



OUTRIGGERS IN PARADISE

TERMS & CONDITIONS

HOLDING DEPOSIT

All bookings made more than 60 days before a tour date must be accompanied by a deposit in the amount of 50% of the tour cost per person. This ensures your place is held on the tour you have nominated.

PAYMENT OF TOUR FEE

Full payment of your tour fee is due and payable within 60 days of the tour departure. If the booking is made less than 60 days prior to the tour date, the full amount is payable with the booking. If the fee is not paid in full within 60 days of the tour, we may charge an additional 5% to follow up payment. If your booking is not paid in full 30 days prior to the tour date and our requests are ignored, Outriggers in Paradise has the right to sell your place and retain the full deposit held.

COMMENCEMENT OF TOUR – TOUR BRIEFING

All multi-day tours commence with a full introduction and safety briefing at **4.00pm the day before the tour leaves. Attendance at this briefing is compulsory.** Non-attendance could result in you not being permitted to join the tour. For this reason, please ensure you make your travel arrangements to arrive in plenty of time to attend this briefing.

BOOKING CANCELLATIONS/CHANGES

If you need to cancel or change your booking for whatever reason, you must notify us immediately in writing to email bookings@outriggerstonga.com. If you cancel completely, we will deem the cancellation effective the date we receive your written advice. We will respond to you as soon as we have received your notification.

Outriggers in Paradise understands that sometimes cancellations are unavoidable, but to cover costs we have incurred relating to your booking, the following deductions will be made from your deposit/payment.

- 60 days or more prior to tour date: we will refund the amount paid less AUD\$40;
- 31-59 days prior to tour date: we will refund 70% of the amount paid if we can sell your place. If we cannot sell your place, we will refund 30% of the amount paid. This refund will be paid after the tour is completed.
- 30 days or less prior to tour date: we will refund 30% of the amount paid if we can sell your place. This refund will be paid after the tour is completed. If we cannot sell your place, no refund will be paid.
- If you do not arrive in time to join the tour or choose to leave a tour early for any reason, no refund will be paid.

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TOUR CANCELLATION/CHANGES

Tours of this type are affected by the weather. Outriggers in Paradise will not commence or complete any tour if any element outside of our control endangers the safety of our guests.

- i Outriggers in Paradise has the sole right to cancel, delay or postpone a tour due to bad weather; late arrival of guests due to transportation delays, problems or cancellations; political or social unrest; government rulings; or any other factor which could have a dangerous or detrimental effect on the safe completion of a tour.
- ii If Outriggers in Paradise is forced to cancel a tour for any reason, we will do our absolute best to give our guests an alternative outrigger adventure, however if this cannot be done, no refunds can be offered due to expenses already incurred.
- iii The minimum booking for multi-day tours is two people. If we do not achieve the minimum booking for a tour, Outriggers in Paradise has the sole right to cancel or postpone that tour, giving as much notice as possible. In this event, we will advise the guest as early as possible giving the opportunity to join another tour of the same duration or receiving a full refund.
- iv If any tour cancellations, changes or postponements made by Outriggers in Paradise incur extra costs or expenses for the guest, Outriggers in Paradise is not, at any time, liable or responsible for these costs. These costs include but are not limited to airline tickets, accommodation costs, visa extensions or other tour costs.
- v Outriggers in Paradise has the right to change the fees for its tours to incorporate related cost increases. However, once a tour payment is received in full, that guest's tour fee will not be changed.

TRAVEL INSURANCE

Due to the uncertainty caused by the weather and other local conditions, Outriggers in Paradise **strongly recommends** all of our guests take out travel insurance to cover travel changes, cancellations and medical costs.

PRE-TOUR REQUIREMENTS

All participants must complete, sign and return to Outriggers in Paradise a **Medical Statement** and **Indemnity Release Form** before joining a tour. These forms will be emailed to you when you book and pay for your tour.

TOUR INCLUSIONS

An updated list of tour inclusions and exclusions will be sent to you when you book and pay for your tour.

Current as at 12 December 2007

Outriggers in Paradise

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