

OUR TERMS & CONDITIONS

- Cancellations or Tour Changes (i.e. date, time, origin or destination) are permitted if requested by clients at least 7 days prior to the tours scheduled departure time.
- Cancellations can only be made via phone.
- A cancellation within the following timeframes will incur charges as follows:
 - 30 days will incur a fee of AUD \$30 per Guest.
 - 14 days will incur a fee of NZD/AUD \$80 per Guest.
 - 7 days will incur a fee of NZD/AUD \$150 per Guest.
 - 24 hours 30 days will incur a fee 100% of tour cost.
 - When cancelling tours any balance will be credited back to you as soon as possible.
- This fare is non-refundable, non-transferable and name changes are not permitted.
- This fare is only applicable origin to destination and no en route stopovers are permitted.
- Tom's Tours reserve the right to cancel tours, amend fares, itineraries and days of operation. At times it may be necessary to provide alternative transport and take alternative routes.
- No refund will be given in the event of any delay, curtailment or alteration of a tour for any reason including weather, road conditions or mechanical failure.
- Tom's Tours reserves the right to make amendments to the itinerary as required dependent on events, weather and road conditions.
- Tom's Tours do not accept liability for loss or damage of baggage, sickness or injury, or additional expenses caused by factors beyond the control of the company.
- Tom's Tours will not be liable or responsible for any illness, injury, damage, loss of luggage or personal items during participation on our tour or its related adventure/activity procedure.
- Please keep luggage to a minimum, Tom's Tours recommends just an overnight bag to bring on the tour.
- Tom's Tours highly recommends that all travelers have appropriate travel insurance.
- Please note smoking and alcohol are prohibited on the bus.

CHANGING YOUR BOOKING

Please contact our Toms Tours Guest Contact Centre on 1800 618 876 (Free call), or email info@tomstours.com.au regarding changes to your travel plans.

If you have created your booking with one of our friendly Guest Contact Centre staff or industry partners i.e. a travel agent, please contact our Guest Contact Centre on 1800 618 876 (Free call), regarding changes to your travel plans. You will need to provide your name and Reservation Number to make any changes to your booking. Your Reservation Number is confidential and should only be given to Toms Tours staff or your travel agent.