



TOUR TERMS AND CONDITIONS

ITINERARIES

Itineraries are correct at the time of publishing and may differ slightly to those featured on our Website, Rezdy booking site or other third party. Occasionally our itineraries change as we make improvements based on comments from past travellers and our own research. We will try to update these changes with our partners as soon as practical. If we are unable to offer a product, service or activity detailed in our itinerary, a suitable alternative will be offered where possible.

Itineraries may vary and/or attractions be substituted for any cause including seasonal conditions, weather extremes, illness, breakdown and natural disasters.

OPTIONAL ACTIVITIES

All optional activities listed must be paid direct to the operator and are subject to seasonal conditions, operator availability and time constraints and are not guaranteed.

PRICES

Pricing is valid for travel on tour dates as outlined on our tour pages. Rates are quoted in AUD inclusive of GST and are correct at time of publication. Prices can be subject to change at the discretion of Coorong Wildside Tours.

PAYMENT POLICY

- All bookings are handled by our booking partner Rezdy
- Terms and Conditions of Rezdy override our standard T&C's where they differ



CANCELLATION POLICY

Cancellation by the Traveller

A strict cancellation fees policy applies. Once a booking is made the following cancellation fees will apply:

- Greater than 14 days prior to designated tour time no cancellation fee applies.
- Between 14 and 2 days prior to designated tour time 10% cancellation fee applies.
- Within 48 hours of designated tour time 25% cancellation fee applies.

Tour departure time is the one advertised or advised prior to tour date.

No refunds will be made if you fail to join a tour on the day, join after departure, or leave prior to conclusion.

We are not responsible for fees which may be levied by accommodation providers, travel agents or third-party tour and transport operators with whom you have made private arrangements.

Please note: Tour partner and accommodation provider cancellation fees may vary from the above and are subject to change at any time. These are available on request from our Reservations Team.

Cancellation by Us

We may cancel a tour 2 days before departure if minimum numbers are not reached. If a tour is cancelled due to minimum passenger numbers not being reached, passengers will be offered an alternate tour option or tour date or be provided with a full refund.

We may cancel a tour at any time prior to departure if, due to terrorism, natural disasters, political instability, or other external events it is not viable for us to operate the planned itinerary. If we cancel your tour, you can transfer amounts paid to an alternate departure date or receive a full refund.

In circumstances where the cancellation is due to external events outside our reasonable control refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred because of your booking.



CONDITIONS OF TRAVEL

Coorong Wild Seafood Tours reserves the right to alter the location or itinerary of any of its tours to those advertised if necessary. No refunds will be given in these circumstances or in the event of any delay or alteration of a trip resulting from any cause including severe weather conditions or mechanical failure. Components of trips are weather dependant and Coorong Wild Seafood Tours cannot be held liable if trip components are not available on the day of travel. We will offer an alternative tour or component as described in cancellation policy. We accept no responsibility for loss or damage to personal belongings or baggage.

LIABILITY

Whilst we make every effort to safeguard our passengers, Coorong Wild Seafood Tours cannot be held liable for any damage, injury or loss of any kind caused the passenger. Passengers should note that nature-based travel involves a higher than normal risk and participation in an induction session will be required by all participants before departure. Coorong Wild Tours also assumes no responsibility for any act of negligence, act or omission whatsoever by any company whose services are used as part of packages provided, including but not limited to activity and accommodation providers.

MINIMUM PASSENGER NUMBERS

Some of our tours require a minimum number of passengers to operate. Minimum passenger numbers differ between tours and are subject to change at any time. In circumstances where minimum numbers are not reached, an alternative may be offered. If a tour is cancelled due to minimum passenger numbers not being reached, passengers will be offered an alternate tour option or be provided with a full refund.

TRAVEL INSURANCE

Coorong Wild Seafood Tours strongly recommends that passengers have their own insurance that covers against illness, injury, loss/damage to personal belongings and not being able to travel on the confirmed date.

CHILD POLICY/AGE RESTRICTIONS

Children under 5 years of age are not recommended to travel on any tour. Individual requests may be considered on a case by case basis by Coorong Wild Seafood Tours. Children aged 5-14 years receive a discount on some tours. Participants 15 years and older pay full adult fare.



FITNESS & PARTICIPATION

Our tours are active and most require a reasonable level of mobility. Few locations we visit have wheelchair access.

NOTE: Some tours are conducted in areas with limited accessibility with only basic facilities. If you have any doubts about the suitability for a tour please check with Coorong Wild Seafood Tour management, as we reserve the right to assess suitability to participate.

MEALS

Our emphasis is on fresh food wherever possible and our meals are nutritious and varied. We cater for vegetarian and gluten intolerance – please advise at time of booking.

PERSONAL EFFECTS

Personal effects must be kept to a minimum in a backpack or soft waterproof bag with easy access to camera, sun block, hat etc.

Weather and conditions can be variable. Wear comfortable closed in shoes. Dress in layers and bring warm clothing. Spare socks and a towel for water-based activities is also advisable.

SMOKING

- No visitors are to smoke around exposed fish, within the buildings, chillers /freezers, boats and vehicles.
- No smoking around fuel containers or flammable material.
- When smoking, a distance of 3 metres should be maintained from all doorways, cool rooms, and boats to remove possibility of smoke entering chillers and enclosed spaces.
- No smoking inside the operators shack or residence
- The Tour guide will direct you to areas designated outside the building where people are permitted to smoke, and a butt bin will be provided.



DRINKING

Alcohol may be served as part of our tour catering. Quantities of alcohol will be limited, and the liquor license will not enable you to bring your own alcohol.

Responsible service of alcohol rules will apply.

BEHAVIOUR

Coorong Wild Tours may refuse to carry a person whose behaviour is detrimental to the enjoyment of the group. By travelling with Coorong Wild Tours, you agree to accept the authority of the guide and accept their decisions. Staff members are entitled to a safe working environment and our passengers to a great experience. Any threats to safety, being physical or verbal, or inappropriate behaviour may result in removal from the trip. If a guide requires a passenger to leave the trip, no refunds will be given.