



BOOKING & TRAVEL CONDITIONS

At Wandering the World we want your travel choices and plans to be as straight forward as possible. It is essential to read and understand the conditions of booking, also to ensure you have a full understanding of the day to day itinerary and trip brief and refer any questions to Wandering the World prior to making your booking.

Your Booking

A booking request is accepted when we issue a written booking confirmation and you have paid your deposit. It is at this point that a contract between us and you comes into existence subject to these Booking Conditions. We reserve the right to decline any booking at our discretion. No employee of ours other than a director has the authority to vary or omit any of these Booking Conditions or to promise any discount, refund, or credit.

Payment Terms

A deposit is required at the time of booking to secure your place, or to commence the booking process. The deposit will be in either AUD, USD, or EURO, (and the price will be quoted in either AUD, USD, EURO, GBP or YEN) as quoted by currency and amount. The balance will be due at least 90 days prior to the trip departure date, or as indicated for specialist groups and self-guided, depending on the destination.

The timing will be notified at the time of booking. **Please note where we have priced the trip in local currency and taking the deposit in Australian dollars, the balance due will calculate the local currency amount at the Westpac International Payment rate, and the deposit paid will be deducted from the balance due. Please also note the amount paid must exclude any bank fees to Wandering the World.**

If the booking is made within 90 days of the trip commencing/departing, full monies may be required at the time of booking, or upon completion, depending on the trip. All monies are a direct deposit into Wandering the World's bank account. No credit card payments are accepted, and apologies for any inconvenience.

Deposits All deposits are non-refundable as these services are provided as soon as we confirm your booking, the deposit is non-refundable other than where we cancel your travel arrangements for reasons other than Force Majeure (see below).

Cancellation 90 days from the date of trip departure is automatic loss of deposit, plus loss of the balance due. **Please note all deposits are non-refundable.**

Cancellation within 90 days of trip departure is loss of full monies 100% of trip price. No refunds will apply once full monies are received. **Please note all deposits are non-refundable.**

No refunds will apply should you leave the trip for any reason.

Administration/Change Fee

Wandering the World reserve the right to pass on administration fees and/or change fees, whenever amendments are made to dates, pre and post accommodation, trip modification, and name changes, at any time from receiving the deposit. The cost is a minimum of AUD100 per change, plus the loss of deposits to accommodation already secured.

Your invoice is a **receipt/invoice** and therefore no receipts will be issued. Should you require a receipt for insurance purposes, this can be arranged upon your request.

Wandering the World reserves the right to cancel a trip, and/or review the itinerary at any stage prior, or during the trip, for situations not within Wandering the World's control, or in the interests of improving the itinerary.

There may also be a **surcharge applicable** if there is an increase in fuel (both luggage and people transfers), food (breakfasts and dinners) and salaries, especially for trips arranged well in advance.

Quotes & Pricing

A quote is only valid for 7 days, noting these are approx. prices depending on the accommodation and services we can confirm, and if there are upgrades and additional services in the mix. Prices on our website are **'from prices'** based on the lower season rates, and there may be a surcharge if payment has not been received in full by the due date. Penalties may also apply for any late payments.

Force Majeure – Prior to Travel

If, in our reasonable opinion, we (either directly or through our employees, contractors, suppliers or agents) determine that your travel arrangements cannot safely, lawfully or reasonably proceed due to a Force Majeure event.

Other Cancellations

In these Booking Conditions, the term Force Majeure means an event or events beyond our control and which we could not have reasonably prevented, and includes but is not limited to:

- a) natural disasters (including not limited to flooding, fire, earthquake, landslide, volcanic eruption), adverse weather conditions (including hurricane or cyclone), high or low water levels;
- b) war, armed conflict, industrial dispute, civil strife, terrorist activity or the threat of such acts;
- c) epidemic, pandemic;
- d) any new or change in law, order, decree, rule or regulation of any government authority (including travel advisories and restrictions).

Pre and Post Accommodation is optional, and subject to availability. Please note if you confirm this option of additional pre, and or post accommodation, this is non-refundable, and will be included in the final invoice and calculated at the **Westpac International Payment rate of the day**. Please also note hotel listings will not be provided until **final documentation (approximately 30 days)** from the start of the trip.

Accommodation is allocated as per the number of travellers for the booking. There is no provision for additional people joining the trip, nor the accommodation at any stage without prior confirmation and payment to Wandering the World. In other words, you cannot have a guest/visitor/participant join a trip at any stage without the consent of Wandering the World.

Please note **check-in times are from 3pm**, and **check-out times 10am**.

Distances

The walking distances published on our Wandering the World website are in conjunction with guidebooks and official Camino distances. These distances do not factor in the walk to the accommodation, and therefore each day will differ from the registered distance. Always be prepared to walk a couple of more kms to your destination, we cannot vary the distance and time individually.

