

## **TERMS AND CONDITIONS**

Your travel & events/functions will be booked by Coastal Hens and Bucks on the basis of the following terms and conditions.

The voucher (s) and/or tickets have been booked by us on your behalf with various Service Providers. Each Service Provider may have their own terms & conditions applying to your travel and/ or function/events. It is important to understand all applicable terms & conditions. By booking with Coastal Hens and Bucks you are agreeing to the terms & conditions of each supplier. If you require additional information to that contained in the provided information then we recommend that you contact us.

## **BOOKING CONFIRMATIONS**

Your responsibilities: Tickets with booked dates: It is your responsibility to ensure you redeem your tickets on the dates booked. If you wish to change these dates you must contact us with change requests. Any extra payments required will be listed on the voucher/ ticket, these are to be paid directly to the suppliers.

## **CANCELLATIONS, CHANGES and REFUNDS**

Credit card fees of 3% on all card transactions are non-refundable.  
Payments made to us for accommodation are not transferable or refundable.

Deposits are non refundable. Cancellations on bookings made will incur 100% cancellation fee. Where possible any monies paid can be transferred to a credit to re-book an alternative package or date agreed upon. Each supplier has their own terms & conditions, therefore refunded amounts and transferring of events is subject to these terms & conditions at the time of canceling.

The Cancellation Fee will apply in all cases where a tour or event is able to run. For example, if you are unable to reach a tour due to a “natural disaster” (for example a road is cut off due to flooding) the normal Cancellation Fee will apply if the tour still runs in your absence or would have run but for your absence. If a tour, event or other travel service is cancelled by the Service Provider, we will refund you the amount paid for the tour or other travel service less a 10% administration fee. Refunds for international bookings with currencies other than the AUD will be subject to the conversion fees at the time of the refund.

If possible you may be offered to transfer your booking to another package or date. However there will be a transfer fee, this is dependent on the size of the booking.

We do not take responsibility if you or any parties in your group are late and any inclusions are forfeited due to this. Whether traffic, miscommunication or unforeseen circumstances.

Some suppliers do require a bond to be prepaid or pre-authorised to their company prior to your event, activity or accommodation in case of any loss or damages throughout your stay or event. Coastal Hens and Bucks is not responsible for the payment nor refunding of these bonds and is a direct matter with the suppliers themselves and is subject to the suppliers terms & conditions.

If a refund has been offered in any case Coastal Hens and Bucks will endeavour to have this processed immediately and within a maximum of 7 days. However if a refund from a supplier is required for this it is subject to their refund processing times and terms & conditions.

If a booking is cancelled by the supplier due to bad behaviour, being intoxicated or under the influence or not abiding by the terms and conditions or instructions of the company there will be no refund offered. It is at the discretion of the supplier and their staff whether your booking will go ahead. Real Escapes will not be responsible for any refusal made by the supplier.

Mobile event venues are your responsibility. In the case where a mobile event is booked that you wish to cancel or is required to be cancelled due to weather or other circumstances no refund will be issued.

If an event is forced to cancel due to government restrictions, laws or enforcements or any travel bans you may be entitled to a partial refund, credit note or date postponement. Each would be dealt with on a case by case basis and is subject to each supplier's own terms and conditions and capabilities.

In the case that a venue or supplier cancels a booking that has an alternative service booked to attend (for example adult entertainment, workshops etc.) these services will need to be relocated to another venue/location provided by you or where possible by us, in the form of another booked venue/package.

All changes made to bookings, including but not limited to; date changes, time changes, address changes, inclusions etc. will incur a change fee. The amount will be dependent on the number of suppliers, nature of the change and timeframe of change prior to the event.

Balance payments made prior to the scheduled due balance date are non refundable as suppliers will be paid out immediately with this balance. Regardless of paying early, changes are not permitted to be made after the balance is paid and the regular cancellation fee applies.

## **TRAVEL INSURANCE**

We endorse the recommendation of the Department of Foreign Affairs and Trade that all travellers take out travel insurance. It is your personal responsibility to purchase your travel insurance to cover any liability which may be incurred to us or a Service Provider.

## **SERVICE PROVIDERS**

We endeavour to package tours & events that will meet your expectations. However, we take no responsibility for any matters that arise with regard to or during individual tours or arrangements with individual Service Providers. We appreciate your feedback; whether complaints, compliments or suggestions. However, to the extent permitted by law we will not be responsible to you for any loss, expense or damage that you may suffer during any particular tour, accommodation or travel, no matter the cause. These matters are the responsibility of each individual Service Provider and you agree that you will not hold us liable in any such circumstance.

While we endeavour to provide accommodation that is lenient with group booking rules, in hotel events etc. we take no responsibility for being evicted due to noise complaints, illegal activities or in room events and activities. If you have booked your accommodation with another provider we are not responsible for eviction due to in room events & entertainment, regardless of whether we provided you with these services.

## **ADULT ENTERTAINMENT**

Where possible we endeavour to give your group choices on the female/male entertainers available for your event. Individual entertainers are booked as per your request, however can be changed after booking at any time up until the event. Where possible we inform you of this and provide additional choices, however can not be responsible for last minute cancellations made by the entertainer. Coastal Hens and Bucks will not compensate groups for a change of entertainer.

If an entertainer is late for your event they will stay for the remainder of their hourly booking where possible. If an entertainer is a no-show please call Real Escapes immediately so we can attempt to find an immediate replacement. If a replacement cannot be found we will arrange a refund after your event is complete. While disappointing, we ask you to try and enjoy your event regardless.

If an entertainer cancels a job due to an incident where they do not feel safe/comfortable or tormented there can be up to 100% cancellation fee applied. This is dependent on the nature of the incident, when the job is cancelled

and each entertainer/entertainment agency terms & conditions. Coastal Hens and Bucks will take no responsibility for any charges made due to illegal activity at your event, regardless of whether performed or received by the entertainment booked by Coastal Hens and Bucks .

## **LIABILITY**

By booking with Coastal Hens and Bucks and their third party providers you acknowledge and assume all risks associated with activities, events, functions, transport etc. This includes, but is not limited to injury, fatality, alcohol poisoning, altercations with others. You agree to indemnify us from all third party actions, suits, claims, demands & compensation whether caused directly or indirectly by the services we provide. We encourage responsible drinking and will not be liable for any incident occurring under the influence of drugs or substances.

## **AGE LIMIT**

Unless otherwise stated we will assume all persons in your group are over the age of 18. You must be over the age of 18 to make a booking with us. If a person in your party is under the age of 18 please check with us whether the third parties can cater for this.

## **ACCOMMODATION**

All guests may be required to provide a credit card imprint on arrival to cover any miscellaneous charges or damage. Where a credit card is not available a cash bond may be requested – this may vary property to property. In addition, if requested by the Property, an acceptable form of photographic identification will need to be produced at the resort prior to check in. Car parking may be an additional cost. Some hotels have a no party policy. Real Escapes will not take responsibility for any events shut down or removal from accommodation, including services we have provided.

## **LICENSING**

It is your responsibility to ensure all participants in your group adhere to licensing laws; of each Australian state. If your group or participant of your group is denied entry to any venue or function due to being intoxicated, under the influence, unruly behaviour or reasons the venue sees fit, your event will be cancelled or certain guests will be refused entry. In this case there will be no refund offered.

