

## BOOKING TERMS & CONDITIONS

January 2020

These terms and conditions apply to the Murray River Walk walking season operating May to September 2020 & 2021

They form part of an agreement between Luxury River Trails Pty Ltd (ACN – 610 452 787) trading as Murray River Walk (the Company) and the Guests referred to in the booking form.

### MURRAY RIVER WALK SEASON

Murray River Walk typically operates from May to September inclusive.

Departure dates are shown on the website [www.murrayriverwalk.com.au](http://www.murrayriverwalk.com.au).

Tours commence at 7.30am day 1 and conclude at 2 pm on day 4.

Tours begin and end at the Renmark Hotel in Renmark.

Tours operate with a minimum of 5 and a maximum of ten guests.

If a scheduled tour date has not achieved its minimum quota of 5 guests within 90 days of departure, guests will be contacted by the Company and assisted to depart on an alternative walk, or pay a price equivalent to 5 walkers (in shared rooms) or receive a full refund.

Payment of the deposit will constitute acceptance of these terms and conditions.

### PRICING

2020 walking season prices. All prices are quoted per person in Australian Dollars (AUD\$) including GST.

Prices (\$2,500 pp) are based on two people in a shared room (configuration - queen or 2 single beds).

Price is \$2,500 pp for a single person willing to share a double room (with another guest of the same gender)

Price is \$4,250 pp includes a 70% supplement for a single person not willing to share a double room.

### EXCLUSIVE GROUP BOOKINGS

Exclusive group bookings can be made for groups of guests requiring 5 rooms. Exclusive group bookings requiring less than 5 rooms can be made for a price equivalent to 10 people in shared rooms.

### CUSTOMER BEHAVIOR

The Company has a zero-tolerance approach to any behaviour that puts guest safety in danger or creates an unsafe work environment for guides and/or the Company's suppliers. In the event of abusive or otherwise unsafe conduct, the guest/s will be asked to leave the tour.

### CHILDREN

The walk is recommended for children of 12 years and over. No child discount applies.

## PAYMENT

Deposit and payment conditions apply as follows:

- A 20% deposit is required to secure a booking online. If a 20% deposit is invoiced, it must be paid within 14 days of invoice issue date.
- The balance of a walk will be invoiced and must be paid 90 days prior to departure.
- Bookings made online within 90 days of departure are required to pay the full balance at the time of booking or within 7 days of issuing invoice.
- If payment is not received by the day of departure, guest will not be permitted to commence the tour.
- To make alternative payment arrangements please contact our office at [bookings@murrayriverwalk.com.au](mailto:bookings@murrayriverwalk.com.au)

## CANCELLATION FEE

All cancellations must be made in writing and sent to [bookings@murrayriverwalk.com.au](mailto:bookings@murrayriverwalk.com.au) or Murray River Walk, PO Box 257 Paringa SA 5340.

Cancellation fees are charged on the following basis:

CANCELLATION	FEE
120 or more pre-departure	Nil – deposit refunded
120 to 90 days pre-departure	\$500 pp
89 to 21 days pre-departure	\$1,375 pp
Less than 21 days from departure	Full value. No refund will apply

Depending on the reason for cancellation, these charges may be recovered under the customer's travel insurance policy.

No refunds will be made if a customer leaves a walk for any reason after a walk has begun.

## INCLUSIONS

The price includes:

- ✓ 4 days and 3 nights — 7.30am on Day 1 to 2.00pm Day 4;
- ✓ Secure car parking at the Renmark Hotel;
- ✓ Guided walking and cruising led by professional guides;
- ✓ Three night's accommodation on a modern 10 berth (5 double rooms) houseboat;
- ✓ Each twin room set as a Queen size bed or 2 singles;
- ✓ Linen, bathroom towels, hot showers and top deck spa;
- ✓ All meals and beverages (non-alcoholic and alcoholic);
- ✓ Special dietary requirements catered for;
- ✓ Provision of a 34L day pack with a 1.0L water bottle and an optional walking pole for the duration of the walk;
- ✓ A tour and tasting at the Wilkadene Woolshed Brewery.

## EXCLUSIONS

Scheduled domestic and international flights, comprehensive travel insurance, items of a personal nature, pre and post walk accommodation are not included.

## ACCOMMODATION OFFERS

Several accommodation providers listed on our website have offered a special deal for Murray River Walkers before or after a walk. These offers may vary from time to time and are determined by the accommodation provider, not Murray River Walk.

**FORCE MAJEURE**

'Force Majeure' means (without restriction) any event, which Murray River Walk could not, even with due care, foresee or avoid. Force Majeure covers events such as, but not limited to, adverse weather conditions, fire, flood and all similar events beyond our control. In the case of Force Majeure the Murray River Walk will not accept liability, and reserves the right to change and cancel walks.

**TRAVEL INSURANCE**

Unforeseen circumstances may result in you having to change your plans or even cancel at the last moment. To protect non-refundable deposits and payments we suggest you consider purchasing comprehensive travel insurance.

**GREAT WALKS OF AUSTRALIA**

Murray River Walk is a member of the Great Walks of Australia (GWOA) collective and as part of our commitment to work together, your contact details will be provided to GWOA who will contact you and provide you with the opportunity to continue to receive information about the Great Walks of Australia.

**For more information contact**

E: [info@murrayriverwalk.com.au](mailto:info@murrayriverwalk.com.au) M: 0429 691 976

