



Terms & Conditions

SHE travels asks you to consider the following Terms & Conditions prior to making a reservation.

By booking with us and paying the non-refundable deposit or full payment, you acknowledge that you have read, understood and agree to be legally bound by these Terms & Conditions.

General

Reservation, Deposit and Balance of Payment

All reservations for trips are to be made directly with SHE travels. Reservations will not be considered definite until a non-refundable deposit of AUD500.00 is received. Final payment is due 30 days prior to trip departure. Failure to pay the full amount by the due date may result in a late payment fee or cancellation. Credit card payments will be subject to applicable merchant charges.

Exchange Rates

To reflect significant fluctuations in exchange rates or the imposition of any new government taxes that impact upon the cost of providing its services, SHE travels reserves the right to adjust prices at any time.

Trip Cancellation Fees Policy

Should you need to cancel your trip, please notify SHE travels in writing as soon as possible. The cancellation date will be effective on the date of receipt by SHE travels, and cancellation fees (applicable on a per person basis), are as follows:

- Deposits are non-refundable.
- Refunds of final payment will be honoured as follows:
 - Between 61-80 days of scheduled trip departure: 75% refund;
 - Between 31-60 days of scheduled trip departure: 50% refund;
 - 30 days or less prior to scheduled trip departure: No refund.

Penalties and fees imposed by our suppliers may be additional and, if imposed, will be deducted from the above refunds. A change of trip date or change of travel destination(s) by you will be treated as a cancellation and cancellation fees may apply. Please note, these fees may be recoverable through your travel insurance. No refunds apply for unused portions or services of the trip.

Pricing Policy

All quoted prices are per person and are land-based only, including single occupancy accommodation and include planning, handling and operational charges, and are based on current rates of exchange, tariffs and taxes as of January 2011. SHE travels reserves the right to adjust trip prices to cover changes in costs, tariffs and taxes received after prices are published, and to reflect fluctuations in foreign exchange markets. You are required to pay any such increase(s) before departure.

All trip prices are current at the time of publication and are susceptible to currency fluctuations. We reserve the right to alter the trip price in accordance with changes in foreign exchanges rates and changes in prices for services.

SHE travels is under no obligation to give breakdown costs involved in any trip.

Cancellation by SHE travels

SHE travels reserves the right to cancel a trip date and will advise you of such cancellations no later than 30 days before the departure date. SHE travels will refund all land cost payments you have made to SHE travels. SHE travels will not be liable for any additional costs incurred.



Changes to the Itinerary

SHE travels anticipates no changes to our published trip itineraries and we will make every effort to ensure all itineraries are accurate. If, for any reason, we are forced to change your booking or part of it for reasons beyond our control prior to or during the actual trip, we bear no responsibility and reserve the right to vary the itinerary and give you prompt notice thereof.

In the event that any one change or series of changes to the trip itinerary means that all or some of the trip itinerary has become very different from that itemised prior to the change or changes, you have the right to withdraw from the trip. Monies already paid (except your AUD500.00 deposit and the part of the trip already completed) will be refunded less any charges imposed by suppliers. If a substitute trip, or part of the trip is accepted in replacement of the original trip, or part of the trip, a surcharge may apply if the substitute trip or part of the trip is more expensive. If variations in the itinerary are accepted (which are permitted in these conditions) then no claim shall be made for compensation, refund or loss on that account.

SHE travels also reserves the right to change the daily itinerary on trip due to weather conditions or circumstances beyond our control. These decisions are final and may not be disputed during or after the trip.

Cancellation Charges for Extra Services Organised by SHE travels

Additional hotel nights and other extra services booked in connection with SHE travels are subject to the following:

- Cancellations received 61 or more days prior to the service will be refunded in full;
- Cancellations received 60-30 days in advance will be charged 50% of the price;
- Cancellations received less than 30 days in advance will be charged 75% of the price;
- Cancellations received less than 15 days in advance will be charged 100% of the price.

Refunds

No refund will be given for missed services including accommodation, sight-seeing or other services included in the trip itinerary or other organised travel via SHE travels which is not utilised. No allowances or refunds will be made for lost or unused tickets or hotel vouchers.

Travel Insurance Policy

It is a condition of joining a SHE travels trip that all guests take out full comprehensive travel insurance policy. We strongly recommend you purchase comprehensive travel insurance at the time you pay a deposit. The inclusion of the following travel insurance clauses are strongly recommended: trip delay, trip cancellation, trip interruption, baggage insurance, health, accident, and emergency evacuation insurance. You will be required to provide SHE travels with a copy of your insurance policy prior to your trip departure.

