

## Terms and Conditions

### Bookings:

A non-refundable deposit of 25% to secure the booking. Full payment is required at least 14 days before the tour commencement dates. All fares are in Australian dollars (AUD) and include goods and services tax (GST).

### Cancellations:

For all bookings made with Southern Highlands Boutique Tours the following conditions apply:

- For cancellations made with less than 48 hours notice a 100% cancellation penalty applies on the total tour amount with no refund given.
- At least 30 days before the tour date, 100% refund of balance after deposit.
- At least 14 days before the tour date, 75% refund if balance after deposit.
- Between 2 and 14 days before the tour date, 50% refund of balance after deposit.

Reduction or increase in numbers in group bookings must inform us at least 7 days before the tour date.

### Pick up and drop off:

Pick up and drop off from your accommodation or venue within a 10 km radius of Bowral is included in your tour price. If you are staying outside this area a transfer fee may apply, or you may need to meet us at a central location.

### Transportation:

Small groups of 3 and under we use a small SUV

Medium groups of 6 we use a 7 seater SUV

Large groups of 8 - 10 we use a 12 seater Van

### COVID:

#### As a tour operator we:

We are fully vaccinated.

Have a Covid-19 safety plan.

Require customers to 'check in' using the Service NSW app.

Encourage social distancing where possible.

Clean and sanitise tour vehicles after each tour (as we have always done).

Wipe down handles and surfaces regularly during the day.

#### As a customer you will need to:

Need to adhere to NSW Government health regulations in regards to travel vaccination statements.

Check in' using the Service NSW app or complete our COVID register prior to the tour.

Agree to any venue specific COVID entry requirements.

Inform tour guide if feeling unwell or having flu-like symptoms.

Use provided hand sanitiser before entering the tour vehicle.

Practice social distancing where possible and good hand hygiene.