



BOOKING TERMS & CONDITIONS

CONTACT INFORMATION – INDIAN OCEAN EXPERIENCES

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GENERAL BOOKING CONDITIONS

The following terms and conditions apply to bookings carried out by Indian Ocean Experiences, except as may be now varied in the booking confirmation issued by Indian Ocean Experiences.

The traveller and Indian Ocean Experiences agree that:

- i. A binding tour contract incorporating these terms and conditions will be formed when Indian Ocean Experiences confirms the traveller's booking, which it will do on receipt of the pre-payment or the tour cost;
- ii. Full payment of the tour price is required prior to the commencement of the tour unless otherwise specified;
- iii. A reservation will lapse if the traveller does not pay the deposit or the tour cost by the due date for the relevant payment;
- iv. All prices are in Australian Dollars (AUD). Prices are based on lead-in room types for accommodation, unless otherwise stated;
- v. Indian Ocean Experiences reserves the right to adjust its prices in the event of unforeseen fluctuations due to exchange rates, airfares, aviation fuel costs, airport charges, hotel rates and any fee payable to other service providers, at any time.
- vi. Travellers are bound by these terms and conditions by the booking in their own right or having a booking made on their behalf by another person from the time of booking.

TRAVELLER RESPONSIBILITIES

When making a booking, the traveller:

- i. Accepts the physical risks involved in the tour;
- ii. Must not commence the tour if they are unfit or become unfit to participate in the tour by reason of ill health or injury;
- iii. Is responsible for the safekeeping against loss and protection against damage of all personal effects of the traveller except where items have been deposited into the safekeeping of Indian Ocean Experiences;
- iv. Must take out travel insurance covering tour cancellations, inability to travel or continue with the tour (for whatever reason), loss or damage to personal effects, medical, evacuation and repatriation expenses, and accidental death or disability. Indian Ocean Experiences' packages do not include travel insurance in conjunction to the supplied products and services. We highly recommend you have travel insurance in place to cover for unforeseen circumstances, potential losses and cancellation fees.
- v. Selects appropriate clothing including (walking shoes suitable for uneven terrain, long trousers to protect your legs in the bush, warm jackets to counter the fresh ocean breeze sunscreen and hat.
- vi. Carries photo identification for flights to be presented when checking in. Australian Citizens travelling from Perth do not require a passport, however some form of valid photo id will be required. Australian Permanent Residents and non-Australian Citizens will require a valid passport for travel. Australian Citizens and Permanent Residents do not require a visa to travel to Christmas or the Cocos Keeling Island.

INDIAN OCEAN EXPERIENCES RESPONSIBILITIES

In accepting a tour booking Indian Ocean Experiences agrees:

- i. That the traveller's pre-payment will be held in trust until after the travel and accommodation services have been provided;
- ii. To maintain liability and indemnity insurance to cover the liabilities of travellers (however, travellers are advised to rely upon their own travel insurance in almost all instances where injury, loss or damage is suffered to themselves or their effects);
- iii. To maintain licences and permits necessary to carry out travel arrangements.

COVID-19 POLICY

Due to the ongoing State of Emergency in the Indian Ocean Territories, the authorities have implemented a policy of only granting travel permits to fully vaccinated passengers. Only fully vaccinated travellers (aged 12 and above), who have spent at least fourteen days (prior to

travel) in a very low risk jurisdiction (as per Western Australian Government guidelines) will be issued a travel approval by the Indian Ocean Territories Administrator to travel by air to Christmas and/or the Cocos (Keeling) Islands.

Once deposits and tickets are finalised, fees and cancellation penalties apply to bookings. This policy is to protect the vulnerable communities in the Indian Ocean Territories and reduce the risk of COVID and its' effects.

If travel is affected by possible border closures or a Covid-19 outbreak, Indian Ocean Experiences will work with suppliers towards the best outcome under our Covid-19 booking policies. Please note that any facilitation of amendments to bookings will incur a \$100 per booking amendment fee.

CANCELLATION & AMENDMENTS POLICY

Cancellations must be received in writing. The AU\$300 deposit per person remains non-refundable. Cancellations within 60 days of departure will incur further additional fees up to 100% of the price paid for the package, at the discretion of Indian Ocean Experiences and its' service providers,

Please note that all packages include a non-refundable airfare component. In the event that a cancellation takes place after ticketing, the airfare value will remain non-refundable.

Once a booking is confirmed by Indian Ocean Experiences, a fee of AU\$50 per change per file is applicable. In relation to group bookings, the amount of the Amendment Fee will be advised dependent upon the nature and circumstances of each request. All amendments are subject to availability and the Amendment Fee is payable in addition to any other fees charged by the suppliers, carrier, principals or your travel agent with which your booking is held.