Exclusions

The trip price does not include the following items (unless noted in the itinerary): international air fares, pre or post tours, costs associated with obtaining passports, visa fees, arrival and departure taxes, tariffs, levies, personal travel insurance, medical expenses and vaccinations, domestic airline travel, room upgrades, meals outside of the trip program, beverages, hotel incidentals, excess baggage fees, luggage delivery to / from trip, local tour guides and activities during your free time.

As noted above, it is your responsibility to ensure settlement of any charges made by a hotel (all hotels require your passport and validation of a credit card upon check in) for extra services ordered directly by you such as room service, mini bar, laundry, and communication charges such as telephone, fax, email or items of a personal nature.

Inclusions

Inclusions include all accommodation as noted in the itinerary, meals as specified, arrival and departure transfers, fully-guided sightseeing and entrance fees noted in the itinerary, bottled water during



sightseeing, services of an English speaking SHE travels Trip Director, handling of all baggage both from and to the airport drop off area for both local and international flights (other conditions/restrictions may apply for internal routes; please refer to Baggage section), and other gratuities throughout the trip. Please see separate section on Gratuities for more details.

[Airport Transfers](#)

SHE travels includes as part of the land trip all necessary transfers between airports, trains and hotels.

[Baggage](#)

Trip prices include the handling of two pieces of baggage per person. Weight restrictions on some routes on internal air flights may apply; all details will be provided with preliminary trip documentation. Baggage and personal effects are at owner's risk throughout the trip program. Please check with your international carrier for other baggage restrictions applicable to your international flights.

[Consular Travel Advisories and Warnings](#)

It is the responsibility of the participant to be informed about the most current travel advisories and warnings by referring to their countries Embassy Department travel website. You may contact us for information on Embassy location and contact details. In the event of a travel warning against travel to the specific destination location(s) of the trip; SHE travels will also consult embassies to confirm or cancel a trip. If the trip continues and passengers still chooses to travel, not with standing any travel advisory or warning, the passenger assumes all responsibilities and risks of personal injury, death or property damage. SHE travels will not be liable for any result that may arise out of the events such as those advised or warned against.

[Smart Traveller](#): The Australian Government's travel advisory and consular information service

[Gratuities](#)

Gratuities are included in the program price included for hotel/restaurant staff, portage and local guides/drivers. Other gratuities are at the discretion of the traveller. For any enquiries please discuss with your Trip Director.

[Minimum Group Number](#)

The trip may be subject to a minimum number. If this number applies it will be clearly stated on any communication with travellers leading up to, and at the time of, booking. If the minimum number of passengers is not reached, the trip may be cancelled with all monies refunded. SHE travels may offer the option: if we re-cost the trip and you decide not to proceed, all monies will be refunded, or you may choose to continue with the itinerary with an increase in land costs; services may also be modified to accommodate a smaller group.

[Participation Medical Advisories & Conduct](#)

To enjoy the program as intended, a minimum to reasonable level of fitness is required as there is occasionally a moderate amount of walking. Travellers should have the capacity to participate without any assistance, however, extenuating circumstances may be considered.

If a traveller has any medical, physical or other condition including disabilities that could create a risk to herself or to other members of the trip, SHE travels requires notice in the 'Book Now' form in 'Comments' Section at the time of booking.

SHE travels reserves the right to decline any applicant or to remove any passenger from a trip, at the traveller's own expense, whose conduct is deemed incompatible with the group or whose health condition or mobility may risk and impact the safety, health or full participation of that passenger or other trip passengers. Should a trip participant require or request medical attention during their travel, such attention will be provided by locally available health care officials and at locally available facilities. In such events, SHE travels is not liable for any direct or indirect costs, losses or expenses incurred by a passenger



for health service costs incurred nor in the quality of medical care or medical services rendered. Should you have any questions or need any clarification about a specific program please ask for details at time of booking.

Travellers are requested to familiarise yourself with any health requirements specific to the countries being visited. It is highly recommended that you check and get advice from a medical practitioner and/or their local health authority or Consulate for the latest health requirements (i.e. precautions, vaccinations, etc.) applicable for travel to a destination.

