT Kings will ensure that you share a twin, non-smoking room with a person of the same gender. If we fail to match you, we'll provide the single room at no extra cost. Not available on Inspiring Journeys. Please request at time of booking. AAT Kings shall not be responsible or liable for any claims or issues arising out of the shared rooming.

## TRIPLE ROOMS

Triple share rooms may be available on selected holidays in limited numbers. Triple rooms will often feature one double bed plus a 'foldaway', sofa bed or 'rollaway'. Three adults may find these rooms small and suitcase space slightly restricted; they are generally more suitable for 2 adults and a child. Triple share rooms are not available at all hotels and is not available on Inspiring Journeys.

## SMART WAYS TO SAVE

1. Early bird savings apply only to the land component of the First Choice or Inspiring Journeys holiday, for departures from 01 April 2020 to 31 March 2021. They do not apply to Best Bays guided holidays, pre or post accommodation, rail or cruise components, or third party operated tours. Subject to availability and may be withdrawn at any time.
2. Kings Club Past Guest Benefits – one benefit will be available per person, per AAT Kings operated Guided Holidays (First Choice, Best Bays & Inspiring Journeys). You must have travelled with us before you can redeem a benefit. Please advise previous tour details at time of booking, subject to verification.
3. Add Ons – 2nd holiday discount applies to AAT Kings operated Guided Holidays (First Choice, Best Bays & Inspiring Journeys). Holidays must be booked at the same time and the discount is per person off the land only portion of the holiday with the shortest duration.
4. The triple share discount is available when 3 guests share a twin or double room with an extra bed (foldaway, sofa bed or rollaway) and is not available with Young Traveller discount. Triple rooms are not available on Inspiring Journeys, third party operated tours, cruise and rail holidays. Please refer to Triple Rooms section of booking conditions for more details.
5. Our 'travelling solo' single supplement discount applies to AAT Kings operated First Choice and Best Bays Guided Holidays. Shared rooming for solo travellers is not available on Inspiring Journeys, third party operated tours, cruise and rail holidays.
6. Group Travel option applies only to AAT Kings & Inspiring Journeys operated holidays. Additional conditions apply, please enquire for more details.

Please refer to ataskings.com/combined or call AAT Kings for a full list of which discounts can be combined.

## CANCELLATIONS

### AAT Kings Guided Holidays & Inspiring Journeys

PERIOD OF NOTICE	CANCELLATION FEE
45 days or more	Loss of deposit
44-22 days	27.5% of tour price
21-8 days	33% of tour price
7-1 days	55% of tour price
Day of departure	100% of tour price

### Heritage Tours – 7 Day Cape York Frontier & 9 Day Gulf Savannah Wanderer

PERIOD OF NOTICE	CANCELLATION FEE
60 days or more	Loss of deposit of \$700 per person
59-31 days	75% of tour price
30 days or less	100% of tour price

Heritage Tours requires a deposit of \$700 per person together with completed booking form to ensure confirmation within 14 days of the booking confirmation, unless within final payment period.

### Great Southern Rail – The Ghan & Indian Pacific Gold & Platinum Services

PERIOD OF NOTICE	CANCELLATION FEE
50 days or more	Loss of deposit
49 days or less	100% of rail fare

Note: Advance Purchase or Promotional rail fares are subject to stricter cancellation fees to be advised at time of booking.

### Murray Princess Cruises (operated by Captain Cook Cruises)

PERIOD OF NOTICE	CANCELLATION FEE
61 days or more	\$50
60-31 days	Loss of deposit
30-15 days	50% of total cruise price
14 days or less	100% of total cruise price

For cancellations made 15 days or more before departure, the full value (less an administration fee of \$50 per person), may be applied to another cruise if completed within 12 months of the original booking. If the re-booked cruise is of a greater value, the difference must be borne by the re-booking.

Any cancellation of additional services booked prior to and after your tour booking, such as pre/post accommodation and transfers, that are cancelled within 14 days of tour departure incur a 100% cancellation fee. These cancellation fees are in addition to any cancellation fees that may be charged by your travel agent.

## AMENDMENTS

AAT Kings Guided Holidays and Inspiring Journeys: a fee of \$55 per person will be charged for any change made to a reservation after the booking has been confirmed unless the change increases the value of the booking. A change of tour date and/or itinerary within 45 days of tour departure will be treated as a cancellation and normal cancellation fees will apply except when the change is to an earlier departure date of equivalent or greater value in which case the amendment fee will be charged.

Airfares: Tickets are issued for your airfares on receipt of full payment. Once ticketed, these airfares are non-refundable as per airline conditions. Any amendments to these flights will incur a fee. These airfares are not available outside Australia and New Zealand.

## ERRORS AND OMISSIONS

In the case of computer or human billing errors, we reserve the right to re-invoice participants with correct billing.

