

Terms and Conditions of Travel

Please take the time to read and understand the conditions of booking set out below prior to booking a trip with us. We strongly recommend that you also read the inclusions and exclusions relating to your trip prior to booking to ensure that you understand the itinerary, style and/or physical demands of the trip you are undertaking.

1. Our contract

All direct bookings are made with Zawadi Tours Pty Ltd (ABN 82 607 445 054) trading as Zawadi Tours (us/we). By booking a trip with us you are deemed to have agreed to the Booking Terms and Conditions (which constitutes the entire agreement between you and us) and your travel bookings will be accepted by us on this basis. The services to be provided are those referred to in your specific tour inclusions.

2. Passports & Visas

All travellers must have a valid passport when travelling and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport.

When booking an overseas tour/travel with Zawadi Tours you must have a valid passport and visa (depending on which country you are travelling to). Please ensure that you have met the travel requirements of the country you are intending to travel to.

3. Deposit requirements

You are required to pay a deposit of your booking of the value that is stated on the booking form. If your booking is made within 40 days of the departure date then the full amount is payable at the time of booking. All deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law). Final payment is required no later than 4 weeks prior to departure unless otherwise stated. Please note: some of the services require a full payment at the time of booking.

4. Acceptance of booking and final payments

If we accept your booking we will issue a confirmation invoice. A contract will exist between us from the date we issue the confirmation invoice or if you book within 7 days of departure the contract will exist when we accept your deposit. Please refer to your booking confirmation invoice for details regarding final payments. If this balance is not paid on or before the due date we reserve the right to treat your booking as cancelled.

Please note; you must provide us with a minimum of ten-business days notice for Student Start-up Tour bookings. If you would like to book a Student Start-up Tour in less than ten business days, please confirm tour availabilities with us via email. Direct all your enquiries at info@zawaditours.com.

5. Your details

In order for us to confirm your travel arrangements you must provide all requested details with the balance of the tour price. Necessary details include full name as per passport, date of birth, passport number, address, emergency contact and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements.

6. Cancellation

If you cancel a tour with us, your initial deposit will automatically be forfeited.

Cancellation of tour;

- 60 to 90 days prior to the departure date, the minimum deposit paid will be retained.
- Between 59 and 30 days prior to departure, we will retain 50% of the total booking cost.
- Between 29 days or less prior to the departure, we will retain 100% paid by you in connection with the booking.

If you require an extension or you would like to pay in installments, we will need a written statement emailed to info@zawaditours.com which may or not be approved depending on the tour. Please note that we will try our level best to make it easy for you to pay for each individual tour, however we would appreciate that you also understand that we need your payments on time as per our individual agreement to ensure that we can secure your bookings.

Note that different cancellation conditions apply to some trips and additional services. Your booking consultant will advise if differences apply.

Please note that for certain travel arrangements the cancellation charge/fee may be higher than those shown. In certain cases a 100% cancellation fee applies as soon as the booking is made and the ticket is issued. You will be advised of different cancellation charges at the time of booking.

7. Cancellations or changes by us

In case of any unforeseen circumstances that are beyond our control (such as natural disasters, political situations, or bad weather), it may be necessary for us to either postpone the trip or make amendments to it in the interest of your safety and comfort. We accept no responsibility for any such changes.

Should such incidents incur additional costs for the tour, the client will incur these costs, not us. In the instance of a cancellation of tour that is beyond our control, you will be entitled to a refund less any costs already incurred by us. No other compensation will be payable by us to you.

If we cancel a tour for any other reason besides what is mentioned above, you will be entitled to a full refund.

8. Flights

If you choose to book your flights through us, the terms & conditions of the relevant airline will be automatically applied. We accept no liability in this regard.

9. Travel insurance

It is generally highly recommended within the travel industry that you be covered by comprehensive travel insurance that must include cover for medical emergencies and the cost of rescue/evacuation by helicopter including all of the other travel coverage in the case of loss/damage of luggage and/or personal belongings. It is your responsibility to confirm that all adventure sports and/or other tour activities are covered by your policy.

If you decide not to take up a travel insurance cover (be it for religious reasons, or otherwise), we are not liable for any emergencies, loss, or damage.

10. Age & Health requirements

All travellers under the age of 18 must be accompanied by a legal guardian, or by an escort over the age of 18, appointed by their legal guardian. The legal guardian will be responsible for the traveller under the age of 18 day to days care. If a legal guardian elects to designate an escort in their absence, they will be required to complete and sign a relevant document, to delegate their authority.

11. Authority on tour

A group leader runs all of our tours and the decision of our group leader is final on all matters that are likely to affect the safety and well being of any person participating in the trip. If you fail to comply with a decision made by the group leader, or interfere with the well-being or mobility of the group, the group leader may direct you to leave the trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange and regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines.

12. 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.

13. Special Requirements

Please liaise with us in advance (at the time of booking) regarding any special requirements you may have for your travel arrangements such as special meals, seating requests, room type, or disabled access. We will try our level best that we are able to accommodate to your requirements.

14. Acknowledgement

You acknowledge that you are 18 years of age or older and that you understand and agree with the above Booking Terms and Conditions and our Privacy Policy.

These Terms & Conditions were last updated on 17th December 2015.