REFUND POLICY

- i. Prior to travel, any refunds will be less any cancellation fees associated with the package purchased.
- ii. All refunds will be processed as quickly as possible but may take up to 6 weeks to complete.
- iii. After commencement of travel, no refund application will be accepted.
- iv. Unused services, in some circumstances, may be refunded under certain conditions, at the discretion of Indian Ocean Experiences and the supplier.
- v. Refunds are at the discretion of the supplier and Indian Ocean Experiences, within Australia Consumer Protection Law.
- vi. Indian Ocean Experiences are unable to provide a refund until the supplier credits us with the applicable value. If ticketing has been completed, this portion of your package remains non-refundable, and you will be advised of the value & validity of a credit for use at a later date.

FORCE MAJEURE

Neither party will be liable for any failure in performing an obligation under this agreement that is due to any of the following causes, to the extent beyond its reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine outbreaks of infectious disease or any other public health crisis, civil commotion, breakdown of communication facilities, natural catastrophes, governmental acts or missions, change in laws or regulations, national strikes, fire, explosion, generalised lack of availability of raw materials or energy.

For the avoidance of doubt, Force Majeure shall not include (a) financial distress nor the inability of either party to make a profit or avoid a financial loss, (b) changes in market prices or conditions, or (c) a party's financial inability to perform its obligations hereunder. In the event that a Force Majeure applies, the customer will be bound by the supplier's terms and conditions.

COMPLAINTS

Traveller complaints will be dealt with as follows:

- i. Travellers should make all complaints directly to Indian Ocean Experiences in writing if possible, or verbally, immediately after the event leading to the complaint, to give Indian Ocean Experiences the opportunity to investigate or remedy the complaint;
- ii. Indian Ocean Experiences will not accept responsibility for complaints received more than 14 days after an event leading to a complaint occurrence.

PAYMENT TERMS

Payments Dates

Full payment must be received and cleared no later than 60 days prior to guests' departure date.

Deposits

An \$300 (AUD) deposit per person is required to secure a booking. In some cases, this may be higher where the airfare has to be settled before the ticketing time limit. Some operators may require further deposits. A deposit does not guarantee prices but acts to book the services as requested.

Payment Details

Please make payments to:

Account Name: Indian Ocean Experiences

Bank: Westpac Banking Corporation – Christmas Island
BSB:036189
Account Number: 212182
Booking Reference: As per statement

Credit cards charged directly by Indian Ocean Experiences will be subject to a 1.5% credit card fee for Australian MasterCard & VisaCard, 1.8% Australian Amex fee and a 3.5% for international credit card fee. Identification will need to be provided before we can authorise the transaction.

LIABILITY, RESPONSIBILITY, LIMITATION AND JURISDICTION

- i. The traveller is responsible for all loss or damage arising through his or her own fault.
- ii. Indian Ocean Experiences will not be liable for any illness, injury or death sustained on a tour by reason of the traveller's medical condition.
- iii. Indian Ocean Experiences will not be responsible for, and the traveller releases Indian Ocean Experiences from, any liability arising out of any medical condition suffered by the traveller during the tour or as a consequence of the tour.
- iv. The traveller indemnifies and holds harmless Indian Ocean Experiences and its officers, employees and suppliers against all actions, proceedings, claims, demands, expenses and costs including legal costs on a full indemnity basis and whether incurred by or awarded against Indian Ocean Experiences as a result of, or arising in relation to, whether directly or indirectly, the traveller booking or participating in the tour or any act or omission by the traveller in relation to the tour.
- v. To the maximum extent permitted by law, Indian Ocean Experiences excludes, and the traveller releases Indian Ocean Experiences from all other liability, including without limitation any consequential or special damages or costs, arising directly or indirectly from or in relation to the services provided in accordance with these terms and conditions.
- vi. Indian Ocean Experiences is an 'on-seller' of products and services (Products) on behalf of other people and organisations (Suppliers). Whilst we do all possible to ensure we are accurately representing such products in our brochure and on our website, we do not control the manner in which Products featured are provided.
- vii. Indian Ocean Experiences excludes liability for and makes no representation or warranty regarding the services (Products) or standards of airlines, hotels, other service providers, travel agents and nominated wholesalers (Suppliers).
- viii. Indian Ocean Experiences excludes liability for any loss or damage arising out of the negligence, act or omission of any supplier or other third party. Indian Ocean Experiences does not accept liability in contract, tort or otherwise for any injury, damage, loss, delay, additional expense or inconvenience caused by Suppliers or third party providers over whom we have no direct control, whatever the circumstances.
- ix. Nothing in this provision limits any right that you have under non-excludable provisions of the Competition and Consumer Act 2010 and, where the liability of Indian Ocean Experiences cannot be excluded but can be limited, such liability to the value of the purchased travel arrangements.
- x. Indian Ocean Experiences is governed by the Competition & Consumer Act 2010 and WA Fair Trading Act 2010.

