

TERMS AND CONDITIONS (Please read carefully)

DEPOSITS AND FINAL PAYMENTS

A deposit of 25% of the total trip price is required at the time of booking. Final payment will be due 30 days (for Australian departures) and 60 days (for departures in all other countries) prior to your scheduled trip departure date. If the final balance is not received by the due date, we will regard the booking as cancelled and normal cancellation fees will apply. If you reserve a trip within 30 days (for Australian trips) or 60 days (for all other destinations) of departure, full payment is required at the time of booking. *Bank Transfers: Some electronic fund transfers may incur bank fees deducted from intermediary banks. Please note that all bank fees are to the customer's charge. All outstanding balances, including minor values due to bank fee shortfall, will need to be paid in full prior to departure. To avoid your payment coming through short, please instruct your bank to pay all bank fees and to instruct the intermediary (correspondent) bank that all charges are to be returned to the originating bank.

REFUNDS AND TRANSFERS IN THE CASE OF COVID-19 BORDER RESTRICTIONS

For any bookings made on or after 09 September 2021 for departures in 2021 and 2022 on the following trips; Ningaloo Reef Kayak Explorer, Ningaloo Reef Basecamp; Ningaloo Reef Kayak Expedition; The Three Capes Paddle; The Bruny Island Paddle; Tasman Peninsula Sea Kayak and Whale Watch Escape; Raja Ampat Kayak and Live Aboard; Raja Ampat Paddling Odyssey; Sardinia and Corsica Kayak Odyssey; Liguarian Coast and Cinque Terre; Turquoise Coast; Active Turkey Kayak Walk; Croatia Kayak/Sail Adventure; Yasawa Tropical Island Dreaming; Yasawa Tropical Expedition; East Greenland Kayak and Camping Expedition; Iceland and Greenland Expedition, deposits and final payments are refundable or transferable in the case that State or Federally issued orders directly impacts* your capacity to travel as a result of Covid-19 related border restrictions. Transfers are available to a future date on the same trip. Transfers to alternate trips are also allowed. Where there is a difference in price you will be liable for that price difference in both the deposit and the final payment. Transfer fees will not be applied in the case that your departure is impacted by the conditions listed above. Refunds will be subject to an admin and processing fee of \$75.00 per person redeemable as a credit if you re-book on another SSV listed departure within 12 months of your original trip departure date. Refunds or transfers will be initiated and offered by SSV once orders or health advice has been issued that specifically relates to your trip departure date or personal situation. If the advice is indeterminate, monies will be held by SSV until such time as SSV cancels the trip, or the trip departure date has passed and orders remain in place. Refunds will be exclusive of any fees and charges applied by intermediary banks or payment services including currency conversion fees. Refunds will be paid in the currency of receipt and will be based on the currency exchange rates at the time the refund is processed. Refunds will typically be issued within 14 days of the final day of your scheduled departure.

*directly impacts is inclusive of State or Federally mandated domestic or international border closures issued greater than 48 hours prior to the commencement of your trip preventing you from travelling to the point of trip departure or requiring travelers to undergo mandatory quarantine or isolation either in the state/country where the trip departs or upon return to your home state/country. If your booking is impacted by the above conditions within 48 hours of your trip departure date, SSV will offer a transfer of all funds to future trip with SSV.

**For bookings on our Hinchinbrook Island departures, all trip monies paid are non-refundable. If any of the above conditions directly impacts your capacity to travel prior to your trip departure date you will be provided with a credit note to be used only on Hinchinbrook Island departures within 18 months of your original trip departure date. There are no fees associated with transferring to a future date.

***For bookings made on our Guna-Yala Archipelago tours if covid-19 border restrictions prevent you from joining your trip within two weeks of the scheduled trip departure date a fee of 10% applies to any requests for refunds. If requests for refunds are received greater than two weeks from your scheduled trip departure date a fee of 5% of the total. There are no fees associated with transferring to a future date within 18 months of the original trip departure.

CANCELLATIONS BY YOU NOT RELATED TO COVID-19 BORDER RESTRICTIONS

If it becomes necessary to cancel your holiday, you must notify SSV immediately in writing. Cancellation will take effect when SSV receives your written notice. Cancellations received more than 30 days (for Australian departures) and 60 days (for all other destinations) prior to the trip departure date means a loss of your deposit (25% of the trip cost). However, your deposit may be transferred towards a different trip for a fee of \$250, in applicable trip currency (AU/NZ/US/EU). Transfer of deposit (and any progress payments) to a different trip is not available on kayak/yacht based trips where a cancellation means loss of any monies paid. Transfers are only valid on trips scheduled to commence within 18 months of your original departure date and you are permitted one transfer only. In addition, any increase in trip costs as a result of your transferring to an alternative trip or departure date will be payable by you. If cancellation takes place less than 30 days (for Australian departures) and 60 days (for all other destinations) prior to trip departure, you will be required to pay the full cost of the trip. There is no refund for arriving late or leaving a trip early.