## ILLNESS OR ABSENTEISM

In the event of your withdrawal from a tour after commencement for reasons of illness, you must obtain a medical certificate in support of any insurance claim. We regret that no refunds can be made for absences from a tour, including but not limited to missed meals or sightseeing.

AAT Kings make no representation or guarantees concerning reimbursements of funds paid by you under any insurance claim. (A partial daily refund may be available if Gold Seal Protection has been purchased.)

## AIRFARES

Please note that AAT Kings will not incur any liability for airfares purchased by travel agents or clients. In the event that a tour is cancelled, AAT Kings cannot be held responsible for airfare conditions, cancellation fees, or other penalties on any airfare purchased. All such risk, loss and expense must be borne by the travel agent or client.

## AIRLINE INDEMNITY

Any airline's involvement in these tours is as air carrier only.

## AIRPORT TRANSFERS

AAT Kings & Inspiring Journeys offer complimentary airport transfers between designated airports and tour hotels on the scheduled start and end days of your tour (excludes third party operated products & Short Breaks). Transfers still apply in conjunction with pre/post tour accommodation booked through AAT Kings & Inspiring Journeys. Flight details must be advised no later than 45 days prior to the Guided Holidays and Inspiring Journeys tour departure date and must meet our brochure flight time requirements. It is your responsibility to update AAT Kings with any changes to your flight schedule to ensure you receive your transfers. Failure to do so may result in missing these services and no refund or compensation will be due for missed transfers resulting from missing or outdated flight information. Airport transfers are subject to timings of the supplier's operating schedule and may not be available for every flight.

## TOUR PARTICIPATION, EXCLUSION AND RELEASE

Children under five (5) years of age are ineligible for Guided Holidays. Children under twelve (12) years of age are ineligible for Inspiring Journeys. Children under eighteen (18) years of age must be accompanied by an adult who will be responsible for their welfare and supervision. AAT Kings seeks to provide a safe, memorable, enjoyable, and memorable travel experience for all guests and welcomes guests with special needs or disabilities provided they are accompanied by an able-bodied companion and do not require special assistance from AAT Kings personnel or other travellers. You must advise AAT Kings at the time of booking of any physical, medical, or other particular needs that may affect your enjoyment of the tour or its enjoyment by others; and you must ensure that you are medically and physically able to travel. A medical certificate specifying clearance for travel may be requested at any time. Failure to do so may result in the termination of your travel arrangements without any liability on the part of AAT Kings. AAT Kings reserves the right at its discretion to exclude from a tour, or to terminate the travel arrangements during the course of the tour without refund, of anyone who:

- is unable to cope with the requirements of coach travel – this includes

embarking and disembarking 4-6 steps that are approximately 30 centimetres high, at each stop of the coach, which on some tours is at least 8 times per day

- who may need services or facilities that are not available
- fails to comply with the reasonable instructions of AAT Kings personnel
- engages in belligerent or undesirable behaviour or interferes with the enjoyment of or jeopardises the safety of other participants

Anyone so excluded will be required to disembark at a safe public location, transport from which will be wholly their responsibility.

You agree that AAT Kings is released from all liability for, and you agree not to hold AAT Kings responsible for, termination of your travel arrangements in accordance with the previous condition, or any decision made by AAT Kings or by any service provider who refuses to provide you with special accommodation facilities or services that are not available or who refuses to carry you by reason of any disability or medical condition.

You agree that our AAT Kings Travel Directors or Representatives may take photographs and films of you while you are on holiday and that these may be used in our Group brochures and/or advertising or publicity material or online without obtaining any further consent or payment in respect of such photographs and/or films.

## LIABILITY

In any legal action, arbitration, or other proceeding to enforce, interpret or construe the terms and conditions, or concerning any grievance relating to the booking, the prevailing party shall be entitled to recover its reasonable legal fees and expenses on a solicitor/client basis.

## WHAT TO BRING

We recommend you research the temperature of your destination before you start packing. When it is chilly in Tasmania, it might be 30 degrees in Darwin. For more suggestions, check out our Frequently Asked Questions at [www.aatkings.com/faq](http://www.aatkings.com/faq)

## VEHICLES

Subject to a minimum number of clients, AAT Kings reserves the right to operate tours on a smaller vehicle with a Driver Guide. In the case of breakdown and other unforeseen circumstances, the operator reserves the right to substitute vehicles other than specified, to ensure the operation of a tour. These coaches will be modern touring vehicles but may not have some of the features described.

## GUIDED HOLIDAY & INSPIRING JOURNEYS INCLUSIONS

Transportation, entrance fees and boat cruises as per itinerary, services of a Travel Director or Journey Director and/or Driver Guide, meals as specified, and travel merchandise. Accommodation on a share twin room basis (unless otherwise specified).

