



## **Booking Terms and Conditions**

### **1. Initial Deposit**

A non-refundable deposit of \$50 is required to secure your place on a chosen departure date.

### **2. Secondary Deposit**

A secondary deposit of \$300 is required 6 months prior to departure. If we do not receive this secondary deposit, we can not guarantee your place on the chosen departure date.

### **3. Final Balance**

The final balance of your trek package invoice is required to be paid 60 days before departure. If this balance is not paid by the due date, we cannot guarantee your place on the chosen departure date.

### **4. Flight Payment**

On Track Expeditions can facilitate your international flight booking. However your flight payment is separate to the trek package and is subject to the terms and conditions of the travel agency and airline.

### **5. Your personal details**

In order for us to confirm your travel arrangements you must provide all requested details at the time of your secondary deposit 6 months prior to departure. 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. Your booking cannot be confirmed without provision of these details.

### **6. Cancellation by the traveller**

If you cancel for any reason, your \$50 initial deposit is not refundable.

For any other payments already made, On Track Expeditions will refund these amounts less any unrecoverable expenses already incurred. The refund amount is at the discretion of On Track Expeditions.

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.

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. Because the policy must include appropriate medical evacuation cover, On Track Expeditions includes the cost of the policy in the package and recommends a certain insurer to the traveller.

## **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 an expedition leader. The decision of the expedition 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.

If an expedition leader deems that you require a medical evacuation, and the evacuation is not covered by travel insurance for whatever reason, you will be liable for the costs incurred.

## **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. Registered Address**

On Track Expeditions Pty Ltd, 6/17 Tile St, Wacol QLD 4076 Australia.

If you have any queries or complaints about our Bookings Terms and Conditions, please contact us at: [info@ontrackexpeditions.com.au](mailto:info@ontrackexpeditions.com.au)