

BOOKING FORM

*** Please return completed form to the office ***

(via post – PO Box 149, Maryborough 4650, email – info@downundercoachtours.com.au or fax – 4128 6499)



We require all passengers to truthfully and 100% accurately complete our Passenger Booking form.

All our tours have a 'Fitness Level' rating, passengers accept that it is their responsibility to ensure that their health is in a state which allows them to enjoy the tours and successfully complete activities that the tour offers (see brochure for fitness)

TOUR NAME:..... DEPARTURE DATE:/...../.....

DEPOSITS REQUIRED AS FOLLOWS—2020 TOURS:

A deposit of \$250.00 (domestic) or \$500 (Early Bird discount) is required within seven days of booking unless otherwise advised, plus payment for any airfares/rail fares where applicable.

Payment can be made by Cheque (made out to Down Under Coach Tours), Credit Card or Direct/Bank Deposit (Bank: NAB / BSB: 084 705 / Account: 5463 45318 / Reference:

TWIN (2 beds) DOUBLE SINGLE SUPPLEMENT TWIN (Willing to share)

PASSENGER 1 (Legal name): Pensioner: Yes/No

Mr/Mrs/Ms First Name:

Surname:.....

DOB:...../...../.....(for insurance purposes)

Do you have a Down Under Name Badge?.....

If No, preferred name on badge:

Do you have a Down Under Luggage Tag?.....

Contact Phone Number:

Mobile Phone Number::.....

(for Day 1 of tour for pickups and transfers)

Email:

Postal Address:

Suburb:.....P'Code:.....

Street Address (if different from above):
.....

Suburb:P'Code:.....

Do you have any special dietary requirements—we can cater for food allergies, Vegetarians, Coeliac & Lactose Intolerance, if so please specify:

I agree to the Terms & Conditions as set out on the back of this form:

Signed:..... Date:.....

PASSENGER 1 (Legal name): Pensioner: Yes/No

Mr/Mrs/Ms First Name:

Surname:.....

DOB:...../...../.....(for insurance purposes)

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Signed:..... Date:.....

WHERE DID YOU HEAR ABOUT THIS TOUR?

- TV Guide TV AD Newspaper
- Friend Website Brochure Mail Out
- Past Passenger Other (please state)

AGENT NAME: (if applicable).....

Agent's Postal Address.....

Phone No:

Email Address:

DOWNUNDER COACH TOURS— CALL 1800 072 535 / 07 4123 1733

PO Box 149, Maryborough Qld 4650. ABN 20 716 553 784

Email: info@downundercoachtours.com.au

Have a great time Down Under...

HEALTH & MOBILITY POLICY REQUIREMENTS



Down Under Coach Tours (DUT) has a Health and Mobility policy in place to ensure the enjoyment of all our guests while on tour with our company. All guests must have a reasonable level of fitness and health to ensure they and other guests in our groups enjoy their touring experience. Our tours are full of fun and interesting activities and it is our wish that every passenger gets to experience all their tour has to offer.

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Phone: 07 4123 1733

DUT staff are not trained carers and unfortunately are only able to offer limited assistance where guests are unable to physically care for themselves. Individuals with limited mobility or who are unable to adequately care for themselves are required to be accompanied by a carer.

Each Down Under Coach tour is subject to a fitness level rating. Please read these carefully so you can ensure the tour you choose matches your physical capabilities. We recommend consulting your Doctor before embarking on a tour.

FITNESS RATING E – EASY

- Participate in small walking tours at a relaxed pace
- Walk on mostly level ground
- Tackle an occasional flight of stairs or incline
- Stand for a reasonable length of time in galleries and museums
- Get on and off a coach with step/stairs, train or boat unassisted
- Manage your own luggage

FITNESS RATING M – MODERATE

- Participate in walking tours with time to rest at least every 10 minutes
- Walk confidently on bush tracks, soft sand and uneven ground
- Stand for 15 minutes without needing to sit down
- Tackle a flight of stairs or incline
- Get on and off a coach with step/stairs, train or boat unassisted
- May occasionally include some longer than normal travelling days
- Manage your own luggage

FITNESS RATING A – MODERATE/ACTIVE

- Participate in walking tours for up to 20 minutes without having to stop or sit down to rest
- Walk up an incline equal to a flight of stairs without stopping
- Stand for at least 30 minutes without needing to sit down
- Walk over uneven ground, tackle cobbled creek crossings and walk through soft sand
- May occasionally include some longer than normal travelling days
- Get on and off a coach with step/stairs, train or boat unassisted
- May occasionally include some longer than normal travelling days
- Manage your own luggage

Please read the following carefully and if you have any questions we recommend you discuss this further with your DUT consultant or your booking agent.

