

## PARAMOUNT TOURS – TERMS AND CONDITIONS

Please read the following information carefully before you complete the Booking Form as payment of deposit will establish the contract to all booking conditions set out below.

**THE COMPANY:** “Paramount Tours” or ‘We’ in the context of these terms and conditions means Paramount Tours Pty Ltd. ABN 32 130 922 628. Paramount Tours is a licensed travel agent and an approved participant of the AFTA Travel Accreditation. ATAS: A15810.

**BOOKINGS:** The bookings can be made by phone, fax or by email and must be accompanied by a completed and signed Booking Form, photocopy of current valid driver’s licence, photo ID and/or passport and a non- refundable deposit as specified in the brochure (depending on the tour). Deposits for additional travel arrangements may be applied at any time as per supplier terms and conditions.

**PAYMENTS:** All prices are shown in Australian Dollars and are calculated on currency rates and fares existing on 1st March 2023. Non-refundable deposits are required at the time of booking to secure your place in the group. Additional or higher deposits may also be advised to secure bookings with Paramount Tours suppliers and partners. Any additional bookings or payments made for the purchase of bookings with third party suppliers will be governed by supplier terms and conditions. An interim payment may be required for some groups as advised in the group itinerary to secure your booking. The final payment must be made as specified and prior to the confirmed departure date. Payments can be made via Bank Cheques, Bank Transfers or Credit Cards (surcharge applies).

**LATE BOOKINGS:** Bookings made within 60 days from departure will require full payment within 24 hours of confirmation. Paramount Tours cannot promise that any tour plans made within 60 days of departure will be on group flights and guarantee the published tour prices.

**ADDITIONAL BOOKINGS:** Paramount Tours can advise and organize additional flights, hotel accommodation, etc. for passengers desiring to extend their journey at additional costs. Additional non-refundable deposits and cancellation charges may apply. The booking terms and conditions of the tour supplier and airline may be different from the conditions of Paramount Tours and must be followed. Cancellation of such additional booking will be borne by the passenger in addition to a Paramount Tours administration fee of \$100. Paramount Tours is not liable for the expenses of any other travel arrangements affected by the cancellation or deferring of its tour departures.

**CHANGES TO CONFIRMED BOOKINGS:** A fee of \$50.00 per person per change plus any excess charges required by suppliers up to 90 days prior to the departure. From 59 days to 30 days’ prior a fee of \$100.00 per person per change plus any excess required by suppliers. Within 29 days prior to the departure and after departure a fee of \$200 per person per change plus any excess required by suppliers.

**CANCELLATION POLICY:** Once a deposit has been made, cancellations will only be accepted in writing. A loss of the non-refundable deposit will apply for cancellations up to 90 days prior to the departure date. From 89 to 60 days prior to the departure cancellation cost will be 50% of the tour cost. No refund will be available for cancellation within 59 days prior to the departure and for un-utilised bookings. Once airline tickets are issued the ticket price is non-refundable. The request for a refund must be in writing and will be processed within 60 days of written notice. Changes from Air + Land package to only Land package would incur a charge of \$500. No refund or cancellation fees will be waived due to death or sickness.

**PASSPORT – VISA:** Passengers must possess an Australian passport with a validity of at least six months. The Non-Australian passport holders must possess a valid visa to re-enter Australia. Visas

required by passengers must be applied by the passport holder unless otherwise stated. Paramount Tours will be able to advise you of the visa requirements but it is the passenger's responsibility to ensure that they possess valid travel documentation. Cancellations due to lack of travel documents will be treated as per the standard cancellation policy.

**FINAL DOCUMENTS:** The final travel documents are delivered upon receipt of final payment and no later than 2 weeks from departure. Upon receipt of your documents, you are liable to check your itinerary, date and time of travel, name check and any other important information to assure their validity. It is the passenger's responsibility to immediately contact Paramount Tours if final documents have any errors.

