

APPLICATION:

All bookings made with Peters Coaches are made according to these terms and conditions.

TRAVEL MANAGEMENT:

Each booking is conditional on Peters Coaches securing the minimum number of passengers to operate both day and extended tours. Where this number is not achieved, Peters Coaches reserves the right to cancel a scheduled trip. In certain cases the tour may be offered at a later date.

PRICING:

All prices are in Australian dollars and include tour administration costs, operation expenses and GST (where applicable). Prices include all coach travel, airport transfers (where applicable), other means of travel costs, meals (where applicable), accommodation, sightseeing, admission, and may also include airfares where relevant. Not included are meals not identified in the itinerary, optional activities, personal expenses or drinks. Tour activities and attractions (both included and optional), are subject to availability and/or seasonal factors. Any changes in attraction, accommodation, airfares, travel by other means costs and/or fuel costs advised after we advertise a tour will incur a variation in price to the customer.

VEHICLE ALLOCATION:

Peters Coaches reserves the right to supply a coach suitable for the numbers of passengers on the tour. We endeavour to utilise our own vehicles and drivers at all times, however, in the event of circumstances beyond our control we reserve the right to make alternative travel arrangements.

ITINERARY CHANGES:

Where possible all tours will go ahead as advertised. However, Peters Coaches reserves the right to alter or change the accommodation, providers and carriers at any time for any reason. We also reserve the right to cancel or alter our itineraries at any time without notice due to unforeseen circumstances. These could include, (but not be limited to) road conditions, inclement weather, insufficient numbers, supplier or carrier non-conformances, operational requirements or non-availability of venues or attractions. Peters Coaches is not the provider of third party tours, accommodation, meals, attractions and travel by other means, and operates in good faith on the information provided by these third parties suppliers. As such, Peters Coaches accepts no responsibility for accuracy of information provided by third parties. ALL alterations or substitutions will be made with the best interests and intentions of all passengers. Wherever possible, we will advise passengers of these changes.

SEAT RESERVATION:

We do not guarantee seats unless full payment has been received. Seating on the coaches is not reserved unless there are medical conditions that require access to certain seats.

PICK UP LOCATIONS:

Pickup points will be advertised as part of the tour requirements, and due to tour timings will not normally be changed. Please advise office staff of your preferred pick up location at the time of booking. We may be able to pick up at retirement resorts upon request, but this is dependent on numbers and travel timings. All passengers are required to be at their point of pickup ten minutes prior to the prescribed departure time.

SPECIAL CONDITIONS:

Peters Coaches encourages passengers with disabilities or special needs to travel with them as part of our 'Travel for All' policy. All Special Needs requirements are to be declared at the time of booking, and Peters Coaches would encourage travellers to organise their own travelling companion to assist with these special needs. Extended touring with wheelchairs may not be suitable due to operational limitations, however, we encourage people to enquire so we can identify and possibly assist in supporting the needs. Peters Coaches reserves the right to refuse travel, or suspend travel where it is the opinion of the company that the special needs person is not able to care for themselves during the tour, has become too disruptive to other travellers or has become a hazard to the operation of the vehicle. Peters Coaches take all due care to assist with these travel arrangements, but takes no responsibility for any additional costs where the traveller is precluded from completing the journey.

DIETARY REQUIREMENTS:

Passengers are required to inform Peters Coaches of any special dietary requirements at the time of booking. When travelling, passengers should re-confirm these requirements with the driver who will check at each location. Because meals are provided through third parties, all care will be taken to inform them of the special requirements, but Peters Coaches cannot guarantee these will be met.

FITNESS TO TRAVEL:

As part of Peters Coaches ongoing commitment to delivering safe and enjoyable travel experiences, we encourage passengers to ensure they are fit to undertake the activities and travel outlined in our tour itineraries. Passengers who take regular medication should ensure they carry enough to cover their daily requirements for the duration of the tour. Passengers should also be aware of the heat stress and high temperatures

experienced during extended outback travel.

