

July 2024

# Cruise Ship Terms & Conditions

## **TOUR INFORMATION**

Each tour has a specific route to follow with venues pre-selected and paid for. Checking the description of the tour before you book is important as changes are not permitted unless the consent of the driver/guide on the day and notification to the venues pre-booked

Tasting fees, lunch, entry to wineries and venues is included.

Not Suitable for people under 18 years of age. Not suitable for pregnant people. Not suitable for animals (service animals excepted)

You will be normally contacted before your tour with your pickup time and location to meet the tour bus. If you do not get this call, text or email please call the main phone number +61 456737888, you can use Whatsapp. Cruise docking grounds have specific areas for tour buses to park. Look for the tour bus and driver with a HV Tours purple board

Your tour pickup will be usually between 8.00 and 9.00 am for your day tour. Return time is between 4 and 4.30pm that day.

There may be other people to board on shared tours, we ask for your patience until all people are aboard. We would like you to be ready to board the bus on disembarkment.

Please do not bring any excessive luggage as this may not fit in the tour bus as luggage space has not been allocated.

Bring your own water, non-alcoholic refreshments or food. Most tour buses have an onboard small fridge or esky (cooler)

## **DRESS CODE ON THE DAY**

Clothing - please wear clothing suitable to the weather on the day and for getting on and off a tour bus throughout the day. Tours are conducted in all weather.

Footwear - please wear closed in footwear. You could possibly be walking on uneven/wet/dusty ground and for safety reasons we strongly encourage and recommend closed in footwear

## **ACCESSIBILITY AND MOBILITY AIDS**

With notice been given, there is a tour bus with a hydraulic lifter at the back which is and can be used to lift a wheelchair or walker user into the tour bus. For safety all wheelchair users and walkers placed in the tour bus must be properly restrained and seat belt used if required. HV Tours can accommodate 1 x wheelchair user per vehicle

### **DRINKING OF ALCOHOL INSIDE THE TOUR BUS**

Is prohibited. This includes any alcohol drinks you may purchase whilst on tour with us. We do not allow eskys or any open vessels of alcohol onboard the tour bus. If you breach this and are found consuming or with an open vessel of alcohol in the tour bus, we have the right to ask you to leave the tour immediately and no refund will be given. HV Tours does not have an Australian 'party bus' accreditation.

### **IF YOU ARE UNWELL, HAVE A TEMPERATURE DO NOT ATTEND THIS DAY TOUR**

The tour bus is not able to return you to the cruise ship if you become unwell during the tour. It is best if you do not feel the best and think you may be unwell to not attend the activity.

### **SEAT BELTS MUST BE WORN**

#### **REFUND - Specific to tour**

If the cruise ship does not dock at Newcastle Harbour and you are not able to participate in this day tour then a full refund of the day tour money will be provided minus the booking fee, credit card fee and any agent fee's paid when you made the booking.

There is no refund if you miss the tour because of not being at the correct location, at the correct departure time, if you slept in, held up in traffic, if you are asked to leave the tour at any stage because of your behaviour towards others or the damage to property.

There is no refund if you change your mind. Please make sure you are committed to attend this tour.

There is no refund if you are unwell and go on the day tour and become worse or become unwell during the day tour.

Be aware the tour bus cannot return you to the Newcastle cruise ship dock during the day tour if you become unwell or were unwell to commence the day. If you become unwell you may be required to remain in the tour bus for the length of the day tour or pay for an uber or taxi back to the cruise ships at your own cost.