The following terms and conditions (‘booking conditions’) form the basis of your contract with Australian Pacific Touring Pty Ltd (‘APT’, ‘we’ or ‘our’). Please read them carefully as they set out your rights, duties and obligations. By confirming your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions and agree to them and that you agree with and apply to your holiday arrangements that you book with us, and the representations, provide or perform (as applicable) as part of our contract with you.

References in these booking conditions to your ‘holiday package’ are references to the tour or cruise package you have booked with APT. These booking conditions are governed by the law in force in Victoria, Australia.

BEFORE YOU BOOK

Prices - Discounts - Payments
Prices listed in this brochure are valid at the time of publication but are subject to change. They may be varied by advertising or special offers, or changed after the publication date for any reason, including without limitation, to cover changes in government taxes and charges, exchange rate variations, fuel surcharges, and to reflect force majeure events or material increases by suppliers. The most up to date price may be found on our website - www.aptouring.com.au. Prices will be confirmed at time of booking and are subject to change up to 10 days prior to travel. Once the security deposit is paid the price will be guaranteed. An $1500 security deposit per person, per holiday package for South America Land Tours, and a $2500 security deposit per person, per holiday package for all tours including cruising, is required within 7 days of making a booking. APT will provide written confirmation. Deposit requirements may vary when booking a special offer. Payment of all of the balance of your 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 tour or to alter the time of arrival of the pricing of any time prior to your arrival or at your arrival and any times or days in the itinerary, prices per person, per holiday package as indicated in the itinerary. APT will provide written confirmation. Deposit requirements may vary when booking a special offer. Payment of all of the balance of your 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 tour or to alter the time of arrival of the pricing of any time prior to your arrival or at your arrival and any times or days in the itinerary, prices per person, per holiday package as indicated in the itinerary. APT will provide written confirmation.

Included in Our Land Tour Price
A holiday package for South America as stated in each itinerary, airport transfers on the first and last day of the tour minimum airport taxes, coach/cruise travel, gratuities for all land/cruise arrangements as stated in the itinerary, meals as stated in the itinerary, medical and evacuation insurance (other than travel insurance), any vaccinations, government taxes and laundry. Unforeseen changes to flight schedules may require you to book additional accommodation and services at your own expense.

APT Tour Director
The services of an APT Tour Director are included in all itineraries. (Note: MapLLU holidays and Amazon on your own) will not include an APT Tour Director/Cruise Director if minimum numbers are not met.

Flights - South America
Return flights within South America and airport taxes are included in the price as stated in each itinerary. These flights must be booked by APT and are subject to passengers booking an international flight to South America with LATAM. Surcharge will apply when flying Qantas or any other airline. Airfares are an estimate only and are subject to change without notice. Internal air prices are valid at the time of publication.

Traveling With Minors
Children under 12 years of age are not recommended on tours and cruises. Children under 18 years of age must be accompanied by an adult and share their accommodation with an adult.

Transfers
Airport transfers are included on the first and last day of the holiday package. All transfers and past accommodation booked with APT, at designated times. No refund will be given for unused transfers. Transfers cannot be re-issued to other pick up points or any other alternative location. APT reserves the right that the transfers must make their own way to/from the ship/hotel at their own expense. The holiday packages include transfers from or to between airports/hotels/ships and visa area. A group transfer is generally a shared transfer and the times of this transfer will usually vary depending on the size of the group.

Choosing Your Holiday
Cancellations within this brochure are for departures between Jun 2019 to Dec 2020. To maximize your enjoyment of your APT holiday and to ensure that it lives up to your expectations, it is important that you choose the right holiday package for you. Our brochures contain limited information, however, there is more information online at www.aptouring.com.au and our qualified staff are available to discuss your options.

Gratuities
Have been prepaid for all services as indicated in the itinerary on all APT Tour and Cruises and cannot be redeemed for a cash refund. (Not included for holidays extensions on page 80-81).

Hotels
In more remote places, hotel standards may not be as high as is customary in more central areas. We will try to use the most suitable accommodation available in each destination to ensure that passengers enjoy high levels of cleanliness, comfort and service. The hotels listed in the itinerary are guaranteed as follows: at least one night accommodation on almost all holiday packages, however, if a change is necessary for any reason, APT will endeavour to ensure that alternative accommodation is suitable. In the case of hotel breakdown or to those booked with APT, hotel rooms are generally not available for check-in before 3pm 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. In South America, win-beded rooms are very common and double beds are either not available or limited in number.

Solo Travellers
A limited number of single rooms/suites/cabins may be available by request at an additional cost of booking your cruise/holiday package. Single room/suites/cabins are not available on certain cruises. Single rooms/suites/cabins are usually smaller than twin or double rooms and do not include a separate single bed.

