



Terms and Conditions of Booking

Itinerary Disclaimer

Our itineraries are correct at time of publishing and may differ slightly to the one in the brochure. Occasionally our itineraries change as we make improvements based on comments from past travellers and our own research.

We will take all reasonable steps to provide an enjoyable tour but accept no liability for any loss of enjoyment due to circumstances beyond our control.

Longhorn YOUUnique Tours reserves the right to, at our discretion, alter the route or itinerary of any of its tours and arrange alternative carriers if necessary. No refunds will be given in these circumstances or in the event of any delay, curtailment or alteration of a trip resulting from any cause including severe weather conditions or mechanical failure.

Prices and Itineraries

- All fares quoted are in Australian currency and include GST.
- All fares and itineraries are effective from January 2013
- The operator reserves the right to cancel tours and amend fares, itineraries and days of operation as required.

Minimum numbers

A minimum number of customers is required to operate each tour. If this number is not reached it may be necessary to cancel a scheduled departure and to offer an alternative or full refund.

Pickup and drop off times

Longhorn YOUUnique Tours cannot guarantee pick up or drop off times and will not be liable for customer failure to connect with other services.

Cancellations

When Longhorn YOUUnique Tours cancels a tour the customer will be offered an alternative date. If an alternative date cannot be agreed a full refund of monies paid will be organised.

Once your booking has been made our cancellation policy is:

Single day tours cancellation policy:

- Once a booking has been made a 10% administrative charge applies



- If cancelled within 14 – 3 days before tour departure, 20% cancellation fee of total fare applies.
- If cancelled within 72 hours prior to tour departure, 100% cancellation fee of total fare applies.

Multi day tours cancellation policy:

- Once a booking has been made a 10% administrative charge applies
- If cancelled within 30 - 8 days prior to tour departure, 50% cancellation fee of total fare applies.
- If cancelled within 7 - 3 days prior to tour departure, 80% cancellation fee of total fare applies.
- If cancelled within 72 hours prior to tour departure, 100% cancellation fee of total fare applies.

Liability

Subject to State and Federal legislation Longhorn YOUUnique Tours shall not be liable for any detention, delay, loss, damage, sickness, injury or death however caused at any time while participating in any Tour or related activity and customers will travel with the understanding that these conditions are acceptable prior to departure.

Whilst we have planned the itinerary and activities with customer safety in mind the customer is also responsible for his/her own safety and should be appropriately attired and follow the instructions of our staff.

Personal property is the customer's responsibility and we will accept no responsibility for loss or damage to personal belongings or baggage.

Longhorn YOUUnique Tours will not return lost property without payment for postage / handling. (Minimal fee \$20.00).

Tours may include services provided by other operators (accommodation, helicopter flights, and activities) and whilst Longhorn YOUUnique Tours takes every care in selecting these services we don't accept any liability for the operation of their services or their employees or agents.

Insurance

Travel insurance is NOT included and we strongly recommend that customers have their own travel insurance against illness, injury, loss/damage to personal belongings and not being able to travel on the confirmed departure date.



Children

Due to the nature and content of the tours children under 12 years cannot be taken except on family tours.

Alcohol

The consumption of alcohol is prohibited in our vehicles and in certain reserves and parks.

Smoking

Government regulations prohibit smoking aboard the vehicle.