Some tour components may require long periods of walking, varying in degree of difficulty. If unsure passengers should enquire with Peters Coaches staff at the time of booking.

Where a passenger is unsure of their fitness to travel, they should consult a doctor for advice prior to booking travel.

DEPOSITS AND FINAL PAYMENTS:

DAY TOURS:

Full Payment for Day Tours is required no later than 14 days prior to the travel date. Payment is not permitted on board the coach, with the exception of Club Days.

EXTENDED TOURS :

A non-refundable/non-transferable deposit is required within 7 days of booking to confirm your seat on the tour. As stated in the itinerary below each tour. Final payment is due no later than 30 days prior to departure, unless otherwise stated.

For booking less than 30 days from date of departure, full payment is required within 48 hours for confirmation.

Final payment on overseas tours is due 2 months prior to departure, unless otherwise stated.

THEATRE, CONCERT AND EVENT TICKETS:

Full payment is required upon booking for all theatre, concert or event tickets to secure your seat. All tickets will be handed out on the day of the departure to the event when boarding the coach.

AIRPORT SHUTTLE SERVICE:

Full payment is required upon booking. If cancellation occurs more than 6 days prior to departure, your money will remain in credit which is valid for 6 months from the date of original ticket. If cancellation occurs within 6 days of departure, this will result in loss of monies. No refunds are given due to the time taken in preparing your reservation. Changes to your travel date can be made no less than 24 hours prior to your departure time and will incur a \$3 admin fee. Please be at your pick up point 5 minutes prior to departure time for outbound bookings to avoid delays

STRETCH HUMMER HIRE:

DEPOSIT: Upon confirmation, a non-refundable deposit of \$200 is required to secure your booking. *If this deposit is not paid, your booking will not be confirmed.
FULL PAYMENT: Full payment is required 2 weeks prior to your date of travel. *In the case that a booking is made within 2 weeks of the date of travel, full payment is required upon booking.
BOND: A bond of \$350 is required at the same time as your outstanding booking balance. It will be credited to your designated payment method once the Hummer has been inspected and considered left in a respectable condition. We agree to ensure this occurs within 7 working days of the completion of the job.

ALL PAYMENT CONDITIONS:

Passengers may pay for their tours over the phone using a credit card, mailing in a cheque or dropping in to the office to pay in cash, credit card or cheque. MasterCard and Visa are accepted forms of payment, but will incur a 1.5% card fee (Extended Tours ONLY). Cheques should be made payable to 'Peters Coaches'.

CANCELLATION FEES:

Where Peters Coaches make travel bookings on behalf of clients with third party carriers, payments and refunds may be subject to the cancellation conditions of the respective carriers. This will be beyond Peters Coaches control.

DAY TOURS:

7 days or less from the Departure Date: No Refund will be given, unless there is a replacement passenger to fill the booking.

EXTENDED TOURS:

Required Period of Notice	Fee per Person
Tours With Flights 90 days and over 60-89 days	\$200.00 (Administration Fee) Loss of deposit
Tours without Flights 90 days and over 60-89 days	Full Refund \$200.00 (Administration Fee)
All Tours 30-59 Days 15-29 Days 14 days or less	Loss of Deposit 50% of tour fare Full tour fare

In some cases, tour refund terms may be increased up to 2 months or when tour details are finalised.

TRAVEL INSURANCE:

Peters Coaches strongly recommend that passengers take out travel insurance to cover them against unforeseen circumstances including cancellation. Peters Coaches can assist with travel insurance, or clients can find providers through the Yellow Pages or the Internet.

SEAT ROTATION:

It is a policy of Peters Coaches that on all extended tours, seat rotation is our normal practise on a sector or on a daily basis, to provide everyone with an equal opportunity in each seat. Please notify the office if you suffer from any disability such as travel sickness or any other medical conditions.

