

Tour Inclusions

All travel arrangements as outlined in the tour itinerary. Accommodation, meals, tours, transfers and guiding as outlined in the tour itinerary. Where wine is included this is based on one bottle of red or white wine per couple per lunch or dinner unless specified otherwise. Only beer, wine and soft drink are provided when stated, spirits and mixer drinks are at guest's own expense. Departure taxes, port taxes and gratuities as per the tour itinerary. All information is accurate to the best of our knowledge at the time of printing, but please note that changes to our tours can occur. J&H Tours will make every effort to keep you informed of any changes, but cannot be held liable for any alterations made to the published itineraries.

Tour Exclusions

Items of a personal nature, meals not specified in the itinerary, beverages except where specified, travel insurance, any excess luggage charges, passport and visa fees, tours away from the advertised tour, transfers outside of group transfers, or any item not mentioned in the itinerary.

Luggage

Luggage allowances are as determined by individual carriers, and any unusual requirements will be clearly noted in pre departure information.

Tour Manager

Our escorted tours are escorted by an experienced Tour Manager and depending on the number of guests on tour, the support of a Tour Escort Team. If any tour or part of a tour is not escorted, guests will be clearly advised in advance and prior to the tour.

Tour Doctor

Depending on the number of guests on our escorted tours, an Australian Doctor will accompany the tours, and be available for providing immediate assistance, or facilitate transport to the nearest medical facility. A nominal fee will be charged for any medications dispensed. J&H Tours will not be responsible for any advice or treatment provided by the Tour Doctor. If a Tour Doctor is not accompanying an escorted tour, a Tour Doctor will be available to assist with travel health advice prior to the tour's departure.

Single Travellers

Single room supplements are available at an additional charge.

Tour Reservations

Tour reservations are to be made with J&H Tours located at: Suite 6, 157 Gordon Street, PO Box 6747, Port Macquarie NSW 2444 Australia, Freecall: 1800 836 811, Phone: +61 2 65831788, Fax +61 2 6583 1995, Email: info@jhtours.com.au

Tour Deposits and Payments**J&H Tours Escorted Land Tour**

\$A1000 tour deposit is required per person at the time of booking. Final payment for the tour is due 100 days prior to the nominated departure date. Acceptance of tour bookings will be on a first received basis

J&H Tours Escorted Land Tour plus Cruise

\$A2000 tour deposit is required per person at the time of booking. Final payment for the tour is due 100 days prior to the nominated departure date. Acceptance of tour bookings will be on a first received basis

J&H Tours Cruises

\$A2000 tour deposit is required per person at the time of booking. Final payment for the tour is due 100 days prior to the nominated departure date unless specified on the booking form. Acceptance of tour bookings will be on a first received basis

J&H Tours Unescorted Tours

Unless stated otherwise on a specific tour booking form, the same tour deposit, final payment and acceptance conditions apply as our J&H Escorted Land Tours.

Cancellations

Cancellations, regardless of the reason, result in costly charges from travel and hotel providers covering penalties and fees incurred by cancelling confirmed bookings. Therefore the following cancellation fees apply. The date of tour cancellation is the date on which the written cancellation is received by J&H Tours.

J&H Tours Escorted Land Tour

- 100 days or more prior to tour departure – Loss of deposit
- Between 0-99 days prior to tour departure – 100% of total cost

J&H Tours Land Tour plus Cruise

For cancellation purposes of a land /cruise tour there are two components of cancellation. The land component will be the published price for the specific tour and the following cancellations will apply:

- 100 days or more prior to tour departure – Loss of deposit
 - Between 0-99 days prior to tour departure – 100% of total land cost
- The balance of the total cost will be regarded as the cruise component (total tour cost less land cost) and the following cancellation fees apply
- 100 days or more prior to tour departure – Loss of deposit
 - Between 99 and 71 days prior to tour departure – 20%

- Between 70 and 31 days prior to tour departure – 50%
- Between 30 and 0 days prior to tour departure – 100%

J&H Tours Cruises

- 100 days or more prior to trip departure – Loss of deposit
- Between 99 and 71 days prior to tour departure – 20%
- Between 70 and 31 days prior to tour departure – 50%
- Between 30 and 0 days prior to tour departure – 100%

J&H Tours Unescorted Tours

Unless stated otherwise on a specific tour booking form, the same cancellation fees apply as our J&H Tours Escorted Land Tours.

No refunds will be made if you voluntarily leave the tour for any reason after the tour has begun. No refunds will be made for any accommodation, transport, sightseeing, meals or services not utilised. Please note that these conditions apply to J&H Tours land content only. Different fees may apply to airline tickets.

Travel Insurance

Comprehensive travel insurance to cover against personal illness or accident, evacuation, cancellation, loss of baggage, etc. is essential and a condition of participating in the tour. It is not included in the tour price. Copies of coverage are required. It is the guests own responsibility to contact their Doctor or the Travellers Medical and Vaccination Centre in their capital city for advice on health requirements for the destination(s) they are travelling to.

Cancellation by J&H Tours

J&H Tours reserves the right to cancel any tour but will not cancel a tour less than 100 days before departure however reserves the right to cancel any tour, including a guaranteed tour, at any time prior to departure, due to terrorism, natural disasters, political instability or other external events which make it unviable or unsafe for J&H Tours to operate our planned schedule. If J&H Tours cancels a group tour on which you are holding a full-paid booking you may choose between an alternative tour or a full refund. The company is not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights or loss of enjoyment, etc. If the alternative tour chosen is of a lower value than that originally booked then you are entitled to a refund of the price difference. If the alternative tour chosen is of a higher value then you will pay the difference in price.

Currency Variation

2010 Tours published on individual flyers are based on varying rates of exchange, depending on rates at the time of publication. J&H Tours reserves the option to revise tour prices if there is more than a 5% variation in currencies used to pay for the tours. Should there be an adjustment necessary it will be confirmed at the time of final payment, which is 100 days before the specific tour departs.

Terms and Conditions

The tour operator is J&H Tours Pty Ltd (Travel Agent Licence 2TA5979). Your contract is with J&H Tours Pty Ltd which has made every effort to ensure that all products and services will be as represented in the individual flyer itineraries. Please note that we cannot be responsible for the acts or omissions of suppliers or services or for any misrepresentation made by the supplier or third parties. All services are subject to the terms and conditions imposed by the suppliers and their liability will be limited by their conditions of carriage. Therefore J&H Tours Pty Ltd cannot assume responsibility for any claims, losses, damage costs or expenses of any nature. We reserve the right to alter or cancel any services, and inclusions may vary depending on weather, tour operator's arrangements or other uncertainties, and are subject to change. Some photographs used in flyers are representational only. Every endeavour will be made to provide the nominated sightseeing though no guarantees can be made. We reserve the right to change hotels, restaurants and tour services nominated in the individual flyer itineraries. Final payment must be received by way of cleared funds 100 days prior to departure date. Travel documentation will be provided approximately two weeks before departure. The tour operator reserves the absolute discretion to decline any person's participation at any time during the program and cancel that person's participation in the tour, a pro rata refund will be applicable.

Passport & Visas

You must carry a valid passport and have obtained the appropriate visas when travelling with J&H Tours. Please ensure your passport is valid for 6 months beyond your return date. It is your responsibility to ensure that you are in possession of the correct visas for your travel. J&H Tours cannot accept responsibility if you are refused entry to a country because you lack the correct visa documentation.

Acceptance

Completion of the booking form together with the participant(s) signature(s) verifies acceptance of these terms and conditions.