

Booking Conditions



Tour Inclusions

Included

- Luxury five-star coach travel.
- Motel accommodation with private ensuite facilities on a twin-share basis (unless otherwise stated).
- Meals, sightseeing and entry fees as specified in the itinerary.
- Services of an experienced Christians Travel Tour Leader.

Not Included

- Travel insurance.
- Alcoholic beverages and drinks unless otherwise stated.
- Telephone calls, laundry and personal expenses.
- Optional activities not listed in the itinerary.

Deposits & Final Payment

A non-refundable deposit is required to secure your booking.

- **Tours under \$5,000 per person:** \$500 deposit per person. Balance due 60 days prior to departure.
- **Tours \$5,000 or more per person:** \$1,000 deposit per person. Balance due 90 days prior to departure.

Bookings made after the final payment date must be paid in full at the time of booking.

Cancellations & Booking Changes

All cancellations must be received in writing.

- Deposits are non-refundable.
- Tours with a 90-day final payment: cancellations within 90 days of departure incur a 100% cancellation fee.
- Tours with a 60-day final payment: cancellations within 60 days of departure incur a 100% cancellation fee.

No refunds will be made for unused portions of a tour after departure.

Any cancellation or amendment fees charged by airlines, accommodation providers, cruise operators or other suppliers will be passed on where applicable.

Bookings are non-transferable and cannot be transferred to another person, another tour or held as credit unless agreed in writing by Christians Travel.

Travel Insurance

Comprehensive travel insurance is strongly recommended and should be arranged at the time of booking. Your policy should include cover for cancellation, medical expenses, personal belongings, travel delays and other unforeseen events.

Itinerary Changes

Every effort is made to operate tours as advertised. However, Christians Travel reserves the right to substitute accommodation, transport, attractions or amend itineraries where circumstances beyond our control require.

If Christians Travel cancels a tour due to insufficient numbers or unforeseen circumstances, all monies paid will be refunded in full. This refund constitutes the full extent of the Company's liability.

Passenger Information

To ensure the safety and enjoyment of all passengers:

- Hot food and hot drinks are not permitted on the coach unless authorised by the Tour Leader.
- Smoking and vaping are prohibited on the coach and permitted only during designated stops.
- Luggage is limited to one medium suitcase and one small carry bag, with a combined maximum weight of 20kg per person.
- A seat rotation system operates on most tours.
- Passengers must be sufficiently fit and mobile for the advertised Physical Rating and able to get on and off transport unaided.
- Mobility limitations, medical conditions, dietary requirements and other special requests must be advised when booking.
- Special requests, including room preferences, mobility assistance and dietary requirements, will be accommodated where possible but cannot be guaranteed.
- Christians Travel reserves the right to refuse carriage or end a passenger's participation if their behaviour or condition affects the safety, comfort or enjoyment of others. Any resulting costs are the passenger's responsibility.

Photography

Photographs and video may be taken during tours for promotional use. Passengers will be invited to complete a Photography Consent Form during the tour. Only images of passengers who have provided written consent will be used.



Booking Conditions



General Conditions

Christians Travel coordinates services provided by independent transport operators, accommodation providers and other suppliers.

Whilst every care is taken, Christians Travel accepts no responsibility for injury, illness, loss, damage, delay or additional expense arising from the acts or omissions of third-party suppliers or circumstances beyond our control, including weather, road closures, mechanical breakdowns, industrial disputes or government actions.

Tour prices are based on costs at the time of publication and may be adjusted should operating costs increase prior to departure.

Acceptance of Booking

Payment of a deposit confirms that the traveller has read, understood and accepted these Booking Conditions on behalf of all passengers included in the booking.

ADDITIONAL INFORMATION

Dietary Requirements

We cater for most dietary requirements. Please advise us of your requirements when booking.

Mobility & Special Needs

If you have limited mobility, use a walker, have a medical condition, disability, require a service animal or have any other special needs, please discuss these with us before booking so we can determine whether the tour is suitable.

Walking sticks are welcome provided you meet the Physical Rating for your chosen tour.

Unfortunately, walkers cannot be accommodated on all tours due to limited storage space. Guests must also be able to get on and off transport unaided. Please contact us before booking if you wish to travel with a walker.

If you require assistance beyond basic support, we recommend travelling with a carer or companion. Our drivers and Tour Leaders cannot lift or carry passengers, assist with personal care, administer medication or perform medical procedures.

Should a passenger become unwell during a tour, emergency services will be contacted and any decision regarding continuation of travel will be made by medical personnel.

Fitness Levels

Every tour is assigned a Physical Rating to help you choose the most suitable experience.

Level 1 – Easy

- Relaxed pace with mostly coach travel.
- Walk on level ground at an easy pace.
- Manage occasional stairs or gentle inclines.
- Stand for up to 10 minutes.
- Get on and off transport unaided.
- Manage your own luggage.

Level 2 – Moderate

- Includes regular walking and light physical activity.
- Walk on bush tracks, soft sand and uneven surfaces.
- Stand for up to 15 minutes.
- Climb flights of stairs.
- Get on and off transport multiple times unaided.
- Manage your own luggage.

Level 3 – Moderate / Active

- Requires above-average fitness.
- Walk continuously for up to 20 minutes.
- Walk on uneven terrain, soft sand and inclines.
- Stand for up to 30 minutes.
- Get on and off transport multiple times unaided.
- Manage your own luggage.

If your fitness level is not suitable for your chosen tour and you are unable to participate safely, you may be required to leave the tour at your own expense.