Cruising - Cabin/Suite/Statetoom Selection
APT will make every effort to assign specific cabins, cabin numbers or locations on the ship if request is made if it is not possible, APT reserves the right to make changes to cabin assignment, within the category booked, without prior notice.

Passenger Notification & Assistance
APT welcomes passengers with disabilities or special needs however please note the following:
1. Any disability or special need request requiring special attention must be reported to APT at the time of booking including all important information relating to your health, mobility and fitness which may affect your partial or total participation in the cruise or tour. This information is crucial to allow APT to assess if you have chosen is suitable and meets your needs. Any changes to health, mobility and fitness must also be reported to APT as soon as possible and prior to travel.
2. Where a passenger has a medical condition requiring special arrangements or adjustments to the tour to accommodate your special or medical needs, if this arrangement required would be unreasonable in all of the circumstances, including if such adjustments would affect your safety or the safety of other passengers, APT will make reasonable adjustments to the tour to accommodate your special or medical needs. The decision on whether such an adjustment is required is at the sole discretion of APT and APT will make every effort to assign specific cabins, cabin numbers or locations on the ship if request is made if it is not possible, APT reserves the right to make changes to cabin assignment, within the category booked, without prior notice.

In the event of need for assistance, APT will make every effort to assign specific cabins, cabin numbers or locations on the ship if request is made if it is not possible, APT reserves the right to make changes to cabin assignment, within the category booked, without prior notice.

APT Deposit Cancellation Peace of Mind
Deposits paid to APT are non-refundable. In the case of your deposit, or the cost of your cruise or tour, not being able to be refunded to you by APT, you will remain responsible for delays or missed portions of the holiday package, or with pre and post accommodation booked with APT. APT will make every effort to assign specific cabins, cabin numbers or locations on the ship if request is made if it is not possible, APT reserves the right to make changes to cabin assignment, within the category booked, without prior notice.

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 the airfares contained in the holiday package. When the airline releases flight inventory and airfares, APT will perform any necessary adjustments, including but not limited to air travel, rail travel and hotels. If bookings are made through APT (including when taking advantage of a special offer that includes air travel as advertised in this brochure) and the cost of the air travel as advertised in connection with your holiday package, APT will hold credit to be used for future bookings. If Deposit Cancellation Peace of Mind is claimed, monies held by APT are used to book future cruise or tour and cannot be refunded. In the case of your deposit, the cost of your cruise or tour, not being able to be refunded to you by APT, you will remain responsible for delays or missed portions of the holiday package, or with pre and post accommodation booked with APT. APT will make every effort to assign specific cabins, cabin numbers or locations on the ship if request is made if it is not possible, APT reserves the right to make changes to cabin assignment, within the category booked, without prior notice.

Travel Insurance
Travel Insurance is not included in your holiday package. You are required to purchase travel insurance that includes, but not limited to, cancellation and trip interruption as well. As any potential evacuation from Antarctica is a small area, approximately $150,000 we recommend that no policy carry less than this amount of coverage. As part of the pre-departure forms we are required to ask you to complete a 24-hour contact number.

Travel Information & Documents
After booking you will receive an invoice with all important information relevant to your holiday package. We strongly recommend you check the details carefully and read the included information. Please ensure that you check your flight timings carefully on your tickets, particularly early AM departures. Approximately 20-30 days prior to travel you will receive your ticket together with your final itinerary. However, in the case of late bookings, charges or late payment, tickets may arrive after your holiday has commenced.

Special Requests
Where a special request (e.g. diet, room location, twin or double- bedded room, a particular facility or feature on the ship) is made, and/or if any particular meal is important to you, APT will make every effort to accommodate you, however we cannot guarantee that it will be accommodated. APT will also pass on any dietary requests to the airline but we strongly recommend that you check directly with the airline once your tickets have been issued. The provision of any special request does not constitute a term of your contract with us.

Optional Tours at Machu Picchu
If you choose to do the Inca Trail Hike Option this is subject to availability and must be pre-booked before you leave Australia. The hike does not operate in February and is subject to your own second day visit to Machu Picchu, the permit is based on availability, the hike is on tour.

Public Holidays/Festivals/School Holidays
Virtually all countries have public holidays, religious or otherwise. The festivities may temporarily disrupt your holidays may result in a reduction of facilities and entertainment.

