

# GOULBURN RIVER CRUISES

## Terms & Conditions

- Please note:* Goulburn River Cruises trading name of Action Tours Pty Ltd is known as GRC in the following document
- Alcohol:** BYO alcohol & food is permitted on board, however if any person is extremely intoxicated the staff has the right to refuse their entry or remove them from the boat/bus. Safety Regulations **PROHIBIT GLASS** containers on board the bus (where applicable); it is the organiser's responsibility to ensure all guests are aware of this. GRC and bus staff will not supply or purchase alcohol on behalf of any person. Consumption of alcohol by persons under the age of 18 years is Strictly Prohibited.
- Bonds:** GRC has the right to request a bond be paid for any tour/cruise. GRC will not be held responsible for any damage caused intentionally or otherwise to people or property/wineries and the passengers and/or organiser will be held liable to cover any additional costs incurred.
- Cancellations:** 21 Days Notice – deposits are fully refundable  
Less than 21 Days Notice - deposits are non-refundable, non-transferable and no credit will be issued.
- Catering Options:** It is essential that you notify the office at least 10 days before your cruise departure date to arrange the necessary meals for your cruise.
- Credit Card:** All amounts paid with a credit card will incur a 2% fee. This is not applicable for initial deposits.
- Deposit:** A deposit must be paid in order to secure a booking.
- Fighting:** The throwing of objects out of windows, fighting, rioting or vandalism to personal property or property of Action Tours Pty Ltd will generally result in the passenger/s immediate termination from the tour. No refunds will be given. Any additional costs will be at the passengers own expense e.g. taxi fares.
- Identification:** Photo ID should be carried by all guests and produced when requested by a winery representative.
- Payment:** Payments for your tour should be finalised 7 days prior to your tour date unless other arrangements have been made. Payments can be made via cash, internet banking, bank deposit, cheque/money order, Visa or MasterCard; Visa and MasterCard payments can be arranged over the telephone. "Last minute" guests are more than welcome and payment for them can be arranged on the day of the tour in cash.
- Photos:** Please be aware that any photos taken during a tour may be used for advertising purposes only.
- Refunds:** We do not refund money for passengers who do not attend the tour.
- Safety:** Whilst GRC staff will take all reasonable measures to ensure the safety of passengers, passengers travel at their own risk.
- Smoking:** State Law prohibits smoking indoors on any passenger vessel; this also applies for any bus transportation.
- Valuables:** All property and valuables remain the responsibility of their owners. GRC will not be held responsible if items are lost or stolen.

*Goulburn River Cruises*

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