



# TERMS & CONDITIONS

Since June 2020 Covid 19 pandemic, this is Valid while Australia is still experiencing Covid-19 Restrictions

- Ensure 1.5 metre distancing is maintained while participating in the tour or experience. Bring a face mask and hand sanitiser, and wear face masks if requested by Dreamtime Southern X staff. Wash hands/use hand sanitiser after touching any surface; Sneeze into tissue to maintain hygiene etiquette; Cough into tissues or elbow.

All prices quoted in AUD and are GST inclusive. Prices are valid from 01 April 2024 – 31 March 2026

- All bookings subject to availability.
- Payment – on approval of credit application, payment due 7 days on receipt of invoice.
- Pre-payment is required for group bookings.
- A minimum of 15 public paying passengers is required to access a VIP private-exclusive group experience.
- One bonefide Tour escort is FOC for every 15 paying passengers.
- Child rates applicable to 3-16 years old (proof of age may be requested). Overseas Children - 3years are FOC.
- Guests on public tour must arrive at tour meeting point (Cadman's Cottage courtyard area, 110 George St, The Rocks), or Coach Tour at 27Cope Street Redfern, 15 minutes prior to departure time. No refund will be provided for late arrivals.
- The tours are an all-nature activity, 'rain – very windy or very hot sun is cultural for Aboriginal people'. No cancellations will be accepted due to weather.
- As all experiences are an outdoor tour, we recommend guests wear comfortable walking shoes, sunscreen, and a hat, and bring a bottle of water. Wet weather gear is necessary on rainy days.
- All participants undertake each of our tour experiences entirely at their own risk. Dreamtime Southern X accepts no responsibility for any loss or damage (including, but not limited to, any personal injury, loss and/ or property damage), howsoever arising from or any connection to our:
  - illi-Langi-The Rocks Aboriginal Dreaming Tour,
  - Wyanga Malu Walikaiya-1/2Day Coach Tour, and,
  - Ghurryngun – Welcome to Sydney.
- We encourage our customers to purchase travel insurance.
- Video of Dreamtime Southern X tours is not permitted.





# CANCELLATION POLICY

## **Covid 19 Cancellation Policy**

Full refund of the Tour or Experience Fee if you need to cancel due to Covid 19 related issues such as travel restrictions, lockdowns and/or the need to self-isolate.

Please CANCEL your booking if you or any of your group are unwell, have any symptoms of Covid 19 or if you have been in contact with anyone who either has or may have Covid 19.

All tour/experience participant contact details (email address and/or mobile phone number) to be provided for the purpose of contact tracing.

## **Tour and Experience Participant Requirement's**

- Ensure 1.5 metre distancing is maintained while participating in the tour or experience.
  - Bring a face mask and hand sanitiser, and wear face masks if requested by Dreamtime Southern X staff.
  - Wash hands/use hand sanitiser after touching any surface; Sneeze into tissue to maintain hygiene etiquette; Cough into tissues or elbow.
- Tours and other experiences offered by Dreamtime Southern X are all-nature activities, "Sun-heat" or 'Rain is cultural for Aboriginal people'. No cancellations will be accepted due to weather.
- We recommend guests wear comfortable walking shoes for tours. Warm or wet weather gear will be necessary on cold or rainy days/evenings.
- All participants undertake Dreamtime Southern X tours and experiences entirely at their own risk. Dreamtime Southern X accepts no responsibility for any loss or damage (including, but not limited to, any personal injury, loss and/or damage to property), howsoever arising out of, or in any way connected to Dreamtime Southern X tours and experiences.
- We encourage our customers to purchase travel insurance.
- Video of Dreamtime Southern X tours is not permitted.
- If a cancellation is received less than 24 hours prior to the tour commencement a 100% cancellation fee applies.
- If a cancellation is received 14 days - 24 hours prior to the tour commencement a 50% cancellation fee applies.
- If a cancellation is received more 14 days from the tour date, no cancellation fee shall apply.

## **Child Policy**

- The child rates are applicable to illi-Langi - The Rocks Aboriginal Dreaming Tour only (no other tours/experiences).
- The child rates are applicable to children 5-15 years of age and children 3-4 years of age (proof of age may be requested on the day).
- Children under 3 years of age are free of charge.