**TRAVEL INSURANCE:** It is recommended that all passengers take out relevant travel insurance. The package does not include any insurance cover for accidents, health issues or anything else related to unforeseen circumstances. It is a condition of booking that you purchase appropriate travel insurance at the time of booking to cover yourself against loss of deposits through cancellation charges, medical expenses, loss of luggage, theft and other expenses suffered while travelling. Paramount Tours makes no guarantees about the compensations under any insurance claim. You agree not to hold Paramount Tours accountable for any decision made by insurers, suppliers, foreign government, or foreign law.

**QUOTED PRICE:** The prices are subject to increase at any time due to changes in taxes, charges imposed by airlines, tour companies, governments, or foreign exchange fluctuations. The scheduled prices are current as the time of printing regarding airfares, tours, land transfers, entry fees, taxes and foreign exchange rates. Paramount Tours has the right to amend prices at any time prior to departure with notice if conditions so warrant. Any fluctuations in the foreign exchange rate of the Australian Dollar may affect the published price. If the total cost of the tour changes beyond 20% passengers have the right to cancel in writing within 15 days of such communication without penalty. The deposit of payment indicates your acceptance of customary fees and costs paid to our overseas suppliers.

**ROOM TYPES:** Prices shown are based on double or twin beds occupancy. Passengers can make specific requests for single, double, or triple rooms at the time of booking though availability cannot be guaranteed. Single rooms are available at additional charges (single room supplement). Requests for a triple room can be done by either a full-sized triple room or a twin-bedded room with an extra roll-away bed. The twin share cost applies for all the guests that booked triple rooms. Individual travellers opting for twin share with a fellow passenger of the same gender do so in the full understanding that Paramount Tours cannot guarantee and is not responsible for the compatibility or medical fitness of the individual. The room allocation will be at Paramount Tour's discretion and is not guaranteed however, we will use reasonable effort to allocate rooms according to passenger requests and/or availability. If a same-gender partner cannot be matched due to the group size and demographics, the individual may be offered a discounted single supplement closer to departure.

**MEALS:** Meals provided on tours usually contains two meals per day (breakfast and dinner or breakfast and lunch) and are based on the type of tour offered, or as per itinerary. Meals are usually served at the hotels but can also be served at either local clubs and/or restaurants. Beverages are non included and there is no refund for any unused meals. Please advise any special meal request on the booking form however we cannot guarantee that special meal requests can be met.

**AIR TRAVEL:** Flights will be booked in economy class and are subject to usual conditions of carrying airline and international laws. Passengers can select to travel on a different airline or cabin class to the group with additional costs. Paramount Tours accepts no responsibility for cancellations, loss,

delays, injury, illness, or expenses incurred by the undertakings of the airlines. Airfare increases and fuel surcharges can be applied to the cost of the tour with notice and prior to final ticketing. The request for a specific seat should be made at the time of booking however we cannot guarantee seat assignment.

**BAGGAGE:** Passengers are permitted to bring one checked suitcase, one small carry-on bag and one personal item (i.e. purse, laptop case). In general, the airlines permit one checked bag weighing up to 30 kg. Please check with your specific airline to verify the size and weight allowances. Paramount Tours is not responsible for the loss, theft, delay, or damage to the passenger's belongings.

**YOUNG TRAVELERS:** Passengers who are less than 18 years old must be accompanied by an adult. If a child will be travelling with adults other than the parents, it is recommended to carry an authorisation letter from the parents. We also recommend you contact the applicable consulate and airlines to find out any additional requirements. For the purposes of our tours, an infant is defined as anyone who is under the age of 24 months for the entire duration of their trip. A child is defined as anyone between the ages of 24 months and 11 years for the entire duration of their trip.

**MINIMUM NUMBER:** A tour can only function at the publicized price if a minimum number of bookings are reached. If at 60 days prior to departure, numbers fall below the minimum, a supplement charge on booked tours may be applied to guarantee the departure. We are not accountable for the interruption to any travel arrangements not booked or operated by Paramount Tours.

