The following terms and conditions (‘booking conditions’) form the basis of your contract with Australian Pacific Touring Pty Ltd (‘APT’). It is important that you read and understand your and our respective rights and obligations. By asking us to confirm your booking, we are asking you to assume that you have had the opportunity to read and have read these booking conditions, that you agree to them and that you agree to them applicable to arrangements that you book and which we agree to make, provide or perform (as applicable) as part of our contract with you. References in these booking conditions to ‘package’ are references to tour or cruise packages you have booked with APT. References to ‘excursions’ are references to short trips or tours included or available as part of your holiday packages.

Governing law

These booking conditions are governed by the law in force in Victoria, Australia.

BEFORE YOU BOOK

Prices – Deposits – Discounts – Payments

You have the right to withdraw at any time, unless the brochure indicates otherwise. It is advisable to book at least 90 days prior to your departure date as your APT holding credit will be used as a deposit. To ensure that alternative accommodation is of an equivalent standard to that stated, hotel rooms are generally not available after 6pm and require check-out by 10am. Twin or Double Rooms

Accommodation in all hotels, regardless of the rating, is in standard rooms (sometimes named superior/deluxe) based on twins or doubles unless otherwise stated. Solo Travellers

A limited number of single rooms/suites/cabins may be available on certain cruises. Single rooms/suites/cabins are usually smaller than standard rooms and include complimentary beverages served on board (French Champagne, premier spirits and selected wines are not included).

Transfers

Airport transfers are included on the first and last day of the holiday package at designated times. No refund will be given for unused transfers. Transfers cannot be re-booked to other pick-up points or destinations. Passengers who miss the pre-booked transfers must make their own way to/from the hotel. However, if you wish to extend some holiday package price is due 100 days prior to departure unless stated in the terms of a special offer. APT reserves the right to cancel any ticket or booking or to refuse to carry any passenger where payment has not been received by APT within the specified time. All fares and charges are in Australian currency. Payment in full is due not later than 50 days before departure from Australia or New Zealand. If APT is unable to make a reservation, all monies will be refunded.

Traveling with Minors

Children under eight years of age are not permitted on tours or cruises. Children under 18 years of age must be accompanied by an adult and share their accommodation with an adult.

Included in Holiday Package Price

All major longstanding, airfares, airfares (if indicated in individual itinerary), gratuities, airport transfers on the first and last day, sightseeing excursions, meals, admissions, port charges and the services of a Cruise or Tour Director as stated in your itinerary, APT Collection cruises also include complimentary beverages served on board (French Champagne, premium spirits and selected wines are not included).

Airfares

Airfares are subject to flight and booking class availability. Airfares are arranged with independent airlines. APT will arrange flight and booking class availability. Airfares cannot be guaranteed and any changes, delays or cancellations will incur fees. APT is not liable for delays or disruptions of air travel. Once tickets are issued APT will have no other liability and will not be responsible for refunding the cost of any services booked in conjunction with the flights.

Out of Date Range Flights

If airlines have not published their schedule at the time this brochure was printed or at the time of booking, APT will estimate the cost of airfares connected with your holiday package. When airlines change their schedules, APT will confirm seatings and pricing to you by sending you an updated invoice. Once flights have been confirmed by you, no subsequent payment has been received, your booking is at your own risk.

APT Deposit Cancellation Peace of Mind

Applicable when an upfront fee of $95 per person is paid with your deposit. The holiday package can be cancelled prior to the final payment date and your deposit will be retained as an APT Holding credit to be used for future bookings. If Deposit Cancellation Peace of Mind is claimed, monies held must be used on a future cruise or tour and cannot be redeemed against the original tour or holiday package. Deposit holding credit will only exclude fees imposed by third parties, including but not limited to air travel, rail travel and hotels. When booking airfares through APT, an important factor is the inclusion of the air travel component. Airfares will confirm seatings and pricing to you by sending you an updated invoice. Once flights have been confirmed by you, no subsequent payment has been received, your booking is at your own risk.