Superdeals, Fly Deals & Special Offers
Considered on a case by case and/or particular holidays and conditions relating to any Superdeal, Fly Deal or Special Offer being booked, please go to www.aptouring.com.au/superdeals

General Information & Conditions

Special Offers
Superdeals and Special Offers other than those advertised in the brochure may be promoted by APT after the brochure is released. These are new special offers which do not apply to existing bookings unless otherwise stated.

Holiday Extensions
All Superdeals, Fly Deals, Special Deals or Special Offer promotions do not apply to Holiday Extensions only see pages 354-355

BOOKING & PAYING FOR YOUR HOLIDAY

Airfares
Air travel is arranged with independent airlines. APT will arrange air travel as advertised in connection with your holiday package or otherwise arranged with APT. All airlines are subject to flight and operating schedules and APT will not be responsible for the cost of any services booked and/or/otherwise arranged with APT. All airfares are subject to flight timings carefully on your tickets, particularly early AM departures. If you are unable to provide your own flights, we recommend APT to book and pay to you by sending an updated invoice. Once flights have been confirmed by you and payment has been received, APT will issue your ticket/s.

Other Special Offers
Special Deals and Special Offers other than those advertised in the brochure may be promoted by APT after the brochure is released. These are new special offers which do not apply to existing bookings unless otherwise stated.
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 any other documentation does not constitute an acceptance that the special request will or will not be fulfilled unless and until specifically confirmed. All special requests are subject to availability.

Credit Card Charges
If you pay APT by credit card charges of between 1% and 3% may apply. Credit card surcharges are in addition to any airline cancellation fees that are charged. An APT cancellation fee of $50 per person applies for ticketed arrangements without paying any applicable cancellation fees. APT will keep to the brochure itinerary as close as possible. APT endeavours to provide you with all the services confirmed to you at the time of your booking. However, we plan arrangements a day or two in advance, and therefore, it may be necessary to cancel a scheduled departure or substitute land arrangements. Excursions accordingly. All tours require a minimum number of sales. APT reserves the right to cancel or amend holiday packages/travel arrangements without paying any applicable cancellation fees and additional taxes that are applicable. APT cannot guarantee exact arrival and departure times for 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 loss (including, but not limited to, loss of deposit or purchase price and any indirect costs, damages, charges, expenses or injury resulting from or in connection with (whether directly or indirectly): (a) the cancellation or change to your travel arrangements; (b) the occurrence of a Force Majeure event; (c) the cancellation or change to your travel arrangements in connection with a Force Majeure event. Force Majeure events are unpredictable and beyond APT’s control. As you are responsible for your own health and safety, render you incapable to care for yourself, cause you to become a hazard to yourself or other passengers or result in your becoming obstacles other than yourself or staff, you will not be permitted to embark or continue on the whole or any part of a tour. In the event of any kind of travel toward crew, contracted suppliers or other guests may result in immediate removal from the tour or cruise. APT is not responsible for any costs associated with this 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 loss of enjoyment), damage, detention, delay (including mechanical breakdown) beyond its control. 4. Any term, condition or warranty expressed or implied by statute or otherwise in respect of the holiday packages contained in this brochure are excluded to the fullest extent permitted by law. Nothing in those 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 those booking conditions: (a) is limited to the re-supply of the products or services or the payment of the cost of re-supply of the products or services to you and (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, punitive or punitive damage to you or any other party. 6. Your travel agent will forward deposits and other payments to us on your behalf but your travel agent has no authority to accept the purpose of receipt of monies. Receipt of deposits and subsequent payments by the travel agent is your receipt of monies by us and the travel agent has no authority expressed or implied to receive monies on our behalf. There is no liability on the part of APT to refund any monies paid to your travel agent unless and until 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 within the specified time.

Medical Assistance
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 charges result from visiting 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 Terms & Conditions
Details including the full range of benefits and conditions may be viewed on our website at www.aptouring.com.au/APTUC/ consumerbenefits. Platinum level complimentary pre and post tour accommodation is available to the value of $350 per room. Any changes will apply if accommodation costs exceed this amount.

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

Service Enquiries
If a problem occurs during your holiday you should, in your own interests, advise your Tour/Cruise Director so that steps can be taken to resolve the matter. If you remain dissatisfied, you 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 60cm (24 inches), or weigh more than 20kg (44 pounds). Dimensions for checked baggage are calculated by adding together the width, depth and height of the piece of luggage. An extra charge will be imposed to cover port/harbour handling of any additional luggage. Your Tour/Cruise Director will advise you of the exact additional charge. Dowgrading to an eight night package is required when cruising the Amazon journey by Machu Picchu and onboard the Belmond Andean Explorer Train.

Maps Within This Publication
Holometers may not be to scale.

Images Within This Publication
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Avenue Pacific Touring Pty Ltd
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