

Hunter Valley Tours - A Unique Valley Experience

Postal: Box 132, Cessnock NSW 2325

Email: info@hvtours.com.au

Web: www.hvtours.com.au

Ph: 0456737888



HV Tours

Terms and Conditions

Effective January 2026

By booking with HV Tours, you agree to these Terms.

1. Bookings

Online bookings are confirmed immediately.

Phone bookings are confirmed once the deposit is received.

All deposits are non-refundable. We ask you to be sure of booking before paying deposit

Full payment must be received before tour commencement unless otherwise agreed in writing.

Third-party booking and payment fees are not retained by HV Tours and are non-refundable.

2. Security Bond (Private Tours)

A \$300 bond may be required. Credit card or bank transfer prepayment may be asked

Refunded the next working day if no damage or excessive cleaning is required. Cleaning and repair costs will be deducted where applicable.

3. Customer Cancellations

No show: No refund.

Participant withdrawal: No refund. Ticket may be transferred.

Less than 48 hours' notice: No refund. Date change at our discretion.

3+ days' notice: Refund (less fees), credit (6 months), or transfer (6 months).

Removal due to illness or behaviour: No refund.

Government closure or mandated restrictions: Refund (less fees) or transfer within 12 months.

4. Cancellation by HV Tours

We may cancel due to insufficient numbers, safety concerns, vehicle issues, staff illness, government restrictions, or unforeseen events.

You will be offered:

Alternative date, or Credit, or Refund.

Your rights under Australian Consumer Law apply.

5. Conduct

Passengers must behave safely and respectfully.

We may remove any person without refund if behaviour is unsafe, abusive, disruptive, unlawful, or causes damage.

If removed, you are responsible for your own return transport and expenses.

Appropriate clothing must be worn.

6. Alcohol on Vehicles

Alcohol consumption on vehicles is strictly prohibited, including alcohol purchased during the tour.

Open containers and eskies are not permitted.

Breach will result in removal without refund.

7. Damage

Passengers are responsible for all damage and excessive cleaning, including vomiting.

\$500 charge for vomit in the vehicle

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Costs are payable on demand and may be recovered in accordance with Australian law.

8. Liability

Nothing excludes rights under Australian Consumer Law.

To the extent permitted by law, HV Tours is not liable for loss or damage arising from:

Third parties,

Events beyond our control,

Passenger conduct.

Where liability cannot be excluded, it is limited to resupply of the service or the cost of resupply.

9. Operations

Vehicle allocation is at our discretion.

We may engage subcontractors.

All drivers hold appropriate NSW licences and authorities.

10. Lost Property

Items are held for one (1) month (excluding perishables) and may then be disposed of or donated.

We are not liable for lost property.