Travel Insurance

Travel insurance is not included in your holiday package. You are required to purchase comprehensive travel insurance at the time of booking that includes (without limitation) coverage for the cost of your holiday package, medical expenses, loss of luggage, travel delays and cancellation. APT recommends that you check directly with the airline once your booking is confirmed. If an individual booking is confirmed, monies held must be used on a future cruise or tour and cannot be redeemed against the original tour or holiday package. Deposit holding credit will only exclude fees imposed by third parties, including but not limited to air travel, rail travel and hotels. When booking airfares through APT, an important factor is the inclusion of the air travel component. APT deposit cancellation peace of mind will apply to new bookings only and can only be used up to 100 days prior to your original cruise or tour departure date. If you have any questions about your travel insurance policy, we strongly recommend that you check directly with your insurance provider.

Travel Information and Documents

After booking you will receive an invoice with all important information and documents, including your booking confirmation, travel documents, itinerary and any other documents relevant to your holiday. We strongly recommend that you check the details carefully and read the included information. Please ensure that you check your flight details carefully on your booking confirmation and that your air travel details are correct. APT is not responsible for any delays or disruptions of air travel. Approximately 21 days before departure you will receive your ticketing documentation. However, in the case of late bookings, charges or late payment, tickets may be emailed to you.

Special Requests

When making your request (e.g. diet, room location, twin or double beds, room, a particular facility at a hotel, flight seat requests and anything else you would like) it is important that you advise us as early as possible. APT cannot guarantee that your wishes will be granted. APT is not liable for any airline or accommodation provider inability to accommodate your requests.

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confirmation invoice or any other documentation is not confirmation that the request will, or can be, met. Unless and until fully confirmed, all special requests are subject to Credit at

Credit Card Surcharges
If you pay APT by credit card credit card surcharges of a proportion of your total tour price may apply.

IF YOU WANT TO CHANGE OR CANCEL YOUR HOLIDAY
Changes or Additions to Your Holiday
If you wish to change or add to your holiday arrangements after the invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing and accompanied by any applicable change fee which will be charged in accordance with the APT cancellation policy. The change or addition may be subject to availability.

Cancellation Policy
For all holiday packages in this brochure, the following APT cancellation fees will apply. Parties may not cancel their name

Days of Notice Fee Per Person

90 days or more 50% of holiday package price

60 days or less 100% of holiday package price

All cancellations must be received in writing by APT and are not effective until acknowledged by APT. If your holiday has commenced, 100% of the full holiday package price is charged. There is no refund for unused services or if parts of the holiday are missed if the cancellation is made after payment of the deposit or after initial payment has been received. Any change to a ticketed Airfare is required, a $125 per person name change fee will apply for every change in addition to any applicable airline cancellation fee.

Cancellation of Ticked Airfares
An APT cancellation fee of $50 per person applies for ticketed airfares. There are no refundable cancellation fees that are applicable.

Changes to Ticketed Airfares
If you wish to amend the date or routing on your ticketed airfare booking, APT will be charged a fee of $10 per person the first change and $85 for any subsequent changes will be levied by the airline. Ancillary fees and additional taxes are applicable. If you wish to amend an already issued Singapore Stopover package, a $30 per person APT change fee will apply along with any applicable airline change fee. An airline name change to a ticked Airfare is required, a $25 per person name change fee will apply for every change in addition to any applicable airline fee.

IF WE NEED TO CHANGE OR CANCEL YOUR HOLIDAY
If we change or cancel your holiday before your departure, APT endeavours to provide you with all the services confirmed to you at the time of booking including all costs that you have paid. APT will endeavour to re-arrange your holiday with alternative arrangements at a similar cost. If this is not possible, APT will refund you the full cost of your holiday excluding any ancillary costs that you have paid. APT does not accept any liability for any such noise or vibration.

