

WA WINE TOURS

LET'S MAKE THE DAY ENJOYABLE FOR EVERYONE - YOU, OUR DRIVER, AND THE VENUE STAFF

WHAT IS THIS ABOUT?

We are committed to providing great service to you and your guests, and part of this service involves keeping you safe whilst on the bus, and helping you to enjoy your day. However, we also have an obligation to our drivers and to the venue staff that you and your guests will behave responsibly on your tour and that your behavior will not prevent them from conducting their duties. As a licensed omnibus operator we must also adhere to the Liquor Licensing Act 119(4)(a)



WAWT CHARTER OR PRIVATE TOUR | TERMS & CONDITIONS

Thank you for your interest in WA WINE TOURS being your host for your private tour/charter to Perth's Premier Wine Regions.

It is important that you read the following which pertains to your booking:

1. ORGANISER'S RESPONSIBILITY As the organiser of your charter/private tour it is your responsibility to ensure your guests are aware of the Terms & Conditions of your booking. By accepting the charter/private tour booking you accept the Terms & Conditions and also accept that this is a binding agreement between yourself and your guests with WA WINE TOURS.

2. DEPOSIT A deposit of 10% is required to confirm your booking. Your booking is not confirmed until receipt of the deposit. On receipt of your booking WA WINE TOURS will allocate a vehicle and a driver for your tour/charter.

3. FINAL PAYMENT The final payment for your tour/charter is due 14 days prior to the date of your tour. WA WINE TOURS accepts Amex, MasterCard, Visa, direct deposit, cheque or cash payments. Please be aware that there is a bank imposed 3.5% surcharge on all cards. If you wish to avoid the surcharge please pay by cash or direct debit.

4. PROOF OF AGE Guests on the charter/private tour must not consume alcohol at any venue if they are under the age of 18 years. Proof of age must be shown to the WA WINE TOURS driver and venue staff if they request it.

5. RESPONSIBLE SERVICE OF ALCOHOL As part of the Responsible Service of Alcohol law, venue staff may refuse service to WA WINE TOUR guests if the venue staff consider them to be intoxicated. Guests disputing the venue staff's decision may be asked to leave the venue.

6. NO ALCOHOL TO BE CONSUMED ON THE BUS | Western Australian Liquor Licensing Laws under the Liquor Licensing Act 119(4)(a) state that no alcohol can be consumed on the bus, or at any of the car parks and land surrounding the venues visited on your charter/tour. The WA WINE TOURS bus and venues in the Swan Valley & Perth Hills are not licensed for BYO. The venues can only permit, by law, for you to consume their own alcoholic beverages in areas of their venue that are licensed for this. It is an offence to breach this law and heavy fines are imposed on you, the bus driver, and the tour operator. *The WA WINE TOURS driver has the right to terminate your charter/tour if any of the group are in breach of this law*. In order to protect our tour operators license you may therefore not bring eskys onboard the bus, unless the driver has inspected them and deemed that no alcohol is contained in them. Please bear in mind that all the venues are very close together so you are not in the bus for very long, so a 10 minute wait for an alcoholic drink should be a bearable time...even for your guests who may be alcoh!

7. INAPPROPRIATE BEHAVIOUR If the WA WINE TOURS driver considers a guest or guests are behaving inappropriately on the bus or at any venue, the driver has the right to terminate the charter or to phone for a taxi to take the offending guest/guests from the tour (at the offending party's own expense). The WA WINE TOURS driver also has the right to refuse a person entry onto the bus if the driver deems the person/persons are behaving irresponsibly or inappropriately.

8. LOST OR STOLEN PROPERTY WA WINE TOURS accepts no responsibility for lost or stolen property either on the bus or at any venue. The driver will lock the bus if she/he is leaving the bus.

9. DAMAGE OR SOILING TO WA WINE TOURS VEHICLES or VENUE PROPERTY Guests that damage or soil either the vehicle or any property at any of the venues visited on the charter/private tour will be responsible for the damage. If the damage or soiling is to the WA WINE TOURS vehicle/s payment will be made direct to WA WINE TOURS. If the damage is to property at a venue then payment arrangements will be made directly with the venue AT THE TIME and not with WA WINE TOURS. The cleaning fee for soiling a bus is \$50 payable to the driver as you disembark, or to be deducted from your credit card details on your file.

10. **THE WA WINE TOURS DRIVER** The WA WINE TOURS driver has the right to terminate your charter/tour if any of the group contravene any of the Terms & Conditions as outlined above. The driver has the right to ask any person/persons to disembark from the bus and they will then be responsible for their own well-being once they have left the charter/private tour.
11. **THE WA WINE TOURS DRIVER** If you believe that our driver is not transporting you safely in our vehicle and that he/she is driving in an irresponsible manner, or you believe that the conduct of our driver is questionable, please phone us immediately on 1300 765 665 to address this matter at the time of the complaint, and to send a replacement driver to you.
12. **INDEMNITY** The WA WINE TOURS driver and the operator of WA WINE TOURS assume no responsibility for injury, sickness or damage to persons once they have been requested to leave the WA WINE TOURS charter/private tour. The WA WINE TOURS driver and the operator of WA WINE TOURS assume no responsibility for injury, sickness, loss of property, damage, delay in pickup and drop-off, or any other irregularities in the operation of the charter/private tour that is beyond the driver's or operator's control during the charter/private tour.

CANCELLATION POLICY We have a cancellation policy in place because we have a responsibility and obligation to the venues that have been booked for your charter. They have allocated time, product, and a staff member for your group and if you do not cancel in a timely fashion they may not be able to reallocate your time to another group. They may therefore charge you (if you have made the bookings) or WA WINE TOURS (if we have booked and paid for their services) a cancellation fee. Therefore our cancellation policy is:

- 100% cancellation applies if WA WINE TOURS is not informed prior to 7 days of the date of your booking.
- 50% cancellation applies prior to 10 days.
- No charge if WA WINE TOURS is advised prior to 14 days from the date of the booking.

THE WA WINE TOURS DRIVER & STAFF

The following information is contained above in our terms and conditions, and is at point 11. However, we wish to reiterate the information here in case you missed it above.

THE WA WINE TOURS DRIVER If you believe that our driver is not transporting you safely in our vehicle and that he/she is driving in an irresponsible manner, or you believe that the conduct of our driver is questionable, please phone us immediately on 1300 765 665 to address this matter at the time of the complaint, and to send a replacement driver to you.

By accepting a booking with WA WINE TOURS, you accept the Terms and Conditions set out by WA WINE TOURS pertaining to your charter/private tour. Your final payment is acceptance that you agree with WA WINE TOURS Terms and Conditions, and that you accept responsibility for the conduct of your guests on the charter/private tour.

A copy of the Terms & Conditions will be filed in your charter folder as proof that our Terms & Conditions have been sent to you for your perusal and information, and that we now have an agreement regarding the Terms & Conditions.

This agreement is binding between the organiser of the private tour/charter/bus hire and

Lou Cover

Owner Operator

WA WINE TOURS | SWAN VALLEY & PERTH HILLS WINE REGIONS

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Friends drink wine to become family, family drink wine to become friends!
