

## SAL SALIS NINGALOO REEF PAYMENT TERMS AND CONDITIONS

### 1. BOOKING

#### CONFIRMED BOOKING

Your booking is confirmed when:

- (1) you have made the booking and have provided Sal Salis Ningaloo Reef (SSNR) with all the necessary information to complete the booking; and
- (2) you have paid us the amount owing at the time of booking,
- (3) we have sent you a booking confirmation

### 2. PAYMENT

#### 'EVERYDAY RATES'

For Everyday Rates, you must pay the Fee in two parts:

- (1) The Deposit – this payment is per booking, non-refundable and payable within 14 days after booking; and
- (2) The Balance - the difference between the Deposit and the total Fee. For Everyday Rates the balance must be paid in all cases no later than 45 days prior to the date of guest arrival.

Failure to make any of the payments associated with the above rates by the time outlined in this agreement will result in the cancellation of the booking

#### 'ADVANCE PURCHASE' RATES

Advance Purchase fares are not available within 6 months of travel date and are subject to availability.

For Advance Purchase Rates, full payment is required no later than 14 days after booking

Failure to make payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking

#### 'SPECIAL OFFERS'

For Special Offers, the Fee is paid in full at the time of booking unless stated otherwise in the Special Conditions. Special Offers may have other terms and conditions included in the Booking Confirmation.

Failure to make any of the payments associated with the above fares by the time outlined in this agreement will result in the cancellation of the booking.

#### 'HOLIDAY PACKAGES'

SSNR does not own, operate or control third party suppliers of services. Bookings including third party suppliers may incur additional conditions such as payment and cancellation terms that fall outside the general terms and conditions of SSNR. Additional terms and conditions will be outlined at the time of booking.

### 3. SEASONALITY AND BLOCK OUT DATES

SSNR is open on 15 March 2021 to 12 November 2021

Due to the seasonal nature of the Exmouth Region, SSNR is closed between 13 November 2020 – 14 March 2021.

SSNR operates seasonally and exact season commencement and conclusion dates are subject to change.

Complimentary camp activities may vary day to day, are not bookable in advance, are seasonal and subject to weather conditions and tides.

Block out dates may apply.

### 4. GUEST AMENDMENTS, PAYMENTS AND CANCELLATIONS

The table below sets out the consequences that the parties agree will apply in the event of a Guest Cancellation. A reduction in guests or a name change will be treated as a guest cancellation. Subject to availability, you may amend your booking (the date of travel) as follows:

|                     | Everyday  | Advance Purchase   | Groups & Exclusive Use (5+ tents)   |
|---------------------|---|--|---|
| Deposits            | \$450 per tent due 14 days from date of booking   | No deposit required however full payment is due 14 days from date of booking                         | \$450 per tent due 14 days from booking date  |
| Final Payment       | Final payment due at least 45 days prior to guest arrival date  | Full payment due within 14 days of booking   | Final payment due at least 90 days prior to group arrival date  |
| Guest Amendments    | Date changes allowed up to 14 days prior to guest arrival date<br>*<br>**   | Date changes allowed up to 14 days prior to guest arrival date<br>*<br>**                            | Date changes allowed up to 90 days prior to group arrival date<br>*<br>**   |
| Guest Cancellations | Fully refundable within 14 days of booking<br><br>Loss of deposit when cancelling 45 days or more prior to guest arrival date<br><br>100% cancellation fees apply under 45 days prior to guest arrival date | Fully refundable within 14 days of booking<br><br>100% cancellation fees apply 14 days after booking | Fully refundable within 14 days of booking<br><br>Loss of deposit when cancelling 90 days or more prior to group arrival date<br><br>100% cancellation fees apply under 90 days prior to group arrival date |

\*If amending to a higher season, rate difference may apply

\*\*Any third-party supplier amendment fees will be passed on

#### CANCELLATIONS

Your accommodation could be cancelled under one of the following three circumstances:

- (1) a cancellation arising from a guest's actions, through no fault of SSNR – see 'Guest Cancellations' in section 4
- (2) a cancellation by SSNR arising from external consequences that make our performance of the agreement impossible (for example a Force Majeure event, or the actions of a third party e.g. New government regulations) – see 'Force Majeure Cancellations'.
- (3) any other cancellation by SSNR – see 'SSNR Cancellations'

#### FORCE MAJEURE CANCELLATIONS

In the event of Force Majeure Cancellations, SSNR will provide you with a credit note of an amount equal to the monies paid to SSNR. The credit note can then be applied to the cost of a future booking with us. Time limits and other criteria and conditions may apply.

#### SSNR CANCELLATIONS

For all bookings, in the event of a SSNR Cancellation, SSNR will provide you with the option to receive one of the following:

- (1) amend tour booking to a future date
- (2) choose an alternative tour of equal or similar value
- (3) a full refund of monies paid to SSNR under the booking; or
- (4) a credit note of an amount equal to the monies paid to SSNR

#### REFUND PAYMENTS

Any credit note or refund payable by SSNR under this agreement will be calculated to take into account the monies actually paid under the booking and the amount of the booking that has been used.

Any refund will be payable to the person who paid for the booking, or to the first person named on the booking. If a booking was made through a Travel Agent, any refund will be returned to that Travel Agent for their payment to the guest.

## 5. MISCELLANEOUS

### SURCHARGES AND CREDIT CARDS

We accept MasterCard, Visa, American Express and Direct Deposit via bank transfer

Surcharges for credit card payments apply.

### WAIVER AND AMENDMENT

A provision of this agreement may not be amended or waived except in writing signed by an authorised representative of SSNR

### DISCLAIMER

Images in any of our brochures or advertising materials are indicative only and may not reflect the exact experience or destination.

### THIRD PARTIES

In order to provide you with the goods and services that are included in your booking, we may use third party providers. You agree that we may pass on to you any costs, fees or terms that they apply to us under our agreement with them.

### FAMILY POLICY

Children under the age of five are not permitted at Sal Salis Ningaloo Reef. Younger children will be considered on exclusive use bookings.

All children under the age of twelve must be accompanied overnight in a tent by an adult.

Third guest is subject to swag availability and overall camp capacity.

## 6. DEFINITIONS

**Force Majeure event** means an event or circumstance which is beyond our control and without our fault or negligence and which was not reasonably preventable, including:

- (a) riot, war, invasion or acts of terrorism;
- (b) requisition or compulsory acquisition by any governmental or competent authority, a material change in legislation or directions by a government authority;
- (c) medical outbreak, or contamination of any kind;
- (d) earthquakes, flood, fire or other physical natural disasters; and
- (e) strikes or industrial disputes which affect an essential part of the service

**Booking Confirmation** means the notification from us to you containing the details of your booking

**Deposit** means the amount of money payable for certain rates as set out in clause two

**Guest** means anyone staying with us under your booking

**Dollars** or \$ means Australian Dollars

**Website** means [www.salsalis.com.au](http://www.salsalis.com.au)

**You** means the person or entity that made the booking and is named in the Booking Confirmation

## 7. PRIVACY

Journey Beyond respects your privacy and will only use your personal information in accordance with our Privacy Policy. To review full details of how we collect, hold, use, manage and disclose your personal information, you may view our Privacy Policy [here](#).

# JOURNEY BEYOND



INDIAN PACIFIC

