General Information & Conditions

The following terms and conditions ("booking conditions") form the basis of your booking agreement with Australian Pacific Touring ("APT", "we" or "our"). Please read them carefully as they affect your rights, liabilities and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions, that you agree to and that you agree to applying them to your booking. APT is under no obligation to keep in book with us and therefore we agree, provide or perform (as applicable) as part of our contract with you. References in these booking conditions to "APT" are references to the tour or cruise package you have booked with APT. References to "excursions" are references to short trips or tours included or available as part of your holiday package.

Governing Law
These booking conditions are governed by the law in force in South Australia.

BEFORE YOU BOOK

Prices – Discounts – Discounts – Payments
Prices listed in this brochure are valid at the time of read and have read these booking conditions, that you entitled to assume that you have had the opportunity to booking conditions to your 'holiday package' are references which we agree to make, provide or perform (as applicable) confirmation. Deposit requirements may vary when booking guaranteed. A $1,500 security deposit per person, per been received by APT within the specified time. All fares suppliers. The most up to date pricing may be found to cover changes in government taxes and charges, (each individual itinerary).

Included in Our Land Tour Price
When arriving, transiting and/or departing from South Africa, on tours to Africa. Children under 18 years of age must be will be refunded.

If APT is unable to confirm your reservation, all monies will be refunded.

Traveling With Minors
Children under twelve years of age are not recommended to travel on APT tours under 18 years of age must be accompanied by an adult and share their accommodation with an adult. Game lodges cannot guarantee triple bedding. When arriving, transiting and/or departing from South Africa, children under the age of 18 years will be required to produce a birth certificate indicating their biological parents.

Inclusive in Our Land Price
All coach, rail and cruise travel, accommodation, sightseeing, internal airfares, game park fees, gratuities, port charges, accommodation in all hotels, regardless of the rating, is in included. Twin or Double Rooms
Economy flights within Africa and airport taxes are included in the price. This is based on passengers booking an international ticket to Africa with South African Airways with APT. A supplementary charge for booking your own international flights from Australia. All internal flights must be booked by APT.

Alternative Transfer Information
Airport transfers in Africa are included in the first and last day of your tour package. No refund will be given for unused transfers. Transfers cannot be used for other pick-up points or destinations. Passengers who miss the pre-booked transfer will be responsible for their own way back to the game lodge/hotel/ship at own expense. Transfers must be booked and detailed advice is given to APT at least 60 days prior to your holiday departure.

Choosing Your Holiday
The holidays contained within this brochure are for duration of the holiday and some religious holidays may result in a reduction of airline. APT is not liable for delays or and/or cancellation fees apply and, in some cases, are non-refundable. In the event of cancellation, APT will refund to the person who is paid in full. If you have not been returned APT will not have any liability and will not be responsible for refunds of any services booked in conjunction with the flights.

Out of Date Range Flights
If you have not paid your deposit 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 the airfares for your particular holiday package, APT will confirm seats and pricing to you by email. Airfares, APT will confirm seats and pricing to you by email. Airfares will be non-refundable. In the event of cancellation, APT will refund to the person who is paid in full. If you have not been returned APT will not have any liability and will not be responsible for refunds of any services booked in conjunction with the flights.

Aerials
Airfares are arranged with independent airlines, APT will arrange air travel as advertised in connection with your holiday package. All airfares are subject to flight and booking class availability. Airfares are quoted inclusive of any government tax. If you have taken out a non-refundable airfare, your airfare may require passengers to stay on board. Cabin doors may require passengers to climb and descent stairs. For safety reasons, passengers in wheelchairs cannot be carried on coaches, due to space limitations. For safety reasons, passengers in wheelchairs cannot be carried on coaches, due to space limitations. Further, side by side wheelchair ramps. Most river and ocean ships have elevators, but we strongly recommend that you check about joining this tour. Dust may also irritate contact lenses, or limited mobility should seek advice from their doctor as soon as possible and to depart. Where possible APT will make reasonable adjustments to the tour to accommodate your specific needs. If the adjustment required would be unreasonable in all of the circumstances, APT will not be responsible for providing any additional assistance or care. Please be aware that APT does not provide personal assistance. APT is unable to assist passengers with walking, dining, boarding or disembarking any transportation vehicles (including river and ocean cruise ships and trains). To safely participate in embarkation and disembarkation, you must be able to do so without the need for special assistance. You may also be able to do so without unnecessarily impacting other passengers' safety and/or enjoyment.

