

# **Terms and conditions – Oakridge: Tour and Taste event**

We are a service business and pride ourselves on our flexibility, but we do need set out certain rules which are detailed below

## **Payment Requirements:**

- Tickets must be paid in full before tour to secure your place

## **Cancellation Policy:**

- For tickets cancelled within 7 days of tour, no refund will be given
- For tickets cancelled 7 days or more prior to tour, we will place the tickets back on sale and if they are resold we will refund

## **Ticket transfer policy**

- If you can't make the event, tickets are transferable

## **Garden tour**

- In the case of bad weather, we will replace the garden tour with another suitable activity

## **Child Policy**

- No children are permitted at the event

## **Late policy**

- All tours run on a strict time schedule and must depart from pick-up locations on time. Buses cannot wait for any late passengers more than 10 minutes

## **Event cancellation**

- Tours will only go ahead if a minimum 10 tickets are sold, if event is cancelled all tickets will be refunded in full
- In any special case of the event being cancelled all tickets will be refunded in full

## **Cancellation of personalities**

- In the unlikely event one of the people mentioned has to cancel we will find a suitable replacement

## **Other terms and conditions**

- We can't accept responsibility for passengers missing our tour if not at pick up locations at designated times
- We can't accept responsibility for lost or stolen property, but all care will be taken
- Passengers must be able to prove age over 18 years for consumption of alcohol at wineries
- All fares are in Australian currency and include GST (goods and services tax)
- Smoking is not permitted on our vehicles or inside winery buildings

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