

General Information & Conditions

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 and our respective rights 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 all of these booking conditions; that you agree to them; and that you agree to them applying to the holiday arrangements that you book with us and which we agree to make, provide or perform (as applicable) as part of our contract with you.

Governing Law

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

BEFORE YOU BOOK

Prices - Deposits - 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, airline charges, a force majeure event or other material increases by suppliers. The most up to date pricing may be found on our website - www.aptouring.com.au. Prices will be confirmed at time of booking and honoured for up to seven days. Once the security deposit is paid the price will be guaranteed.

A deposit of \$1,000, per person, is required within 7 days of booking. Final payment of the balance of your holiday package price is due 100 days prior to departure, unless otherwise 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 required at time of booking for reservations made less than 100 days before departure from Australia. If APT is unable to confirm your reservation, all monies will be refunded.

Included in the Holiday Package Price

All coach/cruise travel, accommodation, airport transfers on the first and last day of the tour as indicated in individual itineraries, sightseeing, meals, admissions, port charges and the services of an Expedition Leader and Team as stated in itinerary. Complimentary beverages are only served during the cruise portion of your trip - this does not include French Champagne, premium spirits or selected wines.

Qantas Frequent Flyer

You must be a Qantas Frequent Flyer member to earn Qantas Points. A joining fee may apply. If you are not a Qantas Frequent Flyer member, you can join at qantas.com/join. Membership and Qantas Points are subject to the Qantas Frequent Flyer Terms and Conditions, available at qantas.com/terms. Qantas Points will be earned on bookings made in Australian Dollars from 1 May 2018. Members must add a valid Qantas Frequent Flyer number and surname to their booking before the trip departure date. Qantas Frequent Flyer members can earn 1 Qantas Point per AU\$1 spent on all APT holidays (except APT Luxury River Cruises of seven days or more, which earn 2 Qantas Points per AU\$1 spent). Qantas Points will be credited to the Qantas Frequent Flyer member's account within 7 days of the trip departure date. Members will not earn Qantas Points on airfares bundled with an APT holiday; where a member cancels their APT holiday prior to the date of departure; APT holidays booked with staff, companion or Friends and Family discounts; travel industry member discounts; press and partnership trips; or prize winners. You can check the Qantas Points that you have earned with APT and your total points balance at qantas.com/login. Standard APT Booking Terms and Conditions apply. APT reserve the right to change, suspend or terminate these Terms and Conditions at any time.

Passengers Needing Special Assistance

APT welcomes passengers with disabilities or special needs however, please note the following:

1. Any disability or medical condition 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 also crucial to allow APT to ensure the tour 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 departure. Where possible APT will make reasonable adjustments to the tour to accommodate your special needs however, it cannot do so

if the adjustment required would be unreasonable in all of the circumstances, including if such adjustments would affect your safety and/or the safety and/or enjoyment of other passengers.

2. If you require special assistance or care (such as pushing a wheelchair, assistance with dressing or assistance with walking), 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 any passenger with walking, dining, boarding or disembarking any transportation vehicles (including 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 must also be able to do so without unreasonably impacting other passengers' safety and/or enjoyment.

3. While APT will make reasonable efforts to accommodate the special needs of disabled passengers, it is not responsible for any denial of services by any third party entities it has travel arrangements with, such as carriers, hotels, trains, restaurants or other independent suppliers, or for any additional associated expenses charges by those parties.

4. Please note coaches and minibuses are not equipped with wheelchair ramps. APT ships often sail through remote areas that do not have convenient docking facilities. In such circumstances it will be necessary for passengers to negotiate temporary gangplanks and uneven surfaces. If the crew decide that it is not safe for a passenger to negotiate such operations they may require passengers to stay on board. Cabin doors and restrooms may not be wide enough to allow access by standard wheelchairs. Wheelchairs and walkers cannot be carried on coaches, due to space limitations. For safety reasons, passengers in wheelchairs cannot be carried on ramps in ports where the cruise ship is at anchor.

