

# ICONIC WALKS WORLDWIDE

## BOOKING CONDITIONS FOR RAW TRAVEL

The following terms and conditions ('booking conditions') form the basis of your contract with RAW Travel (RAW, 'we' or 'our'). Please read them carefully as they set out your and our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read these booking conditions, that you agree to them and that you agree to them applying to your holiday arrangements that you book with us and which we agree to make, provide or perform (as applicable) as part of our contract with you.

### Prices – Deposits – Discounts – Payment

Trip prices are based on ground costs, airfares and exchange rates and are quoted in Australian Dollars (AUD) at the time of booking. While we will do our utmost to avoid any price increases, RAW Travel reserves the right to amend prices without notice, at any time up to and including the day of departure of any trip, including without limitation, to cover changes in government taxes and charges, exchange rate variations, fuel surcharges, airline charges, a force majeure event or other material increases from suppliers. RAW Travel will absorb up to the first \$50 of any overall price increase from its ground operations and exchange rate fluctuations but reserve the right to pass any further increases and any unanticipated airline surcharges onto the Charity or passenger. Alternatively, you may pay your trip price in full at the time of booking to guarantee your trip price or you may ask for your quote in Euros or alternative currency instead.

A \$500 non-refundable security deposit per person, per holiday package is required at the time of booking. Deposit requirements may vary when booking a shorter holiday (3 Day Great Ocean Walk), private tailor-made holiday, Charity Challenge trip or a holiday package inclusive of flights. Your RAW Travel Consultant can advise you on this. Final payment of the balance of your holiday package price is due 56 days prior to Day 1 of your touring itinerary unless stated in the terms of a special offer. We reserve the right to cancel any ticket or booking or to refuse to carry any passenger where payment has not been received by RAW Travel within the specified time. Payment in full is required at time of booking for reservations made less than 60 days before Day 1 of departure of your tour.

### Cancellation Policy

For all holiday packages the RAW Travel cancellation fees apply:

<u>Days of notice</u>	<u>Fee per person</u>
<b>61 days or more</b>	<b>Loss of deposit</b>
<b>60–31 days</b>	<b>50% of holiday package price</b>
<b>30 days or less</b>	<b>100% of holiday package price</b>

All cancellations must be received in writing by RAW Travel and are not effective until this notification has been received. If your holiday has commenced, 100% of the full holiday package price is charged. There is no refund for unused services or if portions of the holiday package are missed.

Additional cancellation fees may also be charged in respect of accommodation reserved outside the holiday package dates. These cancellation fees are in addition to any fees that may be levied by RAW Travel and your travel agent (if any). You acknowledge that the amounts estimated under the Cancellation Policy are reasonable and represent a genuine pre-estimate of RAW Travel's loss. If you request changes after RAW Travel has issued your documents, RAW Travel may charge you a fee per person in addition to any applicable cancellation fees.

### Cancellation of Airfares

Scheduled airlines normally regard name changes and changes to departure dates as a cancellation and rebooking which may attract a cancellation fee. Applicable cancellation fees may amount to 100% of the airfare.

### Cancellation by RAW Travel

RAW Travel reserves the right to cancel any trip, including a guaranteed trip, prior to departure due to reasons outside its control (i.e. Force majeure, political instability, disease outbreak or any other unforeseeable event). In such a case, RAW Travel will either postpone the trip, provide you with an alternative itinerary or refund the trip price only. Certain RAW Travel holidays may require a minimum number of participants and in the event that there are insufficient participants by the date falling six weeks before the scheduled departure date, we will be

entitled to cancel the holiday upon informing you that we are doing so, whereupon all monies paid by you for your RAW Travel tour shall be refunded to you, but no further compensation will be paid.

### **General Health and Fitness**

RAW Travel trips are designed for travellers of all ages assuming you are fit and healthy for the activity you have chosen. The applicant may however be asked to provide a clearance from their doctor if they have any serious pre-existing medical conditions indicated on the booking form which may affect your ability to undertake the trip. If you have any concerns about your ability to undertake an active trip we strongly recommend consulting with your Doctor before booking a trip. The applicant requires a reasonable level of fitness to undertake the adventurous trips we offer and participants assume responsibility for their own health and suitability to join an active trip. RAW Travel reserves the right to refuse anyone onto a trip if it believes their participation poses a risk to themselves and an unreasonable liability for the company.

### **Visa and Passports**

All passengers must have a valid passport that is valid for at least six months after the holiday package return date. Passengers must consult with the appropriate consulates to ensure that they have any applicable visas for countries included in the holiday package prior to departure. Passengers are solely responsible for meeting necessary passport and visa entry requirements and paying all associated costs. RAW Travel is not responsible for delays or missed portions of the holiday package resulting from incorrect travel documents or visas.

