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Business Service Provider: 410348
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TERMS AND CONDITIONS

DATED: MARCH 2020

Cancellation for Shared tours –

Cancellation more than 7 days of tour - HVTours offers you a 70% refund minus 15% booking fee, administration and handling fees

Cancellation less than 7 days cancellation - No refund will be given

Cancellation of last-minute bookings - No refund is given

Cancellation for Private Wine Tours –

Cancellation 20+ days from tour date - HVTours offers you a full refund minus 15% booking fee, administration and handling fees

Cancellation less than 20+ days from tour date - A 50% refund plus 15% booking fees, administration and handling fees

Cancellation less than 7 days from tour date - No refund will be offered

Bookings are secured with a deposit of 15% at the time of booking.

HVTours cancelling your tour –

HVTours will endeavour to provide you an alternative booking tour voucher unless the cancellation is an event of abuse, not adhering to instructions, directions or advice given, damage, harm or violence to others caused by you or one of your party than no alternate options will be given and your tour cancelled.

HVTours is not to be held responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or – the act(s) and/or omission(s) of a third party not connected with the provision of your tour and which were unforeseeable or unavoidable or any event where we or the supplier of the service(s) could not, even with all due care, foresee or avoid. Such events may include war or threat of war, pandemic, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

COVID-19: As this is an evolving pandemic - our conditions of participation and delivery of service/s can be updated without notice. Customers are required to adhere to these policies without exception

When you book with us, the person who makes the booking will be liable for the non-payment of any fees or payment of all damage caused to our vehicles and property or any hire vehicles and equipment by any member of

their party. Damage includes vomiting on the bus with a \$300 cleaning fee charge. We reserve the right to report bad debts to independent credit data agencies

HVTours will take reasonable care accommodating passengers traveling with a disability, injury, food allergies and other conditions and situations that may impact or interfere with the activity. We encourage customers to contact us directly (in writing or via telephone) at least a week preferable more than a week before the tour date with any special requests.

We expect all passengers to have consideration for other passengers and people. If in our reasonable opinion or in the reasonable opinion of any other person in an authority position, you or any member of your party behaves in such a way as to cause or be likely to cause danger, harm or distress to any third party or damage to property, we are entitled, without notice to terminate the tour and insist your removal from the tour. HVTours has no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not refund or pay any expenses or costs incurred as a result of the termination.

HVTours ensures all staff and sub-contract providers are licensed and hold NSW Drivers Authority issued by the NSW Department of Transport.

All drivers drive in a safe manner and do not place passengers at risk of harm.

We may provide the Services to you using our employees, contractors and or third-party providers

While we attempt to accommodate requests for particular vehicles wherever possible, our buses are allocated based on operational need and we cannot guarantee that a particular vehicle will be used for your group

Lost Property inquiries and collections can be made during office hours on 0456 737 888 or info@hvtours.com.au
All lost property is held for a period of three months (except for perishables) and then either disposed of or send to local charities.

Every effort is made to return lost property to its rightful owner however Hunter Valley Tours do not accept responsibility for the return of lost property.

Publicity and image use rights—all photos taken by the company during a tour or hire are and will remain the property of HVTours. Photographs may be used for advertising, social media or other publicity and medias.

Julie Newman
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