



## Roaring Days Food & Wine Trail Terms and Conditions

### BOOKING CONDITIONS:

The following Terms and Conditions constitute an agreement between you and Silver Compass Tours as the principal organiser of 'The Roaring Days Food & Wine Trail' packaged tours. By booking any of these packages 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 Roaring Days' tour packages. 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 Oriana 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 Roaring Days 'Bushranger's Bullet Train' 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](http://www.nswtrainlink.info)

### Bookings & Payments Conditions

Payment for 'The Roaring Days' packages may be made using the online booking process via the [www.silvercompassstours.com.au](http://www.silvercompassstours.com.au) website and [www.rezdy.com](http://www.rezdy.com) websites. Packages are quoted in Australian Dollars inclusive of Commonwealth Government Goods and Services Tax (GST), and apply from 19 February 2019 to 10 June 2019. 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. These tour packages are also not suitable for anyone under the age of 18.

## **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.

## **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\[at\]silvercompassstours.com.au](mailto:kelly[at]silvercompassstours.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 Roaring Days 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.

For all self-drive and accommodation guests, you are asked to arrive at the tour hotel at least one (1) hour prior to tour commencement to facilitate check-in. Self-drive guests with own accommodation arrangements are asked to arrive at the tour hotel 30 minutes prior to tour commencement.

## **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](http://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 [kelly@silvercompass tours.com.au](mailto:kelly@silvercompass tours.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**

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.