



TERMS AND CONDITIONS

Westside Tours Pty Ltd

U2 / 20 Rouse Road, Greenfields WA 6210

Terms and Conditions

All bookings with Westside Tours Pty Ltd are made through Rezdy. By booking a trip with us you are deemed to have agreed to these Conditions (which constitutes the entire agreement between you and us) and your booking will be accepted by us on this basis. The services to be provided are those referred to in your booking confirmation invoice.

Tour Reconfirmations

Tours no longer need to be reconfirmed prior to departure. If you have received a Rezdy email confirmation, then your booking is firm and confirmed.

Pricing

Prices are quoted in Australian dollars (inclusive of GST). Tour prices are per person, are correct at time of publication and can be subject to change at the discretion of Westside Tours Pty Ltd. Our tour prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. This means our tour prices may vary at any time in accordance with demand, market conditions and availability. The most up to date pricing is available on our website. Please note that a surcharge may be applied to all purchases made by credit card.

Inclusions

Tours and cruises include all sightseeing, entry fees and meals as stated in the full itinerary (which can be viewed at www.westsidetours.com.au), however are subject to change solely at the discretion of Westside Tours Pty Ltd.

Cancellation By The Customer

If due to unforeseen circumstances you need to cancel or change your booking to an alternative date or time please contact the office on (08) 6446 6999, if the booking is cancelled 24 hours prior to the departure time of the tour we can offer a voucher for an equal amount of fees paid for use within 12 months. Cancellations within 24 hours of tour departure will not be refunded. If you fail to join a tour, join it after departure, or leave it prior to its completion, no refund will be given.

Cancellation By Us

Westside Tours Pty Ltd reserve the right to cancel a trip at any time due to unforeseen circumstances. We may cancel a trip at any time prior to departure if, due to extreme weather conditions, terrorism, natural disasters, political instability or other external events it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternate departure date or time, alternatively receive a voucher valid for 12 months for the value of the cancelled tour, or request a full refund.

For some tours a minimum number of passengers is required, in the instance these requirements are not met your tour may be rescheduled for an alternative tour date. If the rescheduled date is not appropriate you can transfer amounts paid to an alternate departure date or time, alternatively receive a voucher valid for 12 months for the value of the cancelled tour, or request a full refund.

Change of Itinerary

While we endeavor to operate all trips as described we reserve the right to change the trip itinerary. Please refer to our website before departure for the most recent updates to your itinerary.

Before departure: If we make a major change we will inform you as soon as reasonably possible if there is time before departure.

After departure: We reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary.

Authority On Tour

Our group trips are run by a Tour Operator. The decision of the Tour Operator is final on all matters likely to affect the safety or well-being of any passenger on the tour. If you fail to comply with a decision made by the Tour Operator, or interfere with the well-being or mobility of any passenger, the Tour Operator may direct you to leave the tour immediately, with no right of refund. The Tour Operator reserves the right to refuse entry to the vehicle or tour if it is deemed the person is intoxicated, abusive or threatening to any employees or passengers. We may also elect not to carry you on any future tours booked.

Liability

Whilst we make every effort to safeguard our passengers, Westside Tours Pty Ltd cannot be held liable for any damage, injury, or loss of any kind caused by or resulting from any act or omission by its employees, agents or contractors. Passengers should note that the 4X4 Beach Tour may not be suitable for pregnant women, people who suffer back/neck pain or those with a heart condition.

Claims And Complaints

If you have a complaint about your tour please inform the Tour Operator so they can attempt to rectify the matter. If satisfaction is not reached through these means then any further complaint should be put in writing to us within 30 days of the end of the tour.

Child Policy

Child fares are available on Coach Tours for passengers aged between 5 and 15 years inclusive. Infants (0-4yrs) are free when travelling with an adult, however the Preston Beach 4X4 tour is not available to infants due to the nature of the travel. Depending on age, children on coach tours may be required to be seated in booster seats. Westside Tours will have a limited availability of booster seats for children aged between 4-7. At all times, Westside Tours Pty Ltd reserves the right to not accept infants on tours due to safety concerns.

Concession Fares

Concession fares apply to holders of senior or pensioner cards. Proof of concession may be requested to be sighted prior to departure.

What To Bring

We suggest you include the following essential items: sun screen, hat, beach towel, bathers, camera and small bottle of water. We recommend that items of value, including electronic items, should not be carried on tour, and liability and risk is with the owner.

Photography and Marketing

You consent to us using images of you taken during the tour for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.

Privacy Policy

Any personal information that we collect about you will not be disclosed to anyone externally. Payments are processed through a secure third party and no payment details are saved during the payment process and are in no way viewable by us or any other party.

Registered Address

Unit 2, 20 Rouse Road
Greenfields WA 6210