Health & Fitness

A good level of fitness and health is required to participate on APT's holiday packages. In some destinations, there are extensive sightseeing excursions by foot which include the climbing of stairs, walking over uneven surfaces and in some cases climbing over rocks and walking through shallow streams and rivers.

Deposit Cancellation Peace of Mind

Please refer to our website for full conditions.

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 as otherwise arranged with APT. Air travel is not included in the price of the tour package unless otherwise specified, but can be arranged on request. All airfares are subject to flight and booking class availability. Airfares will be booked and ticketed upon receipt of your deposit to avoid price or tax increases. Airport taxes vary for each departure point and routing of airline. Airline schedules are subject to change without notice. Once air tickets are issued, airline amendment and/or cancellation fees apply and, in some cases, are non-refundable. Name changes and voluntary date and schedule changes will incur fees.

Travel Insurance

Travel Insurance is not included in your holiday package. You are required to purchase comprehensive travel insurance.

Visa & Passports

All passengers must carry a passport which is valid for a minimum of six months from the date of your cruise conclusion. Passengers must consult with the appropriate consulates to ensure that they have any applicable visas prior to departure. Meeting necessary passport and visa entry requirements and paying all associated costs is the sole responsibility of the passenger. APT is not responsible for delays or missed portions of cruise relating to incorrect travel documents or visas.

Special Requests

Where a special request (eg. diet, room location, twin or double requests and/or particular meals) is an important factor in your choice of holiday, you must advise us when your booking is made. APT will pass your request onto the hotel, airline or other supplier but cannot guarantee that it will be accommodated.

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 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 by the person who made the original booking, or his or her travel agent. If it is possible to make the change, it will be subject to an administration charge and payment of any further costs incurred as a result of the change.

Cancellation Policy

For APT holiday packages, the following applies:

Fee Per Person	Days of Notice
Loss of deposit	100 days or more
50% of package price	99-61 days
100% of package price	60 days or less

All cancellations must be received in writing by APT and are not effective until this notification has been received. If your holiday has commenced, 100% of the full holiday package price is charged. There is no refund for unused services or if portions of the holiday package are missed. Additional cancellation fees may also be charged in respect of accommodation reserved outside the holiday package dates.

Cancellation or Amendment of Ticketed Airfares

An APT cancellation fee of \$50 per person applies for ticketed airfares, in addition to any airline cancellation fees that are applicable. If you wish to amend the date or routing on your ticketed air booking, an APT amendment fee of \$30 per person for the first change and \$85 for any subsequent changes will be charged in addition to airline change fees and additional taxes that are applicable. If, for any reason, a name 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 fees.

IF WE NEED TO CHANGE OR CANCEL YOUR HOLIDAY

APT endeavours to provide you with all the services confirmed to you at the time of your booking. On occasions changes do have to be made, and APT reserves the right to cancel or amend holiday packages/excursions accordingly. All tours require a minimum number of bookings in order to be financially viable and to have a pleasant group atmosphere.

In the event adequate numbers cannot be achieved, 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).

Force Majeure

Please refer to our website for full conditions.

ON HOLIDAY

Disruption to Cruising and Itinerary Arrangements

Itineraries are intended as a guide only and is subject to alteration without notice. Alterations may be necessary for various reasons including, without limitation, road, river or weather conditions, strikes or other reasons beyond APT's reasonable control. If conditions render any routes unsafe for navigation, APT reserves the right to provide alternative services including substitute land arrangements. You are not entitled to any refund for any alterations to your itinerary that are caused or contributed to by any flood or water level events or such other events which are beyond our control.

Data Protection Policy

Our Privacy Policy is available by request to us or at www.aptouring.com.au/privacy.

GENERAL INFORMATION

Limitation of Liability

Please refer to our website for full conditions.

Maps Within this Publication

Maps may not be to scale and are there as a guide.

Images Within this Publication

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Australian Pacific Touring Pty Ltd
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FOR FULL TERMS & CONDITIONS, REFER TO APT'S SMALL SHIPS 2019 BROCHURE.

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APT TRAVEL GROUP

YOUR TRAVEL AGENT

