

Booking Terms and Conditions

1. **Deposit requirement**

You are required to pay a non-refundable deposit of 10% per person for your booking to be confirmed. If your booking is made within 90 days of the departure date, then the full amount is payable at the time of booking.

2. **Acceptance of booking and final payments**

Full payment is required 90 days before departure. If this balance is not paid on or before the due date, we reserve the right to treat your booking as cancelled.

3. **Your details**

In order for us to confirm your travel arrangements you must provide all requested details with the balance of the trip price. Necessary details include full name as per passport, date of birth, nationality, passport number, passport issue and expiry date and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements. You will also be required to fill in a medical form and have this signed by a doctor. Your booking cannot be confirmed without provision of these details.

4. **Cancellation by the traveller**

If you cancel some or all portions of your booking cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation. If you cancel a trip:

- More than 90 days prior to departure, we will retain the deposit;
- between 90 and 30 days prior to departure, we will retain 50% of the total booking cost;
- less than 30 days prior to departure, we will retain 100% paid by you in connection with the booking.
- If the cancellation is for a legitimate medical reason, and a travel insurance policy has not yet been issued, On Track Expeditions will give a full refund on receipt of a medical certificate. If a travel insurance policy has been issued, normal cancellation conditions apply and the client will need to follow the travel insurance claims process.

If you leave a trip for any reason after it has commenced, we are not obliged to make any refunds for unused services. If you fail to join a tour, join it after departure, or leave it prior to its completion, no refund will be made.





5. Cancellation by On Track Expeditions

On Track Expeditions is sometimes forced to cancel or reschedule a trek if it does not have a minimum number of trekkers for a viable trip. If we are forced to cancel or reschedule your trip due to this reason only, you may transfer amounts paid to an alternate departure date or alternatively you may receive a full refund. In circumstances where the cancellation is due to external events outside our reasonable control, refunds may be paid less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, or non-refundable flights.

6. Travel Insurance

Travel insurance is compulsory for all travellers.

7. Flexibility

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each trip is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

8. Authority on Tour

Our group trips are run by a group leader. The decision of the group leader is final on all matters likely to affect the safety or well-being of any person participating in the trip. You must at all times comply with the laws, customs, and regulations of all countries visited.

9. Acceptance of Risk

You acknowledge that the nature of the trip is adventurous, and participation involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes present dangers and physical challenges. We use information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate. However, it is also your own responsibility to acquaint yourself with all possible relevant travel information and the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you are aware of the personal risk's attendant upon such travel.

10. Claims and Complaints

If you have a complaint about your trip please inform your tour leader or our local representative at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means, then any further complaint should be put in writing to us within 30 days of the end of the tour.





11. Photos and Marketing

You consent to us using images of you taken during the trip for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable licence to use such images for publicity and promotional purposes. Please contact us if you have an objection to us using your image.

12. Privacy Policy

Please refer to our Privacy Policy Document on our website.

13. On Expedition – Alcohol and Drugs

On Track Expeditions will not support or encourage the consumption of Alcohol or non-prescription medication while on any expedition. Many of the locations we travel to have cultural sensitivities around alcohol and drug consumption, and we wish to respect that. At the completion of your expedition there will be an opportunity for the team to celebrate in a major city with restaurants and hotels. This is where a team may choose to consume alcohol and this decision is up to each individual team member. Any persons over the age of the legal drinking age in each country has the right to his or her own decision making BUT consuming alcohol will have an effect on health, group dynamics and could void travel insurance.

14. Registered Address

On Track Expeditions Pty Ltd, 3330 Romsey Rd, Chintin VIC 3756.

Booking Terms and Conditions Complaints and Enquiries

If you have any queries or complaints about our Bookings Terms and Conditions, please contact us at:

On Track Expeditions PTY LTD

Address: 3330 Romsey Rd, Chintin VIC 3756.

Phone: +61 (07) 3122 7428

Email: info@ontrackexpeditions.com.au

