The following terms and conditions (‘booking conditions’), form the basis of your contract with Australian Pacific Tours Pty Ltd (‘APT’ or ‘we’) as agreed upon by you and your representative agency, and between you and your representative agency. They are intended to ensure that you understand your rights and obligations. By booking a holiday with APT, you confirm your acceptance of these booking conditions. If you have any questions about these booking conditions, you should contact your travel consultant or APT.

General Information & Conditions

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1. Prices

Prices are quoted in Australian Dollars (AUD) and are subject to change without notice. Prices include all APT Tours and Cruises and cannot be redeemed for a third party or for any other purpose.

2. Payment Terms

Deposit: A deposit is required for all bookings. The deposit amount may vary depending on the tour or cruise. The deposit amount is non-refundable and non-transferable. The deposit must be received by APT in order for your booking to be confirmed.

Balance Payment: The balance of your holiday package price must be paid at least 100 days prior to departure. If you book less than 100 days prior to departure, the full holiday package price is due at the time of booking.

Cancellations: In the event of a cancellation, all monies will be refunded. The cancellation fee is as follows:
- 100 days or more prior to departure: Full refund
- 99-61 days prior to departure: 75% refund
- 60-31 days prior to departure: 50% refund
- 30-16 days prior to departure: 25% refund
- 15 days or less prior to departure: No refund

3. Terms of Payment

All payments must be made by credit card or bank transfer. APT reserves the right to decline any payment form if it determines that the payment method is not secure or reliable.

Peace of Mind

For new bookings only and valid for the booking period only. Peace of Mind applies to new bookings only and is only valid if deposit is paid at least 100 days prior to departure. After three years, unused credit funds will incur the original cancellation conditions.

4. Cancellation of APT Tours

If APT is unable to confirm your reservation, you may be offered an alternative tour or cruise. You may also request a full refund of all monies paid at that time.

5. Insurance

It is your responsibility to ensure that you have adequate travel insurance that includes medical and evacuation coverage and covers any special requests or dietary requirements.

6. Special Offers

SuperDeals, Fly Deals and Special Offers are subject to change without notice. SuperDeals, Fly Deals and Special Offers may be subject to additional terms and conditions.

7. Governing Law

These booking conditions are governed by the law in force in New Zealand. If APT is unable to confirm your reservation, APT will issue a full refund of all monies paid at that time.

8. Public Holidays/Festivals

Shore Excursions

Information on all APT Tours and Cruises and cannot be redeemed for a third party or for any other purpose.

9. Governing Law

These booking conditions are governed by the law in force in New Zealand. If APT is unable to confirm your reservation, APT will issue a full refund of all monies paid at that time.

10. Insurance

It is your responsibility to ensure that you have adequate travel insurance that includes medical and evacuation coverage and covers any special requests or dietary requirements.

11. Special Offers

SuperDeals, Fly Deals and Special Offers are subject to change without notice. SuperDeals, Fly Deals and Special Offers may be subject to additional terms and conditions.

12. Governing Law

These booking conditions are governed by the law in force in New Zealand. If APT is unable to confirm your reservation, APT will issue a full refund of all monies paid at that time.

13. Insurance

It is your responsibility to ensure that you have adequate travel insurance that includes medical and evacuation coverage and covers any special requests or dietary requirements.
IF YOU WANT TO CHANGE OR CANCEL YOUR HOLIDAY

Changes or Additions to Your Holiday
If you want to change any part of your holiday arrangements and we in turn offer you the nearest possible alternative date (or a refund of bookings in order to be financially viable and to have a pleasant excursion accordingly. All tours require a minimum number of long time in advance of your departure date using independent service providers and we are not responsible for the onus of health and safety, you render incapable for care yourself, cause harm to a hazard to yourself or other passengers or result in you becoming objectionable to other passengers or staff you will not be permitted to embark or continue on the whole or any part of the holiday package. Abuse or harassment of any kind toward crew, contracted suppliers or other guides may result in immediate removal from the cruise. APT is not liable to you for any costs associated with such decision and you will not be refunded for any part of the holiday package.

3. APT accepts no responsibility for any death, injury, illness, loss (including of enjoyment), damage, detention, delay (including mechanical breakdowns) beyond its control.

4. Any term, condition or warranty express or implied by statute or otherwise in respect of the holiday packages contained in this brochure or any other APT packages and arrangements. Any booking in these booking conditions excludes, restricts or modifies the application of the Competition and Consumer Act 2010 (Cth) as amended, consolidated, supplemented or replaced.

5. To the full extent permitted by law, APT’s liability arising under or in connection with these booking conditions:

(a) is limited to the re-supply of the products or services or the payment of the cost of the re-supply of the products or services to you;

(b) excludes liability for any indirect or consequential losses suffered by you or any third party; however caused, including but not limited to pure economic loss or any special, exemplary or punitive damage or to your or any other party.

6. Your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not part of our business and APT accepts no responsibility for the acceptance of monies or the receipt of deposits and subsequent payments by the travel agent does not constitute receipt of those monies on our behalf. Further, you may be requested to pay monies on our behalf. There is no liability on the part of APT in the event that APT does not receive monies from your travel agent until and unless APT notifies you (by way of a booking confirmation advice or payment receipt advice) that monies have been received by APT. APT reserves the right to cancel any ticket or booking or refuse to carry any passenger where payment has not been received by APT in accordance with the terms and conditions set out here in.

Responsible Service of Alcohol
All staff and service providers are trained in the responsible service of alcohol and are obligated to law to refuse service to any guest who, in their reasonable opinion, appears to be or is intoxicated, or behaves in an aggressive or offensive manner.

Medical Assistance
There is a doctor on board all of our ships. If you require further medical advice you should contact your travel agent immediately. You are responsible for all charges that result from a visit to a medical facility. APT is not responsible for the type or quality of the medical services you may receive.

APT Club
Details regarding the full range of benefits and conditions may be found at our website at www.aptworldtours.com.au/APTCClub/MemberBenefits.

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

Service Charges
If a problem occurs during your holiday you should, in your reasonable opinion, advise your representative or travel agent to undertake to resolve the matter. If you remain dissatisfied, any complaint must be made in writing to APT within 30 days.

Luggage
Each passenger is entitled to take one piece of luggage that does not exceed 105cm (42 inches) or weigh more than 20 kg (44 pounds). Dimensions include all packagings (please add to height, weight and depth of the pieces of luggage being stacked or piled for counting). In addition to the above, you may be charged an additional fee for any handling of any additional luggage. Your Expedition Leader or airfare advisor will advise you of the exact additional charge. All luggage is at “owner’s risk”. In South America, downsizing to an overnight bag is strongly recommended. APT has no liability for any loss or damage.

Maps Within This Publication
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