## SPECIAL MEALS & ROOM REQUESTS

Please advise AAT Kings of any special dietary requirements or room requests (adjacent, connecting, ground floor etc) at time of booking. Note that this will be on a request basis only, as AAT Kings cannot guarantee the availability of special meal types; and room requests are based on availability at time of check-in. AAT Kings does not provide personal devices such as wheelchairs, and regrettably, motorised scooters are not permitted on Guided Holidays or Inspiring Journeys.

## LUGGAGE ALLOWANCE

One medium size suitcase (not exceeding 76x46x25 cm) per person plus one piece of hand luggage which may be carried on-board the coach. Please note that luggage with an adjustable handle and wheels will not fit in the overhead compartments and cannot be accepted as hand luggage. Maximum weight of the suitcase not to exceed 23kg (50lbs). We are required by strict Government vehicle weight regulations to enforce and adhere to this limit. If your luggage exceeds this limit, we ask that you make alternative arrangements for the excess to be forwarded to the termination point of your tour. We suggest that you have wheels on your suitcase, as there are certain places where assistance is not available (e.g. railway stations and cruise terminals).

Heritage Tours operated tours: please limit your luggage to one small soft travel bag (approximately 300mm x 300mm x 700mm) and a small daypack (cabin baggage) per person. A maximum weight limit of 10kg per person is permitted. All luggage and personal effects are at all times and in all circumstances at the risk of the tour participant. Luggage insurance is strongly recommended.

Airlines may impose stricter weight and size limits for luggage and may also charge fees for checked baggage, including the first checked bag. Please check with your airline directly for their most current luggage regulations and related fees. AAT Kings is not responsible for additional fees imposed by carriers regarding luggage.

## TIPPING/GRATUITIES:

While it's not compulsory in Australia or New Zealand, tipping is becoming an increasingly accepted practice in all areas of the service industry. Tipping is on a voluntary individual basis, with a guideline of \$5 per day, to your Travel Director or Driver Guide at the end of your holiday.

## SMOKING

Government regulations prohibit smoking, including e-cigarettes, inside tourist coaches. Please restrict smoking to the ample stops en route.

## SEAT ROTATION

To enable everyone the opportunity of enjoying window and front seats, clients change seats daily during the course of the tour.

## WIFI

Complimentary WiFi service is available in many hotel guestrooms and/or the public areas of most hotels. Complimentary WiFi is also provided on-board most of our touring coaches. WiFi on coaches uses a mobile/cellular network and as a result the connection will be slower than regular broadband and at times may not be available. In some areas WiFi service will not be available. Please note that WiFi may not be available on transfer coaches and other local services.

## THIRD PARTY SUPPLIERS

Third party excursions (except Down Under Tours), such as Scenic Flights, Boat Cruises, Helicopter Flights, Cable Car Rides, 4WD Tours, White Water Rafting, Camel Rides, Hot Air Ballooning, Rail, Rural Homestay Options are not operated by AAT Kings Tours, nor by persons or companies associated with AAT Kings Tours. These activities may involve inherent risk of injury, death, accident, delay and loss, and clients assume all such risk with regard to any misadventure, death, injury, delay or loss which occurs during, or as a result of, any such activity.

## DATA PROTECTION

To process your guided holiday booking, AAT Kings will need to use personal information for you and guests in your booking. Personal information may include each guest's name, address, phone number, email address, passport number, and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organisations, and otherwise as required by law. We need to provide personal information to contractors who provide services to or for us (e.g. sending mail, providing marketing assistance, etc). This may involve sending personal information (including sensitive information) to other countries that may not afford the same level of protection of personal information. In making your booking, you consent to your personal data being passed to relevant third parties as set out above.

We also use the personal information you provide us to review and improve the guided holidays and service that we offer, and to contact you (by post, email and/or telephone) about other guided holidays and services offered by AAT Kings that you may be interested in. If you don't want to receive this information, or if you want a copy of the personal information we hold about you, write to us at AAT Kings, Attn: AAT Kings Tours Pty Ltd, 82-86 Bourke Road, Alexandria, NSW 2015. A fee may be charged for supplying you with this information as permitted by law.

## PHOTOGRAPHY

A selection of images in this brochure have been supplied by Tourism Australia, South Australia Tourism Commission, Destination New South Wales, Tourism Northern Territory, Tourism Western Australia, Tourism and Events Queensland, Tourism Tasmania, Tourism Tropical North Queensland, Visions of Victoria, Voyages and Indigenous Tourism Australia.

Images in this brochure are indicative only and may not reflect specific destinations visited.

## VALIDITY DATES

01 April 2020 – 31 March 2021

For tours departing before 01 April 2020 refer to our 2019/20 brochure.