Documentation

All necessary documentation will be forwarded via email up to 30 days prior to your Wandering the World trip commencing, depending on the destination. Also please note for many of the itineraries, all directions, maps and essential information will be waiting at your joining hotel on the date your trip is due to start (not at the place, or on the date of your pre-accommodation).

Travel Insurance is compulsory/mandatory for everyone who travels with Wandering the World. The insurance policy must include cover against personal accident, medical expenses, emergency repatriation and personal liability, and to ensure you are adequately insured for the duration of your trip.

Wandering the World recommends insurance coverage for cancellation to be taken at the same time your payment is made, as no exception to the cancellation provisions can be made as cancellation fees and charges are payable from that time.

We also recommend provisions for curtailment, loss of luggage and personal effects. Wandering the World recommend taking insurance out at the time of making your first deposit. **You are also obligated to send proof of your insurance policy 60 days prior to traveling with Wandering the World, the onus is on you to send this through via email to glenycej@wanderingtheworld.com.au**

Passports and visas are the responsibility of the individual. The clients MUST ensure their passport carry a 6-month validity beyond the duration of your trip. Wandering the World cannot accept any responsibility if the client is refused entry to a country due to incorrect passport, or visa documentation. It is also advisable to always carry a photocopy of your passport with you.

Information packs and luggage transfers

Your Wandering the World information pack will be waiting for you at your joining hotel on the day your trip starts. If you have pre-accommodation booked, depending on the day of the week and the number of pre- nights, the information pack may not be there to greet you until the official start day of your trip. The information pack will include your maps, directions, pilgrims' passbook and emergency details.

The information pack also includes instructions for your luggage transfer and your luggage (bag) tag. It is essential to attach the bag tag provided to ensure your daily luggage of one 20kg bag per person is delivered to your accommodation. The luggage must be left in reception of your hotel before breakfast each day (8.30am, or as indicated otherwise on your joining documentation or by your group escort or group leader, before you move on). Please note only one bag per person will be moved each day. No two bags can be strapped together and there cannot be a loose bag tied to the main bag. All these strict rules are enforced by the luggage transfer service. (Please note the exception is Japan where the allowance is 17kg, please see inclusions under the specific Japanese trip itinerary.)

There is a guarantee the baggage arrival time of **3pm each day, the same time as check-in time.**

Please note there is no option to travel in the luggage transfer vehicle and there is no insurance for a passenger in the luggage transfer vehicle.

Additional charges will apply if your bag is heavier than 20kg, and should you require special arrangements for **additional luggage transfers, this needs to be arranged ahead of time prior to your final balance due**, which also allows time for arranging the additional bag tag for any additional luggage. Please note the additional cost for an additional bag moved daily is approximately \$20 per bag, per day. The additional costs need to be paid to Wandering the World prior to any additional luggage services.

If your luggage is damaged during transfer, you will be required to send a photo of the bag, and also you may need to qualify the age of your bag with a receipt of purchase. If your luggage is heavier than 20kg, this can also cause damage during transit and delivery and there is no compensation for handles and wheels. And in the event of non-compliance with the 20kg allowance no compensation will be provided.

The luggage transfer company is not insured for people transport, and the services provided do not allow space for a person to travel in the vehicle.

Minimum Numbers

Some trips are based on a minimum number of passengers travelling. We will advise you prior to confirming your booking if this is the case. If a trip fails to satisfy minimum numbers, the trip

may be cancelled or re-costed. We will give you notice no later than 60 days prior to the trip's commencement. If the trip is re-costed, you will have the option to either accept the new cost or to cancel your booking. You must make this election within 14 days of receiving notice from us. If the trip is cancelled or if you cancel your booking in these circumstances, we will at your election refund all payments made or credit payments towards alternative arrangements.

We will not be responsible for any other travel arrangements affected by, or any additional costs incurred, as a result of cancellation in these circumstances.

Trip costs are based on ground costs and exchange rates at the time of booking. Whilst we will do our utmost to avoid any price increases Wandering the World reserve the right to amend our prices without notice, at any time up to and including the day of trip departure, in the event of significant exchange rate fluctuations, increases in fuel costs or increases in ground operator service fees. Wandering the World will absorb up to the first AUD50 per person of any overall price increase from its ground operations and exchange rate fluctuations but reserve the right to pass any further increases onto the passenger.

Open Age & Fitness Levels – Health & Safety

Wandering the World trips are designed for travellers of all ages assuming you are fit and healthy. Pre-holiday health preparation is advised along with a check-up with your regular doctor. Health advice in relation to vaccinations and other appropriate precautions may be necessary depending on your country of travel. It is your responsibility to ensure that you have a suitable level of health and fitness to undertake the trip of your choice. If you have doubts about your ability to undertake the trip, please contact us to discuss your circumstances prior to making a booking request.

Existing Medical Conditions

If you have a medical condition which may reasonably be expected to increase your risk of needing medical attention, or which may materially affect the usual conduct of the trip, then you must advise us prior to or at the time you make your booking request.