**HEALTH:** Our tours sometimes require a reasonable amount of walking and climbing due to the terrains and the sites visited. Passengers with pre-existing health conditions must declare such conditions at the time of booking. We recommend you consult your General Practitioner on any vaccination requirements. Most of the sites, hotels etc may accommodate wheelchair/walking aides. Paramount Tours cannot be held liable for the result of medical clearance submitted to the insurance, airlines, or suppliers by passengers. Medical assistance for health reasons can be provided on request. Without a request, we cannot offer medical assistance unless in an emergency situation where an ambulance or other such emergency services will be called. We are not liable for any such services provided based on request or due to an emergency.

**BEHAVIOUR:** We are here to provide the best services possible but in doing so we will not tolerate abusive or aggressive behaviour from passengers. We will refuse to deal with and may terminate the vacation of guests who assault or are aggressive towards us and/or our service providers. They will be sent back at their own cost and no refunds will be made for any part of the tour. When you make a booking, you accept responsibility for the proper conduct of all members of your party during your tour.

**CLAIMS:** We ensure that all your travel plans go smoothly however, should a problem arise we will endeavour to resolve the issue as expediently as possible. This may involve service providers. If you have a grievance this should be put to us in writing detailing the efforts that were made to resolve the problem. Please forward the complaint with supporting documentation, within 30 days of the date of the service. No claim made after this period will be considered.

**PRIVACY STATEMENT:** We value your privacy and will not share your personal information with third parties except as required by law, or in case of obtaining reservations on your behalf in accordance with Privacy Act 1988. We do not accept any responsibility for the confidentiality of information after it leaves our direct control.

**BROCHURE DISCLAIMER:** Images in the brochure/itineraries is for representation purpose alone. Hotels are selected, subject to availability, from a variety of selection criteria and with due consideration to the group's requirements. Every effort has been made to ensure that these details are accurate at the time of publishing but, are subject to any statutory liability which may not be excluded by law. Paramount Tours is not liable for any error, omission or inaccuracy in its brochures/websites whether occurring at, or after, the time of publishing in regard to price or any other detail or booking condition. Itineraries are indicative and provide an overview of the sites and destinations covered and in some circumstances beyond Paramount Tour's control, passenger itineraries may differ slightly from those listed in the brochures. We assure you of our best efforts to provide you with comparable services/accommodation and/or itineraries and there shall be no refund as a result of these amendments.

**RESPONSIBILITIES:** Paramount Tours Pty Ltd arrange and coordinate the accommodation, tours, cruises, and transfers, making bookings and issuing vouchers. The bookings with Paramount Tours are subject to the terms and conditions and limitations of liability enforced by airlines, coach operators, hotels, and other service providers, whose services we utilise, which limit or exclude liability in respect of death, injury, delay and loss or damage of baggage. Paramount Tours does not accept any responsibility for the acts, omissions or negligence of those airlines, coach operators and cruise companies, hoteliers or other persons providing services. We do not accept any liability for any harm, injury, loss, delay, additional cost, or inconvenience caused directly or indirectly by force majeure or by an act of God, pandemic, epidemic, political instability, civil war, natural disaster, accidents, failure of equipment or machinery, industrial action, or any other unforeseen conditions. In any of the above conditions, Paramount Tours does not take responsibility for refunds. You should be familiar with any health, passport, or visa requirements for the destinations that you are visiting or transiting. We will not accept liability for any loss or expense due to your failure to comply. You agree to indemnify Paramount Tours from and against any liability, damage, loss, or additional costs due to any action, inaction, or omission on your part. You accept the associated risks of travelling through areas of political or climatic instability, high altitude, and remoteness without proper medical services. It is your responsibility to check for any latest travel advice with <https://www.smartraveller.gov.au> on the destinations you are travelling to. The passengers are expected to abide by the laws of the land. Paramount Tours is not responsible for any illegal activity or violent behaviour or any other offence committed by the passenger against the local law. The confirmation of a booking creates your acceptance of all terms and conditions as described herein and establishes the basis of your contract with Paramount Tours Pty Ltd.

**NEW SOUTH WALES (NSW) LAW:** The terms and conditions published herein are governed by the laws of New South Wales, Australia.