



BOOKING TERMS & CANCELLATION POLICY

1. Bookings and Payments

Bookings may initially be made without payment, subject to seat availability.

Once a tour has reached sufficient passenger numbers and is confirmed to proceed, passengers will be notified.

Full payment is required no later than 14 days before departure, unless otherwise advised in writing.

Bookings are only considered confirmed once full payment has been received.

If payment is not received by the due date, **Getaways in Style** reserves the right to release the reserved seat to another passenger.

Payment instructions, including bank transfer details and the amount payable, will be provided once a tour is confirmed. Passengers are requested to include their surname and tour reference with payment.

2. Passenger Cancellations and Refunds

Passengers wishing to cancel their booking must notify **Getaways in Style** as soon as possible.

- More than 14 days before departure: Full refund of any payments received.
- 7–14 days before departure: Refunds may be reduced by non-recoverable costs already incurred or reasonably committed.
- Less than 7 days before departure: Refunds are not guaranteed and will depend on recoverable costs and whether the vacant seat can be filled.

Any cancellation charges or deductions will be reasonable, reflect the circumstances of the cancellation and take account of costs incurred or reasonably committed that cannot be recovered.

Passengers may nominate a replacement traveller, subject to approval and any applicable accommodation or booking requirements.

Nothing in this policy excludes or limits passengers' rights under Australian Consumer Law.

3. Minimum Passenger Numbers and Tour Cancellations

Getaways in Style tours generally cater for 12 to 18 passengers, depending on the destination and tour arrangements. Final passenger numbers are subject to management discretion.

All tours are subject to sufficient bookings being received to make the tour viable.

Getaways in Style reserves the right to cancel or reschedule a tour if sufficient passenger numbers are not achieved or circumstances beyond our reasonable control prevent the tour from proceeding.



If **Getaways in Style** cancels a tour due to insufficient passenger numbers, passengers will be offered a full refund of payments made or the option to transfer their payment to an alternative tour. Any transfer will be entirely at the passenger's discretion.

For cancellations caused by circumstances beyond our reasonable control, refund and other entitlements will be assessed in accordance with the booking terms and applicable Australian Consumer Law.

Passengers will be notified of any cancellation as soon as reasonably practicable.

4. Itinerary Changes and Unforeseen Circumstances

Getaways in Style makes every reasonable effort to operate tours as advertised.

However, itineraries, departure times, destinations, attractions and accommodation arrangements may be subject to change due to weather conditions, road closures, venue availability, safety considerations or other circumstances beyond our reasonable control.

Where changes are necessary, **Getaways in Style** will endeavour to provide suitable alternative arrangements wherever reasonably possible.

Passengers will be advised of significant changes as soon as practicable. Where a significant change materially affects the tour, passengers will be advised of their available options, including any refund or alternative arrangements to which they are entitled under Australian Consumer Law.

5. Passenger Responsibilities

Passengers travelling with **Getaways in Style** are expected to:

- Arrive at designated pickup points at the advised times.
- Follow reasonable instructions provided by the Tour Coordinator, driver or other authorised **Getaways in Style** personnel.
- Treat fellow passengers, staff, accommodation providers and venue personnel with courtesy and respect.
- Advise **Getaways in Style** of any mobility, accessibility or special assistance requirements before departure.
- Take responsibility for their personal belongings, medications and individual purchases.
- Comply with all applicable safety requirements, including the wearing of seatbelts where fitted.
- Behave in a manner that does not compromise the safety, comfort or enjoyment of other passengers.

Accessibility and Individual Needs

Every reasonable effort will be made to accommodate individual accessibility needs, subject to vehicle suitability, available facilities and safety requirements.

Getaways in Style reserves the right to refuse travel or take reasonable action where a passenger's behaviour presents a genuine safety risk or seriously disrupts the tour, subject to applicable laws and passenger rights.



6. General Conditions

Getaways in Style is committed to providing safe, enjoyable and professionally organised tours for all passengers.

- Personal expenses: Unless specifically included in the advertised tour price, meals, refreshments, admission fees, shopping and other personal expenses remain the responsibility of the passenger.
- Travel insurance: Passengers are encouraged to consider appropriate travel insurance, particularly for overnight getaways.
- Health and wellbeing: Passengers are responsible for considering their ability to participate in their chosen tour, taking into account any assistance or accessibility arrangements agreed upon beforehand.
- Personal belongings: Passengers are encouraged to take reasonable care of their belongings. Any liability for loss or damage will be determined in accordance with applicable law.
- Tour information: Passengers are responsible for reading the itinerary, booking conditions and any important information supplied before departure.
- Insurance and compliance: **Getaways in Style** maintains appropriate insurance and operates in accordance with applicable transport and safety requirements.
- Consumer rights: Nothing in these terms excludes, restricts or modifies any rights or remedies available under Australian Consumer Law.

