

# Highland Harvest Feasts

## BOOKING TERMS AND CONDITIONS

Please read these terms and conditions carefully as these conditions incorporate the basis on which bookings for Highland Harvest Feasts operated by Wild Food Adventures Pty Ltd are accepted and are as follows:

## BOOKINGS AND QUOTES

Enquiries can be made at [hello@highlandharvestfeasts.com](mailto:hello@highlandharvestfeasts.com)

Bookings can be made at [www.highlandharvestfeasts.com](http://www.highlandharvestfeasts.com)

Bookings and final reservations are subject to availability.

The completion of a questionnaire to allow organisers to arrange your itinerary appropriately for the right fitness level in all activities as well as have appropriate medical information on file should a situation arise that requires this information. The waiver is to ensure you understand the risks associated with any outdoor nature based activity.

To book events, you must be 18 years and over. Children under 18 years can participate in events as long as a parent or guardian is responsible for and accompanies them.

Wild Food Adventures Pty Ltd regrets that it is not possible to refund completed bookings unless the event is cancelled by the Wild Food Adventures Pty Ltd, except as required by law or in accordance with the LPA Ticketing Code of Conduct. Any refunds or partial refunds and/or exchanges must be made at the original point of sale and may be subject to exchange fees.

## DEPOSIT

A minimum 50% deposit is required to secure and confirm your booking and paid within 7 days. Payment of deposit indicates acceptance of the booking Terms & Conditions.

## FINAL PAYMENT

The balance of payment must be received at least 30 days prior to the event date (or as indicated in your booking details). For bookings made inside 30 days prior to an event, full payment is required at time of booking. If deposit or final payment is not received by the due date, Wild Food Adventures Pty Ltd reserves the right to cancel the booking.

## PAYMENT OPTIONS

Payments are accepted by Visa or MasterCard or Amex only via the website. Online payments can be arranged by invoice – just email [hello@highlandharvestfeasts.com](mailto:hello@highlandharvestfeasts.com)

Credit card payment fees and GST where applicable are included in the quoted price.

All payments are only accepted in AUD dollars.

Payments can be accepted via Direct Deposit.

## RATES & CHARGES

Rates quoted are in Australian dollars.

GST is applicable for all activities and events.

Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the booking.

## CANCELLATION TERMS & CHARGES

The following cancellation fees will apply.

If the booking is cancelled more than 30 days prior to the commencement of the event, the entire booking deposit will be refunded less a \$55 GST inclusive administration fee.

If the cancellation is less than 30 days but more than 14 days prior to the agreed day tour or event, the 50% of booking deposit will be retained.

If the cancellation is less than 14 days prior to the commencement of the day tour or event, the entire booking deposit will be retained by Wild Food Adventures.

Notification for the cancellation must be in writing either by SMS or email and confirmed delivery is the responsibility of the booking entity.

## **NUMBER OF GUESTS**

At no time is the number of guests to exceed that which the booking has been made for.

## **FORCE MAJEURE**

While every effort will be made by Wild Food Adventures Pty Ltd to carry out any booking accepted, the full performance of a booking is subject to variation or cancellation by the company consequent upon an Act of God, war, fire, flood, storm, gales or tempest.

## **PETS**

Wild Food Adventures Pty Ltd do not allow pets at events unless specified. Companion animals are not allowed into National Parks in NSW or ACT.

## **PERSONAL BELONGINGS**

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupants' personal property left in our vehicles or at venues we visit during our day tours and event. You agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred.

## **TRAVEL INSURANCE**

We strongly recommend you purchase comprehensive travel insurance at time of booking. We suggest that the policy should include, but not be limited to, the reimbursement of any monies paid in the event the travel is cancelled; loss or damage to personal baggage and loss of money and medical expenses.

## **BEHAVIOUR**

We would hope that all behaviour across the Wild Food Adventures Pty Ltd keeps in mind the needs and enjoyment of others. We come together to immerse ourselves in great adventures, great food and wine, great camaraderie, and at all times respecting and appreciating each other and the environment we're in.

## **LIABILITIES**

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses and disruptions caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

## **RUBBISH AND WASTE**

All rubbish and waste is to be placed into the bins provided venues we visit. We encourage recycling and our staff can assist in recycling any appropriate materials during your booking with Wild Food Adventures Pty Ltd.

## **EMERGENCIES**

All injuries which require attention, a doctor or ambulance should be reported to Wild Food Adventures Pty Ltd staff, immediately. Our staff will also provide on hand guidance & instructions should an evacuation because of extreme weather conditions be necessary during your booking.

## **BREACH OF TERMS AND CONDITIONS**

You agree that, should you or your guests breach any of the terms and conditions:

You will pay to us the total loss or damage that we suffer as a result of that breach and hereby authorise us to debit your credit card as payment of that loss or damage.

## **Payment of deposit or full payment constitutes acceptance of these terms and conditions.**

The terms and conditions of booking are subject to change without notice.