TOUR NAME: CHRISTMAS ISLAND ULTIMATE WILDLIFE

Booking Code:

Alternative Tour Names:

TOUR BLURB

TOUR AVAILABILITY

Operational Dates/Months: Daily, year round
 Blackout Dates: When we are hosting other group tours
 Tour Duration (Hours/Days/Nights): 8 days/7 nights
 Day of Departures: Daily
 Minimum Departure PAX (Private):
 Maximum Departure PAX (Private):

TOUR LOGISTICS

Pick-up Point:
 Pick-up Time:
 Drop-off Point:
 Drop-off Time:

Orientation Tour - Private

Operate 9-11.30 or 13.00 – 15.30 -

Nature Tour - Private

Operate at 9-1230 or 1400-1730

Panoramic Bird Tour - Private

Operate at 9-1230 or 1400-1730

Dolly & Greta Beach Walking Tour - Private

Operates 9-1300 or 1400-1800

Snorkelling Boat Tour

TBA – Not private

RATES

Please confirm Nett Rate arrangements directly with Indian Ocean Experiences before loading.

All rates are in Australian Dollars (AUD) and exclusive of GST as this is not applied to Australian External Territories

PRIVATE TOURING

Per Person (Double/Twin Share)	1 April 2023 – 31 March 2024 Nett Rate (25%)	1 April 2023 – 31 March 2024 Gross Rate
Private Tour – 3-star accommodation: Ocean View room at The Sunset (7 nights), Rental Car, Flight		
Adult - 2 PAX	\$2486.25	\$3315.00
Adult - 4 PAX		
Adult - 6 PAX		
Children (?-? years)		
Single Supplement	\$1196.25	\$1595.00
Private Tour – 4-star accommodation: Villa Papaya (7 nights), Rental Car, Flight		
Adult - 2 PAX	\$2797.50	\$3730.00
Adult - 4 PAX		
Adult - 6 PAX		
Children (?-? years)		
Single Supplement	\$1511.25	\$2015.00
Private Tour – 5-star accommodation: Swell Lodge (7 nights), Meals & Touring (provided by Swell), Flight		

Adult	\$6071.25	\$8095.00
Children (6-10 years)		
Single Supplement		\$6740.00

INCLUSIONS

- i. Add list of touring inclusions here across all tour days

EXCLUSIONS

- i. Souvenirs, gratuities and items of a personal nature.

FLIGHTS

Flights	1 April 2022 – 31 March 2023 Nett Rate	1 April 2022 – 31 March 2023 Gross Rate
Adult - Perth to Christmas Island	As per package (non-commissionable)	
Children - Perth to Christmas Island	(non-commissionable)	

FLIGHTS & FARES

Virgin Australia Regional Airlines (VARA) operates twice weekly flights to the islands from Perth, Western Australia. These can be found in your GDS. Routes are pretty set in stone, though times may vary. Check your GDS for the latest information.

Tuesday:

VA1909 Perth to Christmas Island 12:30 - 15:20

VA1918 Christmas to Cocos Keeling Islands 16:05 - 17:10

VA1916 Cocos Keeling Islands to Perth 17:55 - 23:50

Friday:

VA1913 Perth to Cocos Keeling Islands 08:15- 12:35

VA1917 Cocos Keeling Islands to Christmas Island 13:20 - 15:25

VA1912 Christmas Island to Perth 17:55 - 23:50

Wholesale fares: V, K Class

Fares: V class return start at \$1010 nett + taxes (please refer to GDS for current taxes).

K class return start at \$1220 nett + taxes (please refer to GDS for current taxes).

*A combination of V & K class can be used for a journey. Contact us for an applicable nett fare for your journey.

*Please note that due to heavy demand to the islands, seats can be challenging to access and if a journey auto-cancels, we may not be able to reinstate the requested dates.

OPTIONAL EXTRAS

Per Person	1 April 2020 - 31 March 2021 Nett Rate (25%)	1 April 2019 -31 March 2020 Gross Rate
Airport or Vehicle Transfers		
Adult	POA	POA
Children	POA	POA

- Extra services are operated by third parties and therefore changes may be made to some services where costs change markedly, with notification made in writing.

CHILD & FAMILY POLICY

- i. Child prices on application

OTHER BOOKING NOTES

- i. Rates are subject to change without notice.
- ii. Tailored packages can be created for other accommodations than those listed above

TOUR NAME: CHRISTMAS ISLAND ULTIMATE BIRDWATCHING

Booking Code:

