

Information, Terms & Conditions

The terms and conditions and limitation of liability under which all tours that are organised and/or operated by Langley's Coaches in conjunction with Orana Coaches Pty Ltd hereinafter called "the Company" are detailed hereunder and the payment of the tour deposit or tour price represents acceptance by the purchaser of the following:

Your Coach

Experience the superb luxury and the safety of our Austral, Denning & Scania coaches which have the following features: rest room, air-conditioning, reclining fabric seats, large panoramic windows, DVD & CD, air suspension.

Luggage Limits and Clothing

Only one medium suitcase 65cm (26 inch) long x 45cm (18 inch) wide x 25cm (10 inch) deep and 15 kgs (33 lbs) in weight per person with a small bag to take on the coach.

Luggage limit for European Cruise is available on request, phone Langley's

EXCESS LUGGAGE CANNOT BE CARRIED

Our coaches are fitted with overhead racks for your personal effects. Clothing should be casual, with lighter clothing necessary for the tropics and warmer clothes for the southern areas, especially for some nights. Bring swimmers, towel, hat, sunglasses, insect repellent, sensible walking shoes, warm jacket and an extra supply of all camera needs.

Motels

Your comfort is important so we select the best motels available and all** the rooms have private facilities. Most motels are licensed, centrally located with swimming pools and laundries. **Facilities in remote areas may be less elaborate and may not have private facilities.

Meals

Every morning we start with a full Australian breakfast of fruit juice, cereal or fruit, a cooked dish, toast and coffee and tea. Except for special occasions, lunch is not included as individual preferences vary so much. Dinner is two or three course, some evenings free for dinner of own choice.

Smoking and Alcohol

Government regulations forbid smoking and alcohol consumption in and on tourist coaches, however frequent stops provide the opportunity for those who desire to smoke.

Fares

All coach tour fares in this brochure are guaranteed and not subject to increase, other than any new Government Taxes, air, sea or rail services, over which we have no control! Fares can be found in the fare box for each tour and include accommodation on a twin/double share basis, breakfast and most dinners and all

sightseeing, cruises and inspection fees as per itinerary. Overseas departure taxes are included unless stated otherwise.

Fares Do Not Include

Lunch, morning and afternoon teas and occasional dinners (except where indicated as included on itinerary) and all items of a personal nature such as laundry, telephone calls, drinks and items of an emergency nature.

Single Supplement

A limited number of these are available on most tours.

Travelling Alone

Where a single passenger is willing to share accommodation with a fellow single passenger the company will endeavor to find another of the same gender, however if no suitable companion can be arranged, single supplement must be paid. The Company otherwise accepts no responsibility of the rooming partner and it is a condition of travel that the single passengers willing to share accommodation, accept the rooming partners allocated by the Company. If a passenger at any time during the tour considers the rooming partner to be unsuitable the Company will, subject to availability and at additional cost to the passenger, arrange single accommodation.

Booking Procedure

A deposit is required as indicated on booking. Final payment due one month prior to Departure unless indicated on individual Itineraries. Please contact us or your travel agent. Travel agents can forward deposits and other payments on your behalf, but are not the Company's agent purpose of receipt of monies. Receipt of deposit and/or payment by the travel agent does not constitute receipt by the Company and the Company is not liable in respect of monies paid to your travel agent, until monies are received by the Company. It is a condition of carriage that a passenger has paid all tour monies prior to the departure date. The Company will not be bound by any representation reported to have been made on their behalf, unless the representation is confirmed by the Company.

Itinerary

The Company reserves the right to alter or change the accommodation, carriers or coaches at any time for any reason. It also has the right to cancel/alter the itinerary and/or tour without notice as may be found necessary for any reason whatsoever including, but not limited to road, weather or traffic conditions, non performance of suppliers, industrial action, operational conditions and requirements. All additional expenses incurred as a result of any delays, cancellations or alterations will be the sole responsibility of the passenger. Whilst the Company will take all

reasonable steps to provide an enjoyable tour, the Company accepts no liability for any loss of enjoyment whatsoever and howsoever experience by the passengers.

Minimum Numbers Policy

All tours are subject to minimum numbers for tour to operate.

Cancellation Policy

We strongly recommend you to take out travel insurance to protect your tour fare. Cancellation fees will be charged if you have to cancel your booking with us. The following fees below will apply, in addition to any monies already paid on your behalf to our suppliers.

Domestic Tours

60 days and over \$100 administration fee
44 to 31 days 15% of total fare
30 to 15 days 25% of total fare
14 to 7 days no refund

If a tour has commenced, no refund of fare or unused portion of the tour will be refunded

Special Cancellation Fees*

International Tours

European River Cruises. Evergreen Tours*

91 days and over Loss of deposit plus any applicable airline cancellation fees
90 or less 100% of tour price

Norfolk Island*

65 days and over Loss of Deposit
65 days or less 100% of tour price.

New Zealand*

65 days and over Loss of deposit plus any applicable airline cancellation fees.
65 days or less 100% of tour price.

Passengers Requirements and Conditions

No passenger will be permitted to embark or continue on the tour while their mental or physical condition is, in the opinion of any representative of the Company, such as to render them incapable, objectionable to other passengers, or they become a hazard to themselves or other passengers. The Company will not be responsible for expenses resulting in such persons being precluded from completing the tour for any reason.

***Travel Insurance is not included but is HIGHLY recommended.**

Speak to Langley's, your Travel Agent, Insurance Company. or Health Fund re Travel Insurance.



Your Travel Agent

Book with LANGLEY'S on

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