CANCELLATIONS BY SSV

SSV reserves the right to cancel any trip prior to departure due to minimal numbers, in which case any payment made by you will be refunded in full and you will not be entitled to make any further claim for compensation or damages, expenses, loss of time or inconvenience which may result from such cancellation.

DELAY OR CHANGE OF ITINERARY

SSV may for any reason change the date of departure or conclusion of the trip, the scheduled point of departure for the tour, omit or change any scheduled stop on the trip or change the scheduled place of conclusion for the trip whether before or after the trip has departed, without prior notice to you. You will have no right to any refund and SSV will have no obligation to you or be liable for any loss, consequential damages, expenses, loss of time or enjoyment or inconvenience in respect of such changes.

EXCLUSIONS

Flights and pre- or post-tour accommodation is not the responsibility of Southern Sea Ventures. Please check the conditions of any additional travel arrangements you make to ensure they are refundable or transferable in the event that your travel plans change. Our Flexible booking policy applies only up until the time at which the trip begins. Once the trip has begun we are unable to provide refunds or credits of any kind.

INSURANCE

Personal travel insurance is not included in the trip cost. It is a condition of booking and participating in a trip with Southern Sea Ventures (SSV) that you are insured. We very strongly recommend you take out travel insurance that includes cancellation coverage at the time of paying your deposit.

IMAGES

During the course of your trip, photographs may be taken of you by other passengers or an SSV representative. If you do not wish these to be used on social media or other marketing, please advise us prior to the trip.

TOUR OPERATIONS

SSV does not operate all of the tours. Some are operated with our close regional partners.

MEDICAL DISCLOSURE – You declare and warrant that:

you are in good health and mental physical fitness at the time of booking this trip;
you have disclosed to SSV every matter concerning your health and mental and physical fitness of which you are aware, or ought reasonably be expected to know, that is relevant to SSV's decision to permit you to join the trip;
immediately upon any adverse change in your health or fitness that may be likely to affect SSV's decision to accept the risk of permitting you to join the trip, you will notify SSV in writing of any such adverse change;
all participants aged 65 years or over require a doctor's clearance to participate on our trips. Your doctor may sign the section on your completed medical form or write a separate fitness certificate.
you acknowledge that the obligation to disclose under this condition continues from the time of booking the trip through to departure and extends for the duration of the trip.
if you fail to comply with the duty of disclosure in this condition and if SSV would not have permitted you to undertake the trip, or continue participation of the trip, had you made full disclosure under this condition, SSV will not be liable, except to the minimum extent required by law, for personal injury, death or property damage or loss incurred by you.

TRIP COSTS

Trip costs are based on ground costs and exchange rates. While we try our utmost not to increase our prices, this is sometimes beyond our control. The most current prices will be listed at www.southernseaventures.com so visit the website before booking. We reserve the right to amend our prices. They should only alter in the event of significant increases in ground or cruise costs and/or marked fluctuations in the exchange rate upon which the land content is based. Any price increase must be paid in full prior to the departure date.

ITEMS NOT INCLUDED IN OUR COSTS

- Personal travel insurance.
- Air fares/travel to the meeting point (unless specified in trip descriptions and costs).
- Internal flights.
- Visa and passport charges.
- Airport departure taxes.
- Airport transfers unless specified.
- Excess baggage charges.
- Extra meals not included in the itinerary.
- Single supplement fees.
- Tips.
- Bank fees for funds transfers.
- Credit card surcharges.
- Any additional costs or expenses incurred as a result of the insolvency of any ground operator occurring after departure date.
- Emergency evacuation charges.
- Alcohol, laundry, WIFI, personal clothing, medical expenses, and items of a personal nature.
- Any additional hotel nights or extra transfers that may be necessary due to airline schedules or changes in your flights are not included.

SOUTHERN SEA VENTURES

PO BOX 641 • St Ives NSW • 2075 Australia • P +61 2 8901 3287 • E ssvtrips@southernseaventures.com

WWW.SOUTHERNSEAVENTURES.COM

DATE OF T&C's 1/10/21



SOUTHERN SEA VENTURES