

Terms and Conditions Chinta Tours

Please note.....

Climate:

Australia is by nature a warm and friendly place. Expect high temperatures during the Australian summer (November to March) but be prepared for lower temperatures at night and during the Australian winter (May to August). Conditions can change quickly.

Wildlife:

To see wildlife in their natural habitat (in the wild) is not guaranteed.

Luggage:

Space is limited so please keep luggage to a maximum of 15kgs in a soft sided bag, with a small day pack for easy access to camera, hat, sunblock, fly net, etc. The majority of travel is by light aircraft, which by law has a limit on the amount of weight that can be carried. Excess baggage can be stored securely or (for a one way trip) can be shipped onto to the hotel at the final destination. Any storage costs or shipping costs will be at the clients expense.

Fuel surcharge:

Due to rapidly fluctuating fuel prices, a fuel surcharge may be advised at the time of confirmation of tour.

Conditions of Travel:

Chinta Tours will make every effort to safeguard clients traveling with Chinta Tours. Due to this fact, and for factors including weather, operational requirements or other factors beyond our control (force majeure), tours may be cancelled or varied at the absolute discretion of Chinta Tours. Should Chinta Tours cancel a tour, related to the above reasons, the client will receive a refund of whatever percentage of payments the client has already made to Chinta Tours.

Chinta Tours cannot guarantee pick up or drop off times, and are not liable for passenger failure to connect with other services. Chinta Tours accepts no responsibility for loss or damage to personal belongings or baggage.

Chinta Tours accept no responsibility for personal injury or loss due to events that are beyond our control. Passengers should note that adventure travel involves a higher than normal risk. Clients must advise Chinta Tours in writing at the time of booking of any special requests (such as dietary requirements) and of any medical conditions that may affect the clients ability to participate in a tour.

Clients are advised that medical services and facilities may not be readily available during a tour, and no medically qualified personnel will accompany a tour.

Deposit/Booking/Cancellation policy:

We require a deposit of 15% of the total to be paid at the time of confirmation.

We require payment in full 30 days prior to travel. In the event of passenger cancellation, the following fees will apply:

30 days to 7 days prior to travel: 25% of the total booking will be forfeit.
7 days to 24 hours prior to travel: 50% of the total booking will be forfeit.
Less than 24 hours prior to travel: No refund.

No refunds can or will be given in connection with:

Itineraries amended after departure.

Client failure to appear for any accommodation, service, sightseeing, trip segment, leaving the tour after commencement, or missing any scheduled activity, sightseeing or accommodation.

Clients who amend an itinerary after the commencement of a tour are advised that any changes will attract fees that must be paid within 24 hours of the request being confirmed.

Insurance:

Travel insurance is NOT included. We recommend strongly that passengers have their own travel insurance against illness, injury, loss/damage to personal belongings and not being able to travel on the confirmed departure date.

In case of any dispute, Australian law is applicable.