Passports and Visas Policy

It is your responsibility to ensure that your passport is current. All international passengers require a current passport with at minimum 6 months validity after the return date of any trip and at least two blank pages for immigration and visa stamps. Visa requirements vary for different nationalities and depend on the countries visited during the trip. Visa advice is given with each trip in pre participation pack.

Passport and visa requirements are the traveller's responsibility. We are not liable for any loss or expense due to a passenger's failure to have a valid passport or visa. We will advise procedures for obtaining a visa (if applicable) and provide assistance regarding an application if required.

For security reasons, airlines require your name exactly as it appears in your passport; it remains your responsibility to advise these details correctly. If you do not provide the correct information and we have to re-issue airline tickets or other documentation, the passenger will bare all costs incurred.

Ultimately, SHE travels cannot be held responsible for any delays, damages and/or losses, including missed portions of trips, related to improper or insufficient travel documentation.

[Passport](#): Passport Information for Australian Citizens

[Visalink](#): Requirements for Australian & New Zealand Travellers

Smoking Policy

We ask you to refrain from smoking whilst in the company of other passengers, guides, driver and your Trip Director. We operate a strict 'No Smoking' Policy whilst on SHE travels private cars, vans and coaches. We make frequent 'comfort stops' to allow free time for guests. Please note, following any instance of a passenger smoking whilst on-board any of our vehicles, they will have been deemed to have broken their contract with SHE travels and will be asked to leave the vehicle, and their trip with us will be terminated there and then. Please observe all notices both inside and outside regarding smoking or non-smoking facilities or areas.

Independent International Air Travel Arrangements

SHE travels notes that trip participants are able to, but are under no obligation to purchase airline flights via our preferred licensed travel agent partners, [The Travel Studio](#). All Passengers are requested to provide SHE travels with their international flight schedules no later than 30 days prior to trip departure.



Legal Notices

Responsibility

SHE travels is acting only in the capacity of agent in all matters regarding all trips.

Whilst we take all reasonable care to select excellent quality service providers, these services are not provided by us but by airlines, hoteliers, transportation companies, travel agents and other service providers which are not under our control. All coupons, vouchers, receipts and tickets issued by the airlines, hoteliers and transportation companies, travel agents and other service providers are issued subject to the terms and conditions of liability contained in those documents, which may limit or exclude liability for death, personal injury, delay, and loss of or damage to baggage and are subject to the laws of the country where the services are provided.

SHE travels assumes no liability for any acts or omissions of any supplier including, without limitation, those involving failure to deliver or partial or inadequate delivery of services, overbooking or downgrading of services, cancellation of trips, schedule changes, re-routings, delay, theft, damage to or loss of baggage, property damage, accidents, death, sickness or injuries to persons regardless of cause, or other unforeseen events caused in connection with those service providers, their employees, agents, servants or representatives, whether or not any trips sold, services tendered or transportation provided is arranged through SHE travels.

SHE travels does not accept any liability caused directly or indirectly by force majeure or other events beyond our control, including but without limitation to war or threat/acts of war, acts of government, acts of terrorism, fire, strikes or other labour activities, civil unrest, insurrection or revolt, quarantines, floods, weather conditions, natural disasters, incidents at sea, accidents or failure of mechanical equipment, mechanical or other failure of aircraft or other means of transportation or for failure of any transportation mechanism to arrive or depart on time or other disturbances of any kind which cancel, interfere with, or add cost to the services requested.

There are certain inherent risks in travel and at times there may be inaccessibility to medical attention and difficulty in evacuation from remote locations in the case of a medical emergency. Travellers assume all such risks with regard to these possibilities.

SHE travels is not liable for any negligent or will-full act of any such person or entity or of any third person.

Waiver

While on a trip there may be instances where you may wish to join the Trip Director or tour guide for activities in free time outside the trip programme which may involve catching taxis or using public transport to or from shopping/dinner locations or other destinations chosen at the time. The SHE travels Trip Director or guides will not be liable for any accident, injury, death, property damage or loss in relation to such activities. By submitting the booking form, you agree to take part in these activities at your own risk.

Complaints

If you have any complaint about your trip before during or after you trip, you must make it known at the earliest opportunity to the SHE travels Trip Director who will endeavour to resolve the issue at the time. If at the end of the trip you feel your complaint has not been properly dealt with, you must notify SHE travels in writing within 30 days of the end of your trip.

Agreement

The payment of deposit and/or the issuance of tickets shall be deemed your consent to and acceptance of these terms and conditions as presented in this document.