



## **Central West Tours Coronavirus (COVID-19) T&Cs**

### **Information Australian Tours departing 2021 / 2022**

Our customers' health and safety is always at the forefront of our minds when planning and running tours and continues to be so as we monitor the COVID-19 situation across the world.

Central West Tours will continue to make operational decisions based on informed advice which could include postponing or adjusting tour plans. Informed advice is based on information provided by local, state and federal governments and health agencies and other appropriate authorities.

We will make decisions on our upcoming tours as we get close to the planned departure dates as we monitor the tours' safety, viability and state entry requirements for the crew and customers. If necessary, we will postpone or make some adjustments such as re-routing our itinerary to avoid areas of concern if that is possible. Please note that we will, where possible, try to make a judgement on the viability of a tour at least 30 days prior to departure, although we may make that decision earlier than that point, or may need to make a decision later.

In arranging the tours, we enjoy together, you would appreciate that a lot of work goes into preparation. Other businesses we use such as accommodation and others, require deposits and/or fees to hold bookings. As a business, our policies are influenced by these factors and the costs incurred in providing these tours to you.

In the current environment, our guiding principle is to be as flexible and generous as possible if either we cannot operate a tour, or a customer is stopped from coming due to border restrictions or quarantine requirements.

Phone:0459 155 845

**[nicole@centralwesttours.com.au](mailto:nicole@centralwesttours.com.au)**

3 Macquarie St, Cowra, NSW 2794, Australia



Policy if Central West Tours postpones or cancels a tour:

Transfer to another current Central West Tours - forfeit amount \$0, full balance transferred to another tour.

Refund - forfeit amount \$0, full balance refunded.

Policy if tour proceeds but a customer cannot attend due to COVID-19 border restrictions or quarantine requirements:

Transfer to another current Central West Tours - forfeit amount \$0, full balance transferred to another tour.

Refund - forfeit amount \$0, full balance refunded.

\*Note: if you think you will not be able to join a tour that you are booked on due to COVID-19 border restrictions, quarantine requirements or other factors, you must, wherever possible, notify Central West Tours prior to 30 days from tour start date.

The above policy only applies to postponements and cancellations due to COVID-19 related border closures or quarantine requirements that prohibit participation in the tour. For all other cancellations, our standard Terms & Conditions apply.

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