

Booking Conditions

PAYMENT & CANCELLATION FEES

| AAT Kings Guided Holidays and Inspiring Journeys | | Heritage Tours – Cape York Frontier and Gulf Savannah Wanderer | | Journey Beyond – The Ghan & Indian Pacific (Gold Service) | | Captain Cook Cruises – Murray River Cruise | |
|--|--------------|---|--------------|--|--------------|--|--------------|
| Period of Notice | Cancellation | Period of Notice | Cancellation | Period of Notice | Cancellation | Period of Notice | Cancellation |
| 60+ | Deposit | 60+ | Deposit | 91+ | \$50 | 61+ | \$50 |
| 59-16 | 30% | 59-31 | 75% | 90-46 | Deposit | 60-30 | Deposit |
| 15-8 | 50% | 30-0 | 100% | 45-0 | 100% | 29-15 | 50% |
| 7-1 | 90% | | | | | 14-0 | 100% |
| Day of departure | 100% | | | | | | |
| * See Guided Holiday Cancellation below. | | 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. | | Advance Purchase or Promotional rail fares are subject to stricter cancellation fees to be advised at time of booking. | | 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 rebooked cruise is of a greater value, the difference must be paid upon rebooking. | |

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. 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.

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

PAYMENT POLICY

To confirm your reservation:

Deposits

- \$200 non-refundable deposit per person per tour is required for AAT Kings operated Guided Holidays and Inspiring Journeys
- \$700 non-refundable deposit per person for Heritage Tours
- \$200 non-refundable additional deposit per person for Murray River Cruise add-on
- \$500 non-refundable additional deposit per person for Gold Service for The Ghan & Indian Pacific rail add-ons; \$1,000 additional deposit per person for Platinum Service
- these payments are in addition to any deposit required by your travel agent
- reservations will be held for 5 days only without deposit (if booking departure is outside of 60 days)
- once your deposit has been received, AAT Kings will send your travel agent, or yourself if you've booked directly 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

Payments

- balance of payment for your tour is to be paid 60 days prior to departure or at time of booking if departure is within 60 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 participants fail to finalise payment within the prescribed time
- a 1% fee will be applied to credit cards at the time of payment (not available to travel agents)

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

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.

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 21/22 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, we will do our best to supply comparable services, accommodation 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 of 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 accommodation, 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 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.

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 land only price on First Choice or Best Buys 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 Smart Ways to Save page 7 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).

DISCOUNT CONDITIONS

- Early bird savings apply only to the land component of the First Choice or Inspiring Journeys holiday, for departures from 01 April 2021 to 31 March 2022. Subject to availability and may be withdrawn at any time. They do not apply to Best Buys guided holidays, pre or post accommodation, and Third Party operated tours & Add-ons: Gulf Savannah Wanderer, Cape York Frontier, Murray River Cruise, The Ghan & Indian Pacific Rail Journeys.
- Kings Club 2nd Guest Benefits: one benefit applies per person, per AAT Kings operated Guided Holidays (First Choice or Best Buys) or Inspiring Journeys, to the tour portion only. Third Party operated tours booked through AAT Kings will not qualify for Kings Club Benefit. You must have travelled with us before you can redeem a benefit. Please advise previous tour details at time of booking, subject to availability and verification.
- Add Ons – 2nd holiday discount applies to AAT Kings operated Guided Holidays (First Choice, Best Buys) & 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. Valid on tours 7 days or more in duration.
- 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, and are subject to availability.
- Our 'travelling solo' single supplement applies to AAT Kings operated First Choice and Best Buys Guided Holidays. Ask your Travel Specialist at time of booking if available.
- Group Travel option applies only to AAT Kings & Inspiring Journeys operated holidays. Additional conditions apply, please enquire for more details.
- Discounts provided on Future Travel Credits are not combinable with other discounts.

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

*GUIDED HOLIDAY CANCELLATION

AAT Kings and Inspiring Journeys reserve the right to cancel, re-schedule or make other adjustments to any guided holiday departure in any circumstances, including in accordance with operating requirements or circumstances beyond their control. If cancellation is made by AAT Kings or Inspiring Journeys any time prior to the departure date of the guided holiday, except when you failed to pay the final balance on time, AAT Kings or Inspiring Journeys will offer a comparable holiday if available or a future travel credit. AAT Kings and Inspiring Journeys will refund any difference in price if the alternative is of a lower price however, the guest will be responsible for additional costs if the alternative is priced higher. AAT Kings and Inspiring Journeys will not be liable for cancellation, delay, rescheduling or other adjustment or impact to a departure or itinerary or other aspect(s) of the holiday brought about due to force majeure or other circumstance beyond their control that prevents or interferes with any aspect of the tour, also including governmental and administrative actions. AAT Kings and Inspiring Journeys are not responsible for other travel arrangements affected due to our cancellations or changes and are not liable for any cancellation or change costs or penalties incurred on other travel arrangements, including air tickets.

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.

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.

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 60 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 illegal 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.

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.)

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.

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, such as Scenic Flights, Boat Cruises, Helicopter Flights, Cable Car Rides, some 4WD Tours, Hot Air Ballooning, Rail 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 may 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 may also use the personal information you provide us to review and improve the guided holidays and services 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. Each guest is required to comply with the terms, conditions, requirements, laws, rules and/or regulations of any service provider, or any country or governmental authority, and shall be liable for any such non-compliance.

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 2021 – 31 March 2022

For tours departing before 01 April 2021 refer to our 2020/21 brochure.

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.

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.

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