



STANDARD TERMS & CONDITIONS

DEPOSITS AND PAYMENTS

To confirm your travel arrangements with Essence Tours, we require a non-refundable deposit of \$100 per person upon booking. Payment of the remaining balance is required 60 days prior to departure, or if booking within 60 days, full payment is required within 72 hours. All prices are based on payment by cash or cheque. Credit cards will be accepted, subject to any applicable transaction fees.

CHANGES TO ITINERARIES

Changes to confirmed arrangements will incur a transaction fee of \$55.00 per change and are subject to any supplier charges and conditions. Contact Essence Tours for full details.

CANCELLATIONS AND REFUNDS

All cancellations must be advised in writing. Once full payment has been received and documents issued, an airline cancellation fee of \$250 per person, hotel cancellation fee of \$250 per person plus a \$30 administration fee per booking will be charged. If cancelling within 7 days of departure 100% cancellation fee will apply to all land arrangements. Additional airline cancellation fees may apply if internal airfares are issued. All cancellation fees are subject to change at the discretion of airlines, hotels and other suppliers.

INSURANCE

Essence Tours strongly recommends travel insurance and offers several comprehensive options, details of which can be forwarded upon your request. Essence Tours requires a signed refusal prior to documents being despatched, if you choose to arrange alternative travel insurance.

DOCUMENTATION AND PASSPORTS

A copy of your valid passport must be provided to Essence Tours at the time of booking, or when issued. Posted photocopies, clear faxes or scanned files via email are accepted. Please advise your Essence Tours consultant your name as it appears in your passport when booking flights. Failure to do so may result in airline re-issue fees being charged. For further clarification regarding your passport or visas please contact Essence Tours.

ITEMS NOT INCLUDED

Unless otherwise specified, the costs of meals, drinks, laundry, tips and gratuities and items of personal nature are not included.

OUR SERVICES

The services which Essence Tours provide consist of arranging and coordinating travel, accommodation, making bookings and issuing appropriate tickets and vouchers.

OUR LIABILITY

Essence Tours undertakes to perform these services with reasonable skill and care. We will not be held liable for any loss or damage arising from acts or defaults outside our control, including (but not limited to) acts of defaults of actual travel, accommodation and suppliers. The Trade Practices Act 1974 applies to services supplied by Essence Tours Pty Ltd

PRICES

All prices are in Australian Dollars and are quoted per person. Due to currency fluctuations and changes in service costs, prices are subject to variation at any time until full payment is received.

UNUSED SERVICES

Refund will not be provided where due to illness or personal choice you do not utilise part, or all of your chosen package.

FORCE MAJEURE

If by any means of any event of force majeure (which shall include terrorism, pandemic or any cause or event outside our control), we shall be delayed in or prevented from performing our obligations, then such delay or non-performance shall not be deemed a breach or entitle a damages claim. Our obligations shall be suspended whilst such event of force majeure continues.

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