1. Walkers can be carried on tour but must be collapsible and light weight.
2. On occasion walk in showers may not be available in which case guests may be required to access both in and out of a shower over a bath.
3. Medication cannot be administered by DUT staff.
4. Power outlets are not available on board the coaches so medical equipment requiring power cannot be used whilst travelling.

As per our Terms and Conditions, Down Under Coach Tours reserves the right to refuse to carry passengers requiring assistance who are not accompanied by a carer.

Yours Sincerely
The Team at Down Under Coach Tours

HEALTH & MOBILITY FORM

We require all passengers to truthfully and accurately complete Our Health & Mobility Policy Declaration Form.

All our tours have a 'Fitness Level' rating, passengers accept that it is their responsibility to ensure that their health is in a state which allows them to enjoy the tours and successfully complete activities that the tour offers (refer to previous page)



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It is essential for you to address any medical conditions with us at the time of booking and note below.

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Tour Name: _____

Departure Date: _____

Do you have any medical condition/s, physical limitations / mobility problems or other disabilities we should be aware of, if so please specify:

Passenger (1) Name: _____

Passenger (2) Name: _____

***** ** ** ** **

I declare that I have read the DUT Health & Mobility Policy and Fitness Level Requirements and have mentioned any medical condition/s, physical limitations / mobility problems or other disabilities above.

I also understand that travel insurance is not included in the tour cost and is highly recommended.

Passenger (1) Name: _____

Signature: _____

Date: _____

Passenger (2) Name: _____

Signature: _____

Date: _____

Emergency Contact Name: _____

Relationship: _____

Phone Number: _____

Thank you for your assistance

The Team @ Down Under Coach Tours

Terms & Conditions

DEPOSIT: Unless otherwise stated, a deposit of \$250 per person is payable within seven days of booking. A deposit of \$500 is required for Early Bird discount. Final payment is due 45 days prior to departure unless otherwise advised.

CANCELLATIONS: The following amount will be deducted from your fare according to notice given plus any non-refundable tickets or airfares. No refund is payable once your tour has commenced. **Please note: If booking through a travel agent please check the agent's cancellation policy as extra charges may apply. Cancellation fee is per person.**

Days Notice	45 or more	44 - 30	29 - 15	14 or less
% of fare	\$50 admin fee (plus any non-refundable costs)	Loss of Deposit (plus any non-refundable costs)	50%	100%

TRAVEL INSURANCE: We STRONGLY ADVISE passengers to take out travel insurance cover for health, baggage and personal effects, loss of monies through cancellation, additional expenses incurred through illness and early departure from a tour.

LUGGAGE LIMITS: Luggage space is limited onboard our coaches. Each passenger is entitled to take one suitcase, the size of which is not to exceed H60cm x L25cm x W40cm, the weight limit is 20 kilos (44lbs). Personal items should be carried in a travel bag.



CLOTHING: Pack a wash 'n' wear wardrobe of casual, comfortable clothing with some warmer clothes for evenings. Include a jacket, walking shoes, hat, swimsuit, towel, light raincoat, torch and a special outfit.

PASSENGER SEATING: A compulsory seat rotation policy is employed and there are no exceptions to this policy. While Down Under Coach Tours makes every effort to accommodate the special requirements of our passengers in fairness to other travellers, we request that all travellers participate in the seat rotation.

DAILY ROUTINE: Breakfast is usually 7.00am. Generally your coach will be ready to leave at 7.45am. You will have many opportunities to stop for photographs during the course of the day. Depending on the day's activities you will arrive at your accommodation at 4.30pm to 5.00pm. Dinner is usually 6.00pm to 6.30pm allowing time for a rest and to freshen up before dinner.

MEDICAL & DIETARY: All our tours have a 'Fitness Level' rating. Passengers accept that it is their responsibility to ensure that their health is in a state which allows them to enjoy the tours and successfully complete activities that the tour offers. We require all passengers to complete our Booking Form truthfully and 100% accurately with regard to their medical/physical condition. *It is essential for you to address any medical conditions/dietary requirements with us at the time of booking.*

SPECIAL NEEDS: A reasonable level of physical and mental health and fitness is required on all of our tours. We recommend that you visit your doctor to confirm that you are physically able to undertake the day-to-day requirements of the tour. Persons with limited mobility or those unable to adequately care for themselves are required to be accompanied by a carer. In particular, hostesses, tour guides, coach captains, and your fellow passengers will not act as assistants or carers in these circumstances. Down Under Coach Tours reserves the right to refuse to carry passengers requiring assistance who are not accompanied by a carer.

A DOOR TO DOOR SERVICE

A door to door service is offered to residents in the following areas:

HERVEY BAY: 5km radius of GPO

MARYBOROUGH: 5 km radius of GPO

GYMPIE: 5 km radius of GPO

SUNSHINE COAST TO BRISBANE: 10 km from designated pick-up point.

