



BOOKING CONDITIONS & GENERAL INFORMATION

- **Groups Tasmania** is a registered travel agent, an accredited tourism business, a participant of the Travel Compensation Fund and a member of the Tasmanian Convention Bureau.
Travel Agent Licence Number- TAS 144. ABN 73 414 536 817.
- **Groups Tasmania** organises tours and acts solely as agent for the persons providing services on these tours.
- **All costings** provided by Groups Tasmania are in Australian Dollars, include GST and are correct at time of submission but are subject to availability of services. Groups Tasmania reserves the right to alter these costings due to changes in the itinerary due to unavailability of services or alteration of itinerary to meet passenger's requirements. Costings will not be guaranteed until booking is made and deposit received by Groups Tasmania
- **Groups Tasmania** reserves the right to alter or change the accommodation, carriers, coaches or attractions at any time for any reason. Groups Tasmania reserves the right to cancel or alter the itinerary and/or tour without notice as may be found necessary for any reason whatsoever including, but not limited to, road, weather or traffic conditions, non-performance of suppliers, industrial action, operational conditions and requirements. All additional expenses incurred as a result of delays, cancellations or alterations will be the sole responsibility of the passenger.
- **Any special passenger** requirements must be notified to Groups Tasmania at the time of booking. Some tour services may include meals or include physical activities. Special passenger requirements may include, but not limited to, dietary requirements, mental disability and physical disability. Passengers with disabilities are recommended to be accompanied by a companion who is capable of, and totally responsible for, providing any necessary assistance.
Smoking is not permitted inside any tour coach, frequent stops will provide the opportunity for those who wish to smoke. Groups Tasmania will consider all passengers to be of good general fitness unless otherwise advised.
- **FEES & CHARGES:**
A deposit of \$50 per person is to be paid within 7 days from booking.
Any special fares utilised for carriers must be paid for as per the carrier's conditions.
Final monies are to be paid 40 days prior to departure date.
An amendment fee of \$25 will be charged for each change once booking confirmed.
Cancellations more than 30 days prior to departure will incur a \$50 per person fee.
Cancellations 30 to 7 days prior to departure will incur fees of between 30% and 80% of tour costs.
Cancellations inside 7 days will be non-refundable.
If a passenger utilises a carrier's special fare then the passenger may also be subject to extra fees.
 Groups Tasmania **strongly recommends Travel Insurance.**
In determining a passenger's fees Groups Tasmania will take into consideration any extenuating circumstances and supporting documentation may be requested.
All cheques are to be made payable to Groups Tasmania and sent to 12 Nichols Street, Kings Meadows Tasmania 7249.
- **Passengers** are entitled to carry one suitcase with the total length, width and height not exceeding 140cm and maximum weight of 20kg. Passengers are also allowed 2 pieces of cabin baggage, with each item not exceeding 105cm and 7kg. Groups Tasmania does recommend passengers have at least one travel bag to carry valuables and personal items. Groups Tasmania does not assume liability or accept claims for loss of or damage to luggage due to breakage, theft or wear and tear through hotel or group carrier handling.
 Groups Tasmania **strongly recommends Travel Insurance.**
- Due to Tasmania's temperate climate it is recommended passengers bring comfortable casual clothing with some warmer articles for the evenings. Strong comfortable shoes are highly recommended.
- Tasmania has some of the world's most stringent quarantine regulations. Please help us retain Tasmania's disease-free status by ensuring that when you visit us you are not carrying or importing any restricted items. The introduction of a pest or disease into a production area can result in expensive controls being implemented and loss of markets, which can cost primary industries and the community millions of dollars.
Some items that are not allowed into Tasmania are; fruit, vegetables, cut flowers, plants, bulbs, corms, nursery stock, livestock, fish and fish products, grape vines (including cuttings and bud wood), honeycomb, seed for sowing, skins and hides, native birds and wildlife. There are also many others items that are not allowed and some that are allowed with permits. For more information please visit www.dpiw.tas.gov.au or call 1800 084881.
- In all matters relating to the making of arrangements for transportation by air, rail, ship, coach or car, for accommodation, meals, sightseeing tours and entertainment, Groups Tasmania acts only in the capacity as an agent for the carriers, accommodation and other suppliers noted in tour literature describing the services purchased. As an agent and because it maintains no control over the personnel, equipment, or operations of any supplier's services Groups Tasmania assumes no responsibility for and cannot be held liable for any loss, accident, delay, inconvenience, damage or injury occasioned to any person or property as a result of any tour inclusion undertaken during the tour whatsoever or howsoever the same may be caused whether as a result of negligence or otherwise. Some tour inclusions may include activities such as trekking, climbing, caving, exploring and swimming. The passenger unreservedly accepts that these activities involve varying degrees of risk.
 Groups Tasmania **strongly recommends Travel Insurance.**

Groups Tasmania advises all passengers that acceptance of booking details and payment of deposit also indicates their acceptance to the above booking conditions and general information.