Amodation
Accommodation in all hotels, regardless of the rating, is in standard rooms (sometimes named superior) based on Twin or Double Rooms

Health & Fitness
A good level of fitness and health is required to participate on APT’s holiday packages. Travel is in 4WD vehicles in game parks and in East Africa. Anyone with back conditions or limited mobility should seek advice from their doctor as soon as possible and to depart. Where possible APT will make reasonable adjustments to the tour to accommodate your specific needs. It is not safe for assistance by a wheelchair, and cannot be reasonably adjusted to the tour to accommodate the wheelchair. Therefore, you must travel with a companion capable of providing the required assistance or care. Please be aware that APT does not provide personal assistance. APT is unable to assist passengers with walking, dining, boarding or disembarking any transportation vehicles (including river and ocean cruise ships and trains). To safely participate in embarkation and disembarkation, you must be able to do so without the need for special assistance. You may also be able to do so without unnecessarily impacting other passengers' safety and/or enjoyment.

Travel Insurance
Travelling within Africa and the cruise, accommodation, sightseeing, internal airfares, game park fees, gratuities, port charges, accommodation in all hotels, regardless of the rating, is in standard rooms (sometimes named superior) based on Twin or Double Rooms

General Information & Conditions
IF WE CHANGE OR CANCEL YOUR HOLIDAY

If we change or cancel your holiday before your departure, APT endeavours to provide you with all the services contained in your booking. Flightendar or, we plan arrangements in advance of your departure date using independent suppliers such as airlines, hotels, etc., over whom we have no direct control. On occasions changes do have to be made, and APT reserves the right to cancel or amend bookings. However, in all circumstances, we require a minimum number of bookings in order to be financially viable and to have a pleasant group atmosphere in which all passengers can enjoy the experience. It may be necessary to cancel a scheduled departure and offer the nearest possible alternative date (or a refund of the monies paid for arrangements made by APT).

If we change or cancel your holiday before your departure, we will advise you in writing. In the event that your holiday is not cancelled, you must accept and comply with any applicable cancellation fees except where specified in these booking conditions.

If APT, in its reasonable opinion, considers that any Force Majeure event (whether directly or through its employees, contractors, subcontractors and agents) from lawfully or safely providing any products or subject of these booking conditions, APT may immediately by written notice: (a) terminate the booking contract; (v) change your travel arrangements as reasonably practicable to ensure your safety and invite you for any additional costs.

Limitation of Liability in the Event of Force Majeure

In the event of a force majeure event making it impossible or unsafe for APT to deliver all or part of the Holiday Package, APT will refund the customer for the unprovided part of the Holiday Package less any reasonable losses incurred before cancellation. Losses may amount to a substantial proportion of the total tour price. APT will use reasonable endeavours to minimise losses incurred by customers and will make all necessary efforts to protect themselves against loss in the circumstances.

On HOLIDAY

Local Purchases

It is not possible for any items you may purchase locally (ie. jewellery/furniture etc.) You acknowledge that you are solely responsible for any import duty or freight costs.

Personal Belongings & Lost Items

For security reasons, valuables should be kept to a minimum and packed in your hand luggage along with your medicines, camera, film etc., unprocessed appliances, as well as basic essentials such as a change of clothing and toiletries. It is your responsibility to look after your property at all times and to adequately protect same by comprehensive travel insurance in the event of any loss.

Disruption to Itinerary Arrangements

Itineraries are necessarily advisory only and are subject to alteration without notice. Alterations may be necessary for various reasons including, without limitation, road, river or weather conditions, strikes or airline schedule changes, and other reasons beyond APT’s control. If conditions render any route or part of a route unsuitable, APT reserves the right to alter the itinerary for other suitable services including, but not limited to, accommodation on the scheduled ship or substitute land arrangements. Sometimes, due to location beyond our control, it may be necessary to make alterations to your itinerary.