Sunshine Coast to Brisbane Designated Pick-Up Points: Eumundi, Cooroy, Nambour, Forest Glen, Palmview, Caboolture, Burpengary.

BRISBANE & IPSWICH: 30 km radius of GPO or 10 km from a designated pick up point.

Brisbane & Ipswich Region Designated Pick Up Point: Mango Hill, Cherside, Roma Street Transit Centre, Ipswich, Blacksoil.

A one way door to door service is offered to residents who are within 11km - 20km of a designated pick-up point as specified above.

FOR ADDITIONAL DESIGNATED PICK-UP POINTS OR MORE DETAILS PLEASE ENQUIRE.

The door to door service applies to tours of six days duration or more. Passengers requiring overnight accommodation to join or depart a tour, accommodation is an additional cost.

ACCEPTABLE BEHAVIOUR: No passenger will be permitted to embark or continue on the tour while their mental or physical condition is, in the opinion of any representative of the company, such as to render them incapable of caring for themselves, or whereby they become objectionable to other passengers, or they become a hazard to themselves or other passengers. The company will not be responsible for expenses resulting in such persons being precluded from completing the tour for any reason.

FLIGHTS: For an unbelievable FLY \$99 each way airfare you can join a Down Under Coach tour from all capital cities on the eastern sea board. Flights from other capital cities may incur an additional fee. To qualify simply pay for your FLY \$99 air fare with your tour deposit, within seven days of booking. FLY \$99 air fares are subject to availability. A door to door service is offered for residents who reside in the Metropolitan Taxi areas of capital cities and selected major cities. For enroute joining arrangements see your Tour Consultant or contact Down Under Coach Tours. Please note: FLY \$99 are available on specific tours only, look for the symbol.

CONDITIONS AND LIMITS OF LIABILITY: The conditions and terms of liability on which these tours operate are detailed as follows:

- Down Under Coach Tours finalises all arrangements for these tours upon the express condition that they cannot accept responsibility or liability for any delays, accidents, injury or damage caused by the airlines, rail, express coaches or any other service the company acts as agents on behalf of or arising out of the provision of, or failure to provide these services.
- Down Under Coach Tours have used information supplied to it by the providers of relevant tours and accommodation houses and have endeavoured to ensure the information contained is correct at the time of printing. Down Under Coach Tours can accept no responsibility for inaccuracy or mis-descriptions.
- Down Under Coach Tours reserves the right to alter or change the accommodation, carriers or coach at any time for any reason. Down Under Coach Tours reserves the right to change or amend the tour itinerary should the occasion warrant and if it becomes necessary, due to adverse weather/road conditions or unforeseen circumstances. The coach crew retain the right to alter the itinerary in a manner which will benefit all concerned.
- Down Under Coach Tours provide a Tour Leader subject to a minimum loading of 20 passengers. If the tour takes place with fewer than 20 passengers, the Coach Captain may take on both roles.
- Departures are subject to minimum number. In the event that a tour is cancelled by Down Under Tours due to low numbers, you will be notified prior to the final payment due date and any deposits paid will be refunded in full.
- Down Under Coach Tours maintains strict standards of safety and reliability of vehicles at all times, however, in rare cases mechanical failure may occur. Passengers are assured that every effort is made to minimise any small inconvenience experienced, while we utilise the large network of repair facilities Australia wide.
- Down Under Coach Tours can give no guarantee as to the exact arrival and departure times for carriers and operators used in the tour and cannot be liable for failure to make connections with any other services or attractions.
- Down Under Coach Tours will endeavour to contact clients in the event of industrial action affecting air, rail or other tour related transportation. However if contact is not made passengers should phone the free call number listed below to finalise alternative arrangements.
- Down Under Coach Tours reserves the right to vary the advertised or printed price to cover any significant increases in airfare, rail fare, fuel price or other tour related costs.
- Down Under Coach Tours accepts no responsibility for the suitability of the rooming partners allocated for single passengers willing to share accommodation. If a passenger regards the rooming partner to be unsuitable every effort will be made to arrange single accommodation for the duration of the tour with the additional costs being paid by the passenger.
- Down Under Coach Tours takes all reasonable steps to ensure an enjoyable holiday experience and cannot accept liability for any loss of enjoyment whatsoever and howsoever experienced by the passengers.

Contact your travel agent or:

DOWN UNDER COACH TOURS

Free Information and Booking Service

Free Call: 1800 072 535

PO Box 149 Maryborough
Queensland Australia 4650

Phone: 07 4123 1733 Fax: 07 4128 6499

Email: info@downundercoachtours.com.au

Web: www.downundercoachtours.com.au

ABN 20 716 553 784