LUGGAGE:

(Flights have different requirements)

Luggage is limited to 1 medium sized bag per person – approx. 20kg. This is to include all luggage, souvenirs etc. Your luggage must be a size that you can carry without difficulties; Drivers will help with luggage on extended tours where possible; however, drivers, at their own discretion, can refuse to handle luggage. Small luggage is recommended for inside the coach. Due to safety protocols, all heavy luggage and items must be placed in the luggage bins underneath the coaches or in trailers provided.

OFFICE HOURS:

Our office at 12 Kimberley Court, Torrington QLD is open from 8:30am to 5:00pm, Monday to Friday. We are closed on Public Holidays. After-hours you may leave a message on our out-of-hours message bank or follow the prompts to appropriate categories. Your message will be answered at our earliest convenience. Our office is closed over the festive period the last weekday prior to Christmas until the beginning of the second week of January. Any queries during the festive period should be referred to the office prior to the closing date or emailed to info@peterscoaches.com.au. Please avoid calling the emergency number unless it is an urgent enquiry.

ACCOMMODATION AND MEALS:

All prices listed are for Double/Twin Share. Part of travelling is the fun of making new friends, but Peters Coaches accepts no responsibility for the suitability of rooming partners allocated for single passengers willing to share. Single supplement is always available for travellers who do not wish to share, or cannot find someone to share with, but this will incur an additional cost. Where rooming partners are unsuitable, every effort will be made to re-match partners, or single accommodation can be arranged for the remainder of the tour at additional cost to the passengers. Where a passenger has opted to twin share but Peters Coaches is not able to find someone to share with them, a single supplement cost will apply. The accommodation is based on 3 ½ to 4 star (unless otherwise stated) with evening meals and breakfasts included (unless otherwise stated) All meal inclusions are noted in your itinerary for the tour by notations such as BLD (B – Breakfast; L- Lunch; D- Dinner) next to each day on your itinerary to identify which meals are included on each day.

PROMOTIONAL RELEASE POLICY:

On some tours we take photos for promotional purposes. Peters Coaches reserves the right to utilise these photographs for promotional and business

activities. Please advise us if you do not wish to be photographed or would not like the photo printed in our tour brochures.

YOUNG TRAVELLERS:

Please note that some tours are not suitable for children. Person under 18 must be accompanied by an adult. Child pricing is subject to third party and twin share prices at the time of travel.

CUSTOMER PARKING:

Limited customer parking is available at our depot - 12 Kimberley Ct Torrington, Toowoomba whilst you are away on tour; however this is not undercover parking but is in a locked compound. Parking is at your own risk. Patrons will be required to leave their car keys with Peters Coaches Management Staff in case the vehicles need to be moved in an emergency.

RESPONSIBILITY:

Tour and holiday travel (including all associated activities) are subject to some degree of risk. Passenger participation in tours offered or operated by Peters Coaches may incur certain risk beyond the operator's control, including, but not limited to, hazards of travelling in remote areas; travel by rail, boat, aircraft or other means of travel; forces of nature; accident, injury or illness in remote regions without rapid means of evacuation or access to medical facilities. Peters Coaches and any other carrier companies will not have any liability regarding provision of medical care or adequacy of any care that may be rendered. It is understood that Peters Coaches will use their best efforts to ensure that adequate measures are taken. **ALL passengers are encouraged to make their own enquiries regarding conditions and safety warnings in relation to the destination they are travelling to.** Peters Coaches make all arrangements for offered and operated tours upon the express condition that they cannot accept responsibility or liability for any delays, accidents, injury or damage caused by third party providers or any other service the company acts as agents on behalf of, where the third party fails to deliver a said service.

DISCLAIMERS:

These terms and conditions may from time to time be subjected to further changes by Peters Coaches, and are shown on the Peters Coaches Website. Bookings are made subject to the Terms and Conditions applying at the time of deposit.