

Kennedys Tours is a fully accredited Tour Company providing quality coach touring and overseas tour options for its valued customers. As our brochures say we aim for you to:

Enjoy the Experience

Licensed Travel Agency 2TA5556

As a licensed Travel Agency, we are obligated to ensure our passengers are provided financial due diligence, business funds management and security. You can book with us with the certainty your tour money is secure.

Travel Club

We provide free membership to our Travel Club with regular Information Brochures being posted to your home address. If you no longer wish to receive information from us please contact us on 1300133477 or by email to sales@kennedystours.com.au or by post to PO Box 477 Nowra NSW 2541 and we will remove you from our mailing list. In addition, if you change address please inform us so we can alter our database.

Accommodation

We strive to provide quality 3.5 to 4-star accommodation at all times. If you require a particular room requirement e.g.: ground floor, please notify us at time of booking. Your feedback on accommodation is important to us.

Medical Form

On all extended Tours, we request passengers complete a medical form and place it in a sealed envelope if in the unlikely event of a medical emergency your tour host or coach driver can provide this confidential information direct to medical personnel. All forms are completed voluntarily and are returned at the completion of each tour. This is a service provided for our passengers.

Vehicles

Our fleet of modern coaches are equipped with all the latest safety features for your travelling comfort. We are constantly upgrading our vehicles to ensure you travel in the best available.

Luggage

All luggage is carried at owner's risk. Travel Insurance is recommended.

Passenger Comfort

In the interests of all passengers it is a requirement no food or drink be consumed on the vehicle, water is acceptable. We pride ourselves on the cleanliness and hygiene of our vehicles. It is also a Government Regulation that prohibits smoking or the consumption of alcohol on the Coach.

Seat Rotation

Seating is Rotated in a random order at the direction of the coach driver to ensure passengers enjoy a variety of seating.

Bookings

To be made direct with Kennedy's Tours on 1300 133 477 or 02 44217596. Passenger Booking Form and Deposit required immediately after booking is made. Receipts will be issued.

Email bookings to be sent to sales@kennedystours.com.au. Or click on menu option on our Web Site.

Payments

All payments to be made by cheque or money order made payable to Kennedy's Tours. Credit Card Payments are accepted (Mastercard & Visa only). Receipts will be forwarded in the return email or mail. Please ensure you supply details for passengers travelling, address and telephone contacts and which tour you wish to join (see Booking Form).

Credit Card

Kennedy's Tours accepts the following credit cards (Visa, MasterCard).

Deposits

We require deposits for all tours within 14 days of Booking. All extended tours require a booking form to be completed.

- **Day Trips** – a deposit of \$20 per person per trip is required to confirm booking, with balance payable 30 days before departure.
- **Theatre Shows** - require a minimum \$60 Deposit with balance payable within 45 days of booking. Deposits can vary, please check prior to booking.
- **Extended Tours** – deposit as specified in itinerary paid within 14 days of booking. Balance due as stated, otherwise 60 Days before departure.
- **International Tours** - have different deposit requirements and special terms & conditions. Please read special condition or notes on itinerary.

Single Travellers – where possible every effort is made to match you with a travelling companion however if we are unable to provide a companion for you to share with, a single supplement will apply.

Fares

Our Travel Guide identifies what is included in all day trips and for Extended Tour coach holidays or International Tours please request a copy of the complete tour itinerary. All fares are quoted as twin share per person and is inclusive of luxury coach travel, quality accommodation, all entrance fees and meals as specified in the itinerary.