### **Travel Insurance**

Travel Insurance is not included in our prices, however is compulsory to participate on any of our trips. When selecting a travel insurance policy please bear in mind that all clients must have medical coverage and that we require a minimum coverage for repatriation and emergency rescue (this must include helicopter evacuation if travelling to the European Alps). We strongly recommend that the policy also covers personal liability, cancellation, curtailment and loss of luggage and personal effects. If you have credit card insurance, we require details of the participating insurer, the level of coverage and emergency contact telephone number – all of which are available from your bank. Our Travel Specialists can assist with information and booking Travel Insurance. RAW Travel will not accept responsibility or provide assistance if problems arise due to refusal to purchase travel insurance or inadequate cover.

### **Airfares**

Air travel is arranged with independent airlines. RAW Travel can arrange air travel in connection with your holiday package. All airfares are subject to flight and booking class availability. Airfares will be booked and ticketed upon receipt of your deposit to avoid price or tax increases. Airport taxes vary for each departure point and routing of airline. Airline schedules are subject to change without notice. Once air tickets are issued, airline amendment and/or cancellation fees apply and, in some cases, are non-refundable. Name changes and voluntary date and schedule changes will incur fees. RAW Travel is not liable for delays or disruptions of air travel. Once tickets are issued, RAW Travel will have no other liability and will not be responsible for refunding the cost of any services booked in conjunction with the flights.

### **Out of Date Range Flights**

If airlines have not published their schedule at the time of booking, RAW Travel will estimate the cost of airfares connected with your holiday package. When the airline releases flight inventory and airfares, RAW Travel will confirm seats and pricing to you by sending you an updated invoice. Once flights have been confirmed by you and payment has been received, RAW Travel will issue your ticket/s.

### **Travel Information and Documents**

After booking you will receive an invoice with all important information relevant to your holiday package. We strongly recommend you check the details carefully and read the included information. Please ensure that you check your flight timings carefully on your tickets, particularly early morning departures. Your flight tickets and associated flight information will be emailed to you within 7 days of receipt of final payment.

All other travel documentation will normally be issued four weeks prior to departure. We regret that we cannot accept any liability if we are not notified of any inaccuracy in any flight or touring documentation within 14 days of Us sending them to you or your travel agent.

While we will do our best to rectify any changes made outside this time, it is your responsibility to meet any additional costs which may be involved, except in the case of an error made solely by Us and where there is good reason for you not contacting Us within the specified time. Documentation will not be released until we are in receipt of full payment. Issuance of documentation does not absolve responsibility for any outstanding payments due.

### **Transfers/Deferrals – Scheduled Departures**

If you wish to transfer from one scheduled group trip to another you must notify RAW Travel in writing. A transfer fee of AUD\$150 will apply for the land content if the transfer or deferral is made prior to 60 days before departure. Cancellation fees apply thereafter.

### **Self-Guided or Tailor-made Trips**

If you want to change any part of your self-guided or tailor made holiday arrangements after an invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing by the person who made the original booking and or his or her travel agent 61 days or more prior to the departure date. If it is possible to make the change, it will be subject to an administration charge:

Date changes/deferrals to self-guided/tailor-made itineraries (15 days or more):	\$500
Date changes/deferrals to self-guided/tailor-made itineraries that are (14 days or less):	\$250

If changes are requested inside 61 days before departure date the refund policy applicable to cancellations applies. Additional charges levied by hotels, ground operators or airlines due to the amendments of the itinerary will also be also charged.

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

The applicant acknowledges that by submitting their booking form they have given due consideration to relevant Government travel advisories concerning the destination they have chosen and that it is their responsibility to be acquainted with such information and advice.

### **Bicycle Trips**

Your bike/s will be delivered to your hotel the day before you cycle. The bikes are delivered flat-packed in a box with all required items with the exception of a bike helmet, which you will need to bring. The bike/s will be picked up from your hotel the day after you have finished your cycling trip. Your bike does not need to be dismantled.

### **Bike Security Deposit**

You will need to provide us with your credit card details at least 1 month prior to your departure for the bike security deposit. The security deposit must be paid using credit card only and is the value of 200€ per person. This security deposit will then be refunded to your credit card within one week of the bike being returned.

### **Client's Responsibility**

When booking on one of our trips the applicant understands that RAW Travel operates adventure holidays worldwide. In developing countries, the standards of accommodation, transport, safety, hygiene, telecommunication facilities, level of infrastructure development and medical facilities are not equivalent to those familiar to the applicant's usual living arrangements, or would find on a conventional holiday. This type of trip inherently involves a higher level of personal risk, which the applicant agrees to fully assume.

The applicant acknowledges that travel on a RAW Travel trip 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 RAW Travel 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 applicant if the reason for any major alteration is outside RAW Travel's control.

### **Company Responsibility**

The applicant acknowledges that RAW Travel may contract with a network of companies, government agencies and individuals worldwide to assist in the running of its tours. To the best of RAW Travel's knowledge, these third parties are suitably qualified to perform the duties they are contracted to perform. However RAW Travel will not be held liable for any injury, damage, loss, delay or irregularity that may occur due to the behaviour of these third parties. RAW Travel will not accept responsibility or liability for any traveller who contravenes any law or regulation of any country visited.

