



McDermott's
Coaches ★ Specialty tours and charters

Terms and conditions

1. How to book

Website by completing the online booking details and making payment through online portal

Over the phone with credit card details

Via an agent that is accredited to sell our tours

2. Payment

Prices quoted are in Australian dollars. Payment is to be made during the booking process to secure a place on the tour.

3. Cancellations

Booking made online can be cancelled online otherwise you must cancel to McDermott's in writing. Cancellations attract the following fees:

Outside of 24 hours prior to the departure date and time- 10% of total tour or package

Inside of 24 hours to the departure date and time- nil refunds.

4. Health, Fitness Requirements and Medical disclosure

You must be in good health to participate in this activity. McDermott's will take all care to ensure that you as the participants understand the activity that you have bought, and the risks associated with participating in the activity. You as the participants will let McDermott's know of any underlying health issues or health issues that may impede you in enjoying or participating safely in this activity.

You declare to McDermott's that you are in good health and able to participate in the activity.

5. Route changes, Postponement, Cancellation or Delay. Inclement weather action

From time to time and due to varying circumstances, McDermott's reserves the right to change routes, time, date, cancel or delay the departure. Generally, inclement weather where it may be deemed unsafe to conduct the tour, will this condition come into effect.

Other circumstances may include but not limited to as follows:

- a. Inclement weather
- b. Guide absences and unable to supply a suitable guide
- c. Fire where by the permitting authority has restricted access to the area to conduct the activity
- d. Floods where by the permitting authority has restricted access to the area to conduct the activity

6. Travel insurance

It is recommended that you have travel insurance to make any claims that may occur for any cancellation you require in points 3 and 5 above

7. Exclusion/inclusions

Only inclusions as listed in the tour itinerary information are included in the tour price. McDermott's will conduct the tour as listed in the information and agreed upon by you

8. Equipment and Dress

You must wear appropriate clothing, footwear and wet weather clothing for the weather conditions at the time of the tour. It is your responsibility to ensure that you abide by this prior to the tour commencing. McDermott's guides will check that clients have appropriate clothing and footwear for the tour prior to departing and may exclude clients if they are not.

9. Assumption of risk

By submitting a booking and payment you acknowledge the inherent risks associated with participating in the activity. You understand all written information provided by McDermott's.

10. Privacy

You permit McDermott's to collect information about you as to ensure that McDermott's can determine the appropriate tour for you. That McDermott's will keep these records on file and not share them with any other company unless with written permission from you.

