



Terms and Conditions

Payments

Prices are subject to change without notice, inclusive of GST (Goods and Services Tax), and are in local currency (Australian Dollars).

Full Payment is required at time of reservation, unless otherwise specified.

We accept Visa and Master Card. We do not charge credit card service fees.

Direct funds transfer is available, please contact us for details. All payments must include booking reference for reconciliation.

Please note deposit and payment for group and private charter bookings will be confirmed upon confirmation of your booking.

Cancellation/Changes/Refund/No Show

- Cancellation – bookings will incur the following fees:
- Outside of 48 hours – No penalty
- Inside 48 hours – 10% of tour cost
- No Show (failure to board your tour) – Nil refund

Changes (voluntary) – You may alter your tour date up to 48 hours before departure without penalty. If you cannot commit to a new tour date we can hold the value of your tour in the form of credit which will be valid for 12 months from the date you purchased the tour.

Refunds – If you require your reservation to be cancelled, no refund applies up to 48 hours from your travel date. The amount can be credited towards another tour of equal or higher value. Cancellation inside 48 hours will incur a 10% charge.

No Show – Failure to board your tour will constitute a loss of the tour reservation payment. Please ensure you are at the nominated collection point at least 15 minutes before your scheduled collection time.

Privacy & Credit Card Policy

All information provided to Apple Isle Wine Tours is not passed or sold to a third party. Information relating to clients specific needs on tour is the only information passed onto third parties such as dietary requirements. No credit card details are stored by Apple Isle Wine Tours, all credit cards are processed electronically via the NAB facility NAB Transact.

Children

Children under 2 years of age will not incur any charges. 2 years -11 years inclusive will pay 50% of the tour cost. 12 years plus will pay full tour cost.

Tour alterations, third party costs

Minimum of 2 people policy applies unless prior arrangements have been made with Apple Isle Wine Tours. Should clients wish to alter the tour itinerary before or during the tour, this will incur additional cost, this may include venues that have been cancelled at the request of the client. Apple Isle Wine Tours will not be responsible for third party costs unless stated in the tour description provided.

Apple Isle Wine Tours reserves the right to alter an itinerary due to operational requirements. Apple Isle Wine Tours reserves the right to have tours operated by a third party due to operational reasons.

Insurance and Accreditation

Apple Isle Wine Tours holds Public Liability Insurance but advises travellers to have their own Travel Insurance. Apple Isle Wine Tours cannot accept responsibility for loss or damage to property.

Apple Isle Wine Tours is a Tourism Industry Council Tasmania accredited and Transport approved operator.

Refusal of carriage and Safety

Apple Isle Wine Tours reserves the right to refuse or cease the carriage of any passenger who is disruptive, abusive, and violent.

Apple Isle Wine Tours Duty of Care Statement

Work with due care and consideration to safeguard passenger health and safety

Work with due care and consideration to safeguard your own health and safety

Report all incidents/accidents to the relevant authorities

Report any unsafe acts to relevant authorities

Be alert to prevent unsafe situations

Ensure your clients are aware of emergency locations in vehicles and seats belts are worn where fitted

Ensure your clients are not placed in an unsafe situation that may cause injury