



The Provenance Express 2020

BOOKING CONDITIONS:

The following Terms and Conditions constitute an agreement between you and Silver Compass Tours as the principal organiser of The Provenance Express. By booking this package you will be deemed to have accepted and agree to be bound by the terms and conditions of this agreement. Therefore, please read the following conditions carefully.

Package/Trip Organiser

Silver Compass Tours (SCT) is the organiser of The Provenance Express tour package. As part of the offer, SCT has engaged third party suppliers to fulfill certain aspects of its packages e.g. NSW Trains for their train, Apple City Bus for coach services and Mercure Hotel for accommodation. In doing so SCT and therefore you, may be bound to their terms and conditions in part or in whole. SCT has made every reasonable attempt to ensure that these terms and conditions are outlined or referenced but makes no claim as to their entirety. SCT reserves the right to amend or cancel the package/s at any time for whatsoever reason.

NSW Trains Conditions of Carriage

By booking The Provenance Express package you accept NSW Trains conditions of carriage. Please note that while every effort will be made to ensure your transfer to Orange is via the XPT train service on NSW Trainlink, in the case of cancellation of the train service on the day due to emergency track work or rolling stock issues, a coach service will be supplied instead. This will be advised with 24 hours notice of the event by NSW Trains, and the event organiser SCT will in turn notify guests.

Please note that NO REFUNDS will be given for the substitution of a coach service for the advertised rail service in this instance. There are also no pensioner discounts available, as we are required to secure the entire private carriage at Adult fare. The full terms and conditions may be obtained from the NSW Trains website at www.nswtrainlink.info

Bookings & Payments Conditions

Payment for The Provenance Express packages may be made using the online booking process via the www.silvercompass tours.com.au website and www.rezdy.com websites. Packages are quoted in Australian Dollars inclusive of Commonwealth Government Goods and Services Tax (GST), and apply from 25 April 2019 to 30 March 2020. Packages and prices are subject to change without notice.

The package price is an all-inclusive price with many components of the package already subsidised or discounted. In addition, to secure a private carriage on NSW Trains, we are obliged to purchase all seats at the adult price per ticket. As such, there are NO CONCESSIONS for seniors or pensioners.

Travel Insurance

We strongly recommend you secure Travel Insurance and Medical Insurance (if required) prior to booking your Experience Package with us. Travel Insurance will cover you for unforeseen circumstances in which you may need to cancel.

Fitness for Travel

Before making a reservation, you must advise SCT if you are ill, injured or have a medical condition which may make it unsafe for you or other guests travelling with third party operators.

Cancellation Fees & Refunds

If due to unforeseen circumstances you are unable to join us and need to cancel your booking, we require written notice of AT LEAST 30 DAYS prior to your tour package commencing to provide you with a full refund.

- For cancellations received with less than 30 days but more than 7 days prior to the tour commencement date, you will be charged a 25% fee on total cost of tour package as we are subject to third-party supplier arrangements.
- Cancellations received within 7 days of the tour commencement date are subject to 100% of cost being non-refundable, unless a replacement from our waiting list can be sourced. In the case of replacement, you will be subject to just a 25% non-refundable fee. All claims for refunds will be subject to a minimum processing fee of \$50.

PLEASE NOTE CAREFULLY: no refunds will be payable in connection with airline or train delays, unused services, or other acts beyond the control of Silver Compass Tours. All notifications of cancellation must be received in writing by email to [kelly\[at\]silvercompass tours.com.au](mailto:kelly[at]silvercompass tours.com.au)

Itinerary & Booking Amendments

It is important to note that there may be changes or alterations from time to time to tour itineraries or bookings that are out of our control due to third party supplier issues, or due to events beyond our control. However, we will at all times endeavour to inform you in advance as soon as we are made aware of any issues. If it is a material change, we will at all times try to ensure you have a suitable alternative available.

From time to time, itinerary activities or Hosted Travel Experiences may be altered or cancelled for reasons out of our control. We reserve the right to cancel, change or substitute any Hosted Travel Experience at any time due to external or third-party supplier issues that may arise. If you do not want to accept the alternative Hosted Travel Experience for any reason, we will offer you a refund in accordance with Australian Consumer Law requirements.

Availability

We keep a waitlist for interested guests to join a tour that has been oversubscribed. In the event of any cancellations, guests on the waitlist (in order of the request being received) will be notified of the opportunity to join the tour.

Minimum Numbers

The Provenance Express hosted travel experience package requires a minimum of twenty (20) Tour Participants per Tour to operate. Silver Compass Tours reserves the right to cancel any Hosted Travel Experience in the event of minimum numbers (20 Tour Participants) not being reached.

Silver Compass Tours additionally reserves the right to vary minimum numbers above or below the standard twenty (20) Tour Participants – these variations may be considered on a case by case basis and additional fees may apply.

Departure and Arrival Times

In the interest of on-time departure, every passenger must be checked in and be ready for boarding 30 minutes prior to departure. SCT cannot guarantee the departure or arrival times of its third-party operator or any of its services. SCT is not liable for any delay, including without limitation, any failure to meet with connections or other services.

Luggage

Guests must abide by NSW Trains Train and Coach Services luggage limitations: refer to luggage section of the NSW Trains website at www.nswtrainlink.info

Accommodation

All rooms are subject to availability. Standard room options apply; queen sized bed or twin share. Alternative hotels of similar standard to those outlined in the package within the itineraries may be used without notice. The 'star rating' system for hotels is provided as an indication only and is subject to change without notice. Hotel room photographs may not be specific to the actual room occupied.

Dietary Requests

Vegetarians can easily be catered for as part of the set menus being offered at each of our venues as part of our travel package, however please note that for gluten-free, vegan or other dietary requirements asking for special meals there will be a 10% surcharge on basic package cost. Genuine allergies are happily catered for, please contact Kelly on mobile: 0437 091 503 if you have any questions regarding dietary requests or email kellysilvercompassstours.com.au

Touring

SCT does not own, operate or control third party suppliers of services (e.g. airlines, hotels/accommodation, transportation companies, restaurants, hire car operators, etc.) To the extent permitted by the Commonwealth of Australia and its States laws, SCT is not responsible for any loss, accident, delay or irregularity whatsoever resulting from a third-party supplier's acts or omissions. The travel services provided by these suppliers are subject to the conditions imposed by the suppliers and their liability may be limited by their tariffs, conditions of carriage, and agreements.

Travelling Together With Integrity & Respect

This is a group tour made up of wonderful individuals. You may be travelling on your own, with a friend, or with a small group within our tour group, and we would encourage you to say hello and get to know your fellow travellers to really get the most out of your experience of travelling together through the Orange wine region over the tour. You'll leave with new friends, we're sure of it!

We would also like to take this opportunity to request your consideration of your tour hosts as individual human beings too. While we respect everyone on our tours as an individual and will do our utmost to accommodate you to ensure you have an enjoyable time with us, please remember that respect is a two-way street. Your Silver Compass Tours hosts and guides are your friends, trusted companions and local experts. We expect to be treated with the same civility, kindness and genuine warmth that we offer to you to ensure that we ALL have an incredible and fulfilling travel experience together.

It may also be helpful to remember that a group itinerary is designed to appeal to everyone on the tour. If you would prefer an experience that is tailored especially to your tastes and interests, you might like to arrange a private tour instead. We would be more than happy to design a private and unique experience just for you and/or your small group, contact [kelly\[at\]silvercompassstours.com.au](mailto:kelly[at]silvercompassstours.com.au) for more details.