We may request you to provide an assessment of your medical condition from a qualified medical practitioner. If the assessment indicates that you are not fit to travel or will require special assistance which we cannot reasonably provide, then it may not be possible to travel.

If you fail to provide a medical assessment within a reasonable time, then this will be considered a cancellation by you and cancellation fees and charges will apply.

New Medical Conditions

You must advise us of any new or changed medical conditions which may reasonably be expected to increase your risk of needing medical attention, or which may materially affect the usual conduct of the trip.

We may request you to provide an assessment of your medical condition from a qualified medical practitioner. If the assessment indicates that you will require special assistance which we cannot reasonably provide or if you fail to provide a medical assessment within a reasonable time, then this will be considered a cancellation by you and cancellation fees and charges will apply.

Non-Disclosed Medical Conditions

If any non-disclosed medical conditions mean that you will require special assistance which we cannot reasonably provide, then we are acting reasonably and may exclude you from the trip. This will be considered a cancellation by you and cancellation fees and charges will apply.

Vaccinations

We strongly encourage you to be fully vaccinated against Covid-19 with a vaccine approved by the Therapeutic Goods Administration. This is so health risks for yourself and others you come into contact with can be mitigated.

It is your responsibility to obtain vaccinations and preventative medicines as may be required for the duration of the trip. Any information provided by us is given in good faith.

Dietary Requirements

Special dietary requests are required to be notified to us at the time of final payment. We will communicate your requirements to relevant suppliers, however we cannot guarantee requests will be met by suppliers in all cases on all days, so please be prepared with snacks for those rare occasions. It is your responsibility to check that meals and beverages do not contain any allergens. We expressly disclaim any liability for meals or beverages that contain allergens other than in circumstances where we have been negligent.

General

You acknowledge that travel involves personal risks which may be greater than those present in your everyday life. This could be as a result of the adventurous nature of your trip or from visiting destinations which present geographical, political or cultural risks and dangers.

Responsibility

Wandering the World travels to a variety of countries, including Asia and parts of the world where standards of accommodation, transport, safety, hygiene, telecommunications, medical facilities and general infrastructure can vary from place to place. This may be unfamiliar to your usual living arrangements or differ from a conventional holiday. Please take this into account at the time of booking and understand the levels of personal risk, which the client agrees to fully assume.

The client understands that during the course of the trip certain events may occur, including, but not limited to, accident or illness in remote places without medical facilities, political instability and the forces of nature. The client agrees to assume all risks associated with the journey to the maximum extent permitted by law. Any medical evacuation expenses incurred due to injury or illness will be the responsibility of the participant. Wandering the World reserves the right to refuse an client entry onto a tour due to medical or fitness grounds.

The client acknowledges that travel with Wandering the World requires a degree of flexibility and understands that the trip's route, accommodation and modes of transport are subject to change without prior notice due to local circumstances. Should Wandering the World deem it advisable to amend an itinerary for any reason, it may do so by shortening, varying or re-routing any trip. These changes are binding, and additional expenses will be charged to the client if the reason for any major alteration is outside Wandering the World's control.

While travelling with Wandering the World the client agrees to accept the authority of the leader, or escort, or local operator at all times. The client is aware that travel within a group may involve compromise to accommodate the diverse desires and physical abilities of group members. The client understands that Wandering the World reserves the right to decline, accept, or retain any person as a member of the group at any time.

The client acknowledges that Wandering the World may contract with a network of companies, government agencies and individuals throughout Asia and worldwide to assist in the running of its tours. To the best of Wandering the World's knowledge, these third parties are qualified to perform the duties they are contracted to perform. However, Wandering the World will not be held liable for any injury, damage, loss, delay or irregularity that may occur

due to the behaviour of these third parties. Wandering the World will not accept responsibility or liability for any traveller who contravenes any law or regulation of any country visited.

No employee, servant or agent of Wandering the World has authority to vary these conditions. This agreement is governed by the laws of the State of Victoria, Australia.

Government Travel Advice

The client acknowledges that by paying the deposit they have given due consideration to relevant Government travel advisories concerning the destination chosen and that it is their responsibility to be acquainted with such information and advice. Also, prior to travel and during your overseas trip, it is critical to understand the up to date Government Travel Advice. Governments publish this advice for countries around the world. Wandering the World highly recommend checking with government authorities regularly prior to travel to ensure up to date information is obtained. The following governing bodies regularly publish information for travellers:

You should consult guidance issued by the Department of Foreign Affairs and Trade (DFAT) applicable to the destinations within your itinerary. You acknowledge that your choice to travel is made having had the benefit of DFAT guidance, and you accept inherent personal risks associated with your travel.

The payment of deposit indicates you have read and fully understood the booking conditions. Any concerns at the time of booking must be raised directly with:

Glenyce Johnson: Director & Founder - Wandering the World.

glenycej@wanderingtheworld.com.au