### **Travelling with Minors**

Children under the age of 12 are permitted only on private tailor-made RAW Travel tours. Children aged 17 and under who are accompanied by a parent/guardian are welcome to participate in our scheduled tours providing the tour is deemed suitable by RAW Travel for their abilities and fitness levels. Parents or guardians undertake to accept full responsibility and supervision of and for their children at all times. Please talk to one of our

consultants before booking. RAW Travel trips are active, demanding trips and vary widely in their difficulty and appropriateness for children. We reserve the right to refuse any child from joining a tour where we feel trip demands would not be appropriate. Your RAW Travel Consultant can advise you on this.

#### **Included in Holiday Package Price**

Please refer to the Inclusions tab of the relevant webpage of your selected destination/tour.

#### **Not Included in Tour Price**

Airfares (unless stated), airport taxes, laundry, passport and visa fees, food not on the regular table d'hôte menu, drinks may or may not be included as indicated in your itinerary, excess baggage, fuel surcharges and optional excursions and gratuities not specified in your itinerary. For more information, Please refer to the relevant section of the Inclusions tab of the relevant webpage of your selected destination/tour.

#### **Choosing Your Holiday**

To maximise your enjoyment of your holiday and to ensure that it lives up to your expectations it is important that you choose the right holiday package for you. Our qualified staff are available to discuss your options.

#### **Hotels**

Hotel rooms in Europe, Japan and other parts of Asia are often smaller than those in Australia and New Zealand. In more remote places, hotel standards may not be quite as high as in major centres. RAW Travel endeavours to use the most suitable accommodation available in each destination to ensure that passengers enjoy high levels of cleanliness, comfort and service. Please be aware that room sizes (twin, double or very occasionally triple or quadruple rooms) and facilities will vary from hotel to hotel and sometimes from room to room within one hotel and occasionally there may be bunk beds. In many areas, facilities are en suite while others have the possibility, depending on availability and group size, of shared bathroom and toilet facilities.

In the remote European Alps regions it may be necessary to sleep in dormitories as this is all that is available. If this is the case, we will endeavour to let you know at the time of booking. Along the Kumano Kodo, accommodation is charming, historic and character-filled. Shared bathroom facilities are the norm as this is all that is available.

#### **Solo Travellers**

A limited number of single rooms may be available by request at time of booking your holiday package. Single rooms are usually smaller than standard twin or double rooms and often only have one single bed.

#### **Passengers Needing Special Assistance**

RAW Travel welcomes passengers with disabilities or special needs provided they are accompanied by a companion capable of providing all necessary assistance. Any disability or medical condition requiring special attention must be reported to RAW Travel at the time of booking. It is the customer's responsibility to advise us of your circumstances to ensure the selected tour is suited to your individual needs. RAW Travel is not responsible for any loss of enjoyment; loss of touring or loss of monies should the customer be unable to participate in the tour or in any or all of the activities. Any costs incurred as a consequence of the customer's need to return home as a result of non-disclosure are the customer's sole responsibility.

#### **RAW Traveller's Code**

By paying your deposit and completing your booking forms with us, you signal your agreement to the following RAW Traveller's Code:

- I have chosen a trip that suits my abilities, level of fitness, and state of health.
- I do not have any physical conditions or disabilities that are a hazard to me or other RAW travellers.
- I have a valid passport and all necessary visas and vaccinations required for travel.
- I will read the RAW travel pre-trip materials about clothing, medical requirements, and culture-specific etiquette.
- I will respect the laws and customs of countries visited.
- I will follow environmental guidelines and regulations while on the trip in accordance with the RAW Travel leader's direction.
- I will respect the rights and privacy of other trip members.
- I understand that travel within a group invariably involves compromise to accommodate diverse desires, travel goals, personalities, and physical abilities of all group members.
- RAW Travel leaders may be required to improvise and exercise good faith, use discretion and/or make decisions based upon group consensus. These decisions may not always please each individual, but are intended to satisfy the larger desires of the group.
- I understand that RAW Travel reserves the right to refuse participation during a tour to anyone whose health or behaviour could impede the welfare or enjoyment of fellow guests. An individual may be

asked to leave a trip if the leader feels that the person's continuing participation may prove detrimental to the individual or the group.

- I understand travelling off the beaten track means access to medical facilities and evacuation services may be limited.
- I understand the weather is out of RAW Travel's control.
- I will always wear a helmet when riding bikes.
- I will drink alcohol responsibly.

**Governing Law**

These booking conditions are governed by the law in force in Victoria, Australia. No employee, servant or agent of RAW Travel has authority to vary these conditions.

If you complete the **Online booking form**, please tick the box which indicates that you have read and fully understood the booking conditions before submitting your application.

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