Disruption to Cruising & Itinerary Arrangements
Itineraries are intended as a guide only and are subject to alteration without notice. Alterations may be necessary for various reasons including weather conditions, strikes or other reasons beyond APT’s reasonable control. If conditions render the itinerary or route unsuitable for navigation, APT reserves the right to provide alternative services including, but not limited to, accommodation on the docked ship or substitute land arrangements. Under normal circumstances, if it is practicable to so do, APT will endeavour to provide the closest possible as detailed in this brochure. However, sometimes for reasons beyond APT’s control, it may be necessary to make alterations to your itinerary. For example, without limitation, if there is a water level problem on a river or canal, it may be necessary to alter your itinerary. Additionally, you may be entitled to any refund for any alterations to your itinerary, that are caused otherwise than by a Force Majeure event. In the event of unforeseen circumstances, your tour director will advise you of the exact arrival and departure times for carriers and operators used by APT and APT does everything in its power to make connections with any other services or attractions beyond its control.

Data Protection Policy
Any personal information (including sensitive information and health information) collected by or on behalf of APT from you or about you is necessary for our business purposes. Our Privacy Policy also contains information about how we manage your personal information. Our Privacy Policy is available at www.aptouring.com.au/privacy or by request to us.

Limitation of Liability
1. Our holiday packages include the services of independent providers, such as hoteliers, airlines, cruise companies and other operators, who are not agents, servants or employees of APT.

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Although we take care in selecting the independent service providers and the optional excursions conducted by some independent service providers, APT does not accept any liability for the conduct of the independent service providers, their servants and agents or for any ramifications of that conduct. Optional excursions may depart during your holiday. Any excursions you decide to undertake on your own, including but not limited to swimming, hiking, climbing, exploring, bike riding, snorkeling and snowkiting. You accept, and assume the risk involved in undertaking these activities. If, in the sole opinion of APT, your mental or physical condition, or general behaviour is such as to affect your own health and safety, and renders you incapable to care for yourself, cause discomfort to yourself or to other passengers or as a result of any act or omission on your part, APT may refuse to accept, require you to become a hazard to yourself or other passengers or as a result in you becoming objectionable to other passengers or staff, APT may require you to depart from the tour at your own expense and will not be liable to you for any costs associated with such decision and you will not be refunded for any part of the holiday package.

APT is not responsible for any acts conducted by any kind toward crew, contracted suppliers or other guests may act in an aggressive or offensive manner.

Local Purchasing
APT is not responsible for any items you may purchase locally (e.g. jewellery/furniture etc.) You acknowledge that you are solely responsible for the cost of any such purchase.

Medical Assistance
APT does not provide medical assistance on our tours. If you require medical attention, local medical services can be contacted immediately. You are responsible for all charges that result from a visit to a medical facility, or for a medical practitioner visiting you. APT is not responsible for the type or quality of the medical services you may receive.

APT Club
Details including the full range of benefits and conditions may be seen on our website at www.aptouring.com.au/APTclub/

MemberBenefits

Smoking
For other passengers’ comfort there is no smoking on coaches or river/ ocean cruise ships, except in designated areas.

Service Enquiries
If a problem occurs during your holiday you should, in your first instance, advise your tour director so that steps can be taken to resolve the matter. If you remain dissatisfied, any complaint must be made in writing to APT within 30 days.

Luggage Limits
Each passenger is entitled to take one piece of luggage that does not exceed 0.80m (26in) x 45cm (18in) x 35cm (14in) (66 pounds). Dimensions for checked baggage are calculated by adding together the width, height and depth of the piece of luggage. An additional piece of luggage or a folding wheelchair is allowed at no charge. APT will make no charge for luggage allowance, additional charges may apply for any additional baggage, please check with your choice airline.

Maps Within This Publication
Note that maps may not be to scale.

Images Within This Publication
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