Refunds / Cancellations Policy

Cancellation fees will be levied if you must cancel your booking with us. The following fees below will apply, in addition to any monies paid on your behalf to our suppliers. Bookings can be transferred to another person, who wishes to travel on the tour or day trip by arrangement. Please note where we are charged a transfer fee or cancellation fee by one of our suppliers for your cancellation or transfer, that fee will be passed onto you, over and above our fees

- **Day Trips** – Cancellation received more than 21 days before departure where no prior expense such as show ticket involved -\$10 per person administration fee retained. Theatre Shows - seat must be resold. If cancelled within 14 to 8 days of departure, refund will depend on whether seat can be resold. No refund if cancelled 7 days or less from departure.
- **Theatre Shows** - Deposits are non-refundable unless seat can be resold. If final monies have been paid, the same applies, no refund unless seat can be resold. Please note we are required to prepay for Theatre Shows in advance and as such we cannot offer any refund unless seat resold.
- **International Tours & Holidays** - Deposits are non-refundable, special conditions do apply to Overseas Travel.
- **Extended Tours** - Unless otherwise specified in the itinerary, the following fees will apply:
 - 60 Days or more before departure \$60 cancellation fee
 - 30 days or more before departure, 20% of fare retained or if final balance not completed funds equal to 20% or value or at minimum deposit paid.
 - 29 days or less, 50% of fare
 - 14 days or less, no refundTours deposit and monies non-refundable once any monies have been paid to airlines / tour agents or 90 days prior to departure for any trip involving air or sea travel.

Travel Insurance

Travel Insurance should be considered by all passengers to cover against illness or accident, emergency repatriation, cancellation, loss of luggage etc. If required we can assist with obtaining Travel Insurance. Medicare only applies in Australia, it does not cover you in Norfolk Island. It is the passenger's responsibility to ensure you have appropriate coverage for all aspects of travel including Medical or Ambulance expenses within Australia.

Charters

All charters require deposit to be paid upon booking and full payment prior to departure, unless pre-arranged credit arrangements have been authorised by Kennedys Bus & Coach. Deposit amount to be advised at time of quotation.

Special Term & Conditions for Overseas Travel

1. Deposits are Non - Refundable
2. Final Monies are due 90 days prior to departure, cancellation fee of 50% will apply at this point, or as specified in itinerary.
3. Cancellation within 30 Days or as specified in the itinerary monies non-refundable.
4. Tour Deposits and booking forms must be completed and paid within 14 days of booking. Each tour will have a required deposit amount. Booking is not confirmed unless deposit paid.
5. Other prepayments will be advised dependant on the Tour Conditions and advised in writing accordingly.
6. All monies paid are held in our Trust Account and allocated to service providers as required, balance of monies will be paid to Kennedys Tours on the day of departure.
7. Itineraries are subject to change without notice, every effort will be made to provide a suitable alternative in the unlikely event of such occurring. Kennedys Tours accepts no responsibility for the principles to provide services as outlined in tour itinerary. Example Airline delays etc, we strongly recommend you have adequate Travel Insurance cover.
8. All other conditions as identified in Domestic Tours apply - seat rotation, Passenger comfort, Luggage etc.
9. Passengers are welcome to leave their motor vehicles at our depot, but are left entirely at your own risk. We do not accept any liability for damage or loss to cars left at our premises.
10. Tours may include the services of operators, such as hoteliers, airlines, cruise companies etc, and other operators who are not agents, servants or employees of Kennedys Tours P/L. Although we take care in selecting the operators of services and the optional tour excursions we cannot and do not take responsibility for the conduct of the operators, their servants and agents or for any ramification of their conduct. These tours may include a variety of activities such as water sports, trekking etc. Passengers accepts that these activities involve varying degrees of risk.
11. Where in the opinion of a company representative a passenger by way of physical or mental illness / condition is incapable of caring for themselves, or whereby they became objectionable to other passengers, or they become a hazard to themselves or other passengers. Kennedys Tours P/L will not be responsible for expenses resulting in such persons being precluded from completing the tour for any reason
12. By booking a tour, passengers acknowledge and agree that Kennedys Tours and associated suppliers, will take reasonable steps to provide a safe and enjoyable tour, passengers will be responsible for the wearing of seat belts whilst on board the coach. Kennedys Tour and its agents or associated suppliers further accept no responsibility where a passenger is aboard a coach for any death, injury, illness, damage, detention, delay (including mechanical breakdown) or any other loss beyond its reasonable control and provides no warranties in addition to those set out under the Trade Practices Act 1974, and nothing herein restricts the passenger from exercising his or her rights and remedies pursuant to the law.