



General Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. Acceptance of the below terms & conditions is a condition of booking with Live It Tours.

PAYMENTS

All services must be paid for in full at the time of booking. Payments are accepted through the on-line booking system, or by direct deposit or internet transfer. Please contact us to check tour availability if you would prefer not to use the on-line booking system.

Live It Tours requires pre-payment for all its tours. Tour places are not confirmed until payment is processed. Credit card fees surcharges will apply when paying by credit card.

CANCELLATIONS, AMENDMENTS AND REFUNDS

Cancellation by the Client

30 days prior to departure 100% refund

3-14 days prior to departure 50% refund

Within 48 hours of tour departure, cancellations, refunds or rescheduling are unavailable. We recommend travel insurance in the event that you must cancel or alter your trip.

No shows are responsible for 100% of trip fees. Exceptions can be made for medical/family emergencies.

Where we incur any liability for a cancellation fee or charge for any booking which you cancel, you agree to indemnify us for the amount of that fee or charge.

Cancellation by us

We will work with you to reschedule your tour if cancelled for any reason by the tour operator.

If a tour is cancelled by the Live It Tours you will receive a 100% refund. All refunds will be provided as a credit to the credit card used at the time of purchase.

We are unable to provide a refund to you until we receive the funds from the relevant supplier.

SECURITY POLICY

Security software

Our website infrastructure is monitored using security software and this software is updated periodically.

Secure Socket Layer / Transport Security Layer

All pages on our website that pass sensitive information are secured using a 128 bit encryption SSL certificate.

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PRICES AND VALIDITY

All prices are subject to availability and can be withdrawn or varied without notice. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors may include adverse currency fluctuations, fuel surcharges, increased supplier rates.

TOUR TERMS & CONDITIONS

All tours require a minimum number of 20 participants to go ahead unless otherwise specified. In the case that this number is not reached, you will be offered a full refund, or the option to transfer your booking to another date. You will be given 24 hours notice of any cancellation or change.

While every effort is made, tours may be subject to change due to availability of producers and locations. The tour will go ahead in most weather conditions. In the situation of unbearably inclement weather, clients are offered a full refund or the opportunity to reschedule.

Any changes or amendments to your booking after confirmation can only be accepted subject to availability. Live It Tours reserves the right to charge an amendment fee in respect of any change to your booking in addition to any other applicable charges in relation to the amendment.

Live It Tours cannot be held responsible for tour program alterations due to flooding, acts of nature, missed flight connections, cultural events, road closures, medical evacuations, or damage to personal belongings and/or loss of property.

AUTHORITY ON TOUR

Our tour experiences are run by a group leader/expert. The decision of the group leader is final on all matters likely to affect the safety or well-being of any person participating in the trip. If you fail to comply with a decision made by a group leader, or interfere with the well-being or mobility of the group, the group leader may direct you to leave the trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked.

SPECIAL REQUIREMENTS

Please liaise with one of the Live It Tours Team regarding any special requirements you may have such as special meal and seating requests. Any special requests will be accommodated if at all possible; however there is no guarantee of confirmation of the request.

HEALTH

You must ensure that you are aware of any health requirements for your travel and ensure that you carry all necessary documentation with you. Make any medical conditions known to Live It Tours staff so we can assist and advise you.

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EXCLUSION OF LIABILITY

Live It Tours does not accept any responsibility for any act, omission, default or neglect of its servants or agents, for death, injury, damage or loss to persons or goods whatsoever and howsoever caused; nor does it warrant and is in no way responsible for the accuracy of information given or statements made by its servants and or agents.

PRIVACY POLICY

Personal information shared with Live It Tours is solely used in the organisation and conduct of the tour and to contact you via email to update you on special events or offers from Live It Tours. No information is kept, stored or shared with any other party, or for any other purpose.

PUBLIC LIABILITY INSURANCE

Live It Tours holds public liability insurance in its responsibility to both participants and venues. In the event of a claim, all dealings will be managed by our policyholder.

Live It Tours takes no responsibility for your personal possessions on a tour. Live It Tours has no liability for any act, omission, or default, whether negligent or otherwise of any supplier. Every effort is made to ensure you have a great experience on tour.

GOVERNING LAW

If any dispute arises in relation to the agreement between you and us, the laws of Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Australia, and waive any right that you may have to object to an action being brought in those courts.

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