APT will not be liable for any direct or indirect losses that you incur as a result of any event or other factor beyond our control which necessitates a change in your itinerary. Additionally, you are not entitled to any refund for any alterations to your itinerary that are caused or contributed to by any flood or water levels or such other factors beyond our control. APT cannot guarantee exact arrival and departure times for carriers and operators used by APT and APT will not be liable for failure to make arrangements with any other services or attractions beyond its control.

On RETURN FROM YOUR HOLIDAY

Data Protection Policy

Personal information (including sensitive information and health information) that APT obtains and retains from you or about you is necessary for our business purposes. Our Privacy Policy details why we collect this information, who we may disclose it to (including overseas recipients), the main purpose for which we collect it, and how long we store the information. Our Privacy Policy also contains information about how you may access and ask us to update or delete your personal or sensitive information to you, are agreeing to the terms of our Privacy Policy.

Travel Protection

APT does not employ medical staff on our tours. If you require medical attention, local medical services can be contacted immediately. You are responsible for all costs that arise from a visit to the doctor or a health practitioner visiting you. APT is not responsible for the type or quality of the medical services you may receive.

Transit Insurance for East Africa

All passengers are required to carry travel insurance. As part of your pre-departure forms we will require travel insurance carmine, policy number and a 24 hour contact number for travel to East Africa.

APT Club

Details including the full range of benefits and conditions may be viewed on our website at www.aptouring.com.au/ APTClub/MembersBenefits.

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

Service Enquiries

If a problem occurs during your holiday you should, in the first instance, ask your APT representative, as they will have full authority to deal with any matter. If you are not dissatisfied, any complaint must be made in writing to APT within 30 days.

Luggage Limits

Each passenger is entitled to take one case up to 20kg. For travel in Kenya, Tanzania & Namibia there are luggage restrictions due to travelling in 4WD vehicles and flying in smaller planes where you will need to pack down to a soft bag. Excess baggage can be stored while in East Africa and Namibia if any small plane is included with your tour. Additional weight (over 20kg) will attract a charge. Over-40kg luggage cannot be carried. Baggage is ‘at owner’s risk’.

Maps Within This Publication

Note that maps may not be to scale.

Images Within This Publication

Some images in this publication are copyright of, and have been granted to, APT by: Bhutan Times, India, Bulgaria, Queenie Rosal, Ngalag Safari Lodge, Hemingways Nairobi, Four Seasons Safari Lodge and Shompole Lodge, The Fort, The Royal Livingston Hotel, Table Bay Hotel, Getty Images, Karen Bloxam Clinic.

ABN 44 004 684 619 ATAS Accreditation #A10825

GENERAL INFORMATION | 103

term of your contract with us. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or travel documents, does not confirm that the request will, or can, be met. Unless and until specifically confirmed in writing, all special requests are subject to availability.

Credit Card Surcharges

If you pay APT by credit card credit card surcharges of between 1% and 3% will be added to your tour price. If you pay APT by credit card credit card surcharges of between 1% and 3% will be added to your tour price. If you pay APT by credit card credit card surcharges of between 1% and 3% will be added to your tour price.

General limitations in respect to the holiday packages contained in this brochure are excluded to the fullest extent permitted by law. Nonetheless, APT excludes, restricts or modifies the application of the Competition and Consumer Act 2010 (Cth) as amended, charitable contributions.

3. To the fullest extent permitted by law, APT’s liability arising under or in connection with these booking conditions is limited to the resupply of the products or services or the payment of the cost of re-supply of the products or services to you, and (ii) excludes liability for any indirect or consequential losses suffered by you or any third party, however caused, including but not limited to any environmental loss or any special, extraordinary or punitive damage to you or any other party. Your travel agent will forward deposits and other payments to us on your behalf, but your travel 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 retains no authority to vary any confirmation invoice or travel documents.

4. If a ticket or booking or refuse to carry any passenger where payment has not been received by APT within the specified time.