

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.

Travelling conditions in the Far North of Australia – in the regions known as the Kimberley, the Top End of the Northern Territory, and the Far North of Queensland - may change with little notice during the Wet Season (November to March). Weather conditions may include humid weather, tropical thunderstorms and monsoonal rain.

Wildlife:

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

Children:

Chinta Air Tours are not recommended for children under the age of 4. All children aged under 18 years must be accompanied by an adult. Children aged between 4 and 18 do not receive a discount.

Important Information - Conditions of Travel:

Services:

Chinta Tours are an air charter operator and a travel agent in Australia. The client engages Chinta Tours to select ground tour operators and accommodation suppliers to supply tours, transfers, meals and accommodation in accordance with published itineraries or in accordance with written instructions by the client.

Chinta Tours cannot guarantee arrival and departure 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.

Passengers/Luggage:

Aircraft in Australia must comply with Civil Aviation Safety Regulations, which determine the total amount of weight (including crew, passengers, luggage and fuel) that can be carried.

We ask to be advised at the time of booking of passenger names, ages, weights and any medical or dietary concerns.

Passengers are restricted to one piece of soft sided luggage – luggage weights can vary depending on the number and weight of passengers. Items for use during the day - sunscreen, camera, warmer clothing - can be packed in a small day pack, with a maximum weight of 5kgs.

As space is also limited, we prefer luggage to be packed in soft-sided bags that are a maximum of 70cms x 40cms x 25cms (25 inches x 15 inches x 10 inches) in size.

Under Australian Civil Aviation Safety regulations, the pilot in command of the aircraft has the right to refuse to carry drunk or disruptive passengers who may threaten the safe operation of the flight. The pilot in command of the aircraft has the right to refuse to carry baggage which may overload the aircraft.

Any excess baggage that cannot be fitted into the aircraft due to size or weight restrictions will be shipped to the final destination of the tour at the clients expense.

We regret to advise that Chinta Air Tours cannot store excess baggage.

Payments, Refunds and Cancellations:

Chinta Tours requires a deposit of 15% of the total to be paid at the time of confirmation. Chinta Tours requires payment in full 30 days prior to travel. In the event of client cancellation, the following fees will apply:

30 days to 7 days prior to travel: 25% of the total booking will not be refunded.

7 days to 24 hours prior to travel: 50% of the total booking will not be refunded.

Less than 24 hours prior to travel: No refund.

Please note: Some properties included in these tours have separate terms and conditions that do not provide a refund for any bookings cancelled in the 30 days prior to arrival. These properties will be highlighted when the itinerary is confirmed.

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 cancelling any part of a tour at the time of departure.

Clients disappointment or loss of enjoyment due to adverse weather conditions or lack of wildlife sightings.

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

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.

If a tour is affected by a Force Majeure Event, Chinta Air Tours shall notify the client as soon as reasonably practical of the nature and extent thereof.

In relation to a Force Majeure event, once Chinta Tours has investigated the situation, it shall remain at Chinta Tours discretion whether or not the tour shall proceed. If, after having made all reasonable and proper enquiries, Chinta Tours is of the opinion that the tour may proceed, but the client does not wish to proceed, Chinta Tours' standard cancellation policy will apply.

Chinta Tours use both single and twin engine aircraft. Preference for a twin engine aircraft must be advised at the time of booking. Aircraft used by Chinta Tours do not contain toilets.

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 who have any cause for complaint while traveling must immediately notify Chinta Tours or their representative of their concerns to allow Chinta Tours the opportunity to rectify the situation.

Medical Conditions:

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.

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.

Chinta Air Tours – the Outback Aviation Specialists