



## **COVID-19 T&Cs for all 2020 European tour bookings**

### **March 2020**

**These new cancellation policies below will apply for all existing bookings until further notice. New T&Cs are being drawn up for all Australian tours and for 2021 European tours. If you have a booking for a Hedonistic Hiking tour in the future, we will send you the updated T&Cs once they are finalised.**

We have compiled this information for all guests to help answer questions you may have relating to booking tours with us in the coming months.

The safety of our guests and the Hedonistic Hiking team is our utmost priority. We are constantly monitoring safety updates and government advice. However, please bear in mind that it is a continually evolving situation and whilst we endeavour to update this information swiftly, we will do so once we have precise information to impart. In light of the current situation balance payments will not be due until 6 weeks prior to departure, at which time we will contact you with updated information regarding your tour.

Due to ongoing travel restrictions we have cancelled all European Tours for 2020 but are still offering a number of guided hikes in Victoria.

Any decision we make as to whether to operate a tour, cancel it or make changes to the itinerary will be in the interest of the safety and security of our guests. We follow the advice of the Australian Government and strongly recommend guests sign up for email alerts from their own government travel advisory services for the countries they are visiting/transiting through.

For Australia: <https://www.smartraveller.gov.au>

For the United Kingdom: <https://www.gov.uk/foreign-travel-advice>

For the USA: <https://travel.state.gov/content/travel/en/international-travel.html>

World Health Organisation Travel Advice: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>

## **Updates to our Booking Terms & Conditions**

As a result of the uncertainty surrounding international travel, we amended our Booking Terms & Conditions Policy on 15 March 2020 to make it easier for our guests to change their plans if they feel the need to do so. We hope this increased flexibility will encourage our guests to keep travelling even if they may need to postpone plans to a future date.

### **Cancellation by us**

We will make a decision about the viability of each tour 31 days before the tour departure date and contact all guests to inform them if we have to cancel the tour. If the situation deteriorates and government advice forces us to cancel after that time, we will inform you immediately.

If we cancel your trip booking, you can choose to:

- \* Receive a travel credit for a tour departing before 31 December 2022. The tour must be booked by 1st September 2021
- \* Receive a full refund (less any credit card surcharge or bank fees if applicable and a €100 administration fee, or \$100 for Australian tours, per person). The €100 or \$100 administration fee is for unrecoverable expenses and this is a standard fee applied across the board with all our tours.

### **Cancellation by you**

- \* If you cancel your tour booking before final payment is made, you can either transfer your deposit to an alternative tour, or Hedonistic Hiking Pty Ltd will hold what you have paid as a credit towards a tour before 31<sup>st</sup> December 2022.
- \* If you have paid in full and cancel at least 31 days prior to departure, we will refund 50% of the trip cost and hold the remaining 50% as credit towards a future tour taken before 31<sup>st</sup> December 2022.
- \* If you have paid in full and cancel at 30 days or less prior to departure, we will charge a 50% cancellation fee and hold the remaining 50% as credit towards a future tour taken before 31<sup>st</sup> December 2022.

Please note that the above amended conditions apply to the Hedonistic Hiking Pty Ltd portion of your trip only. Any refund is less credit card surcharges and/or bank fees where applicable. Airlines, accommodation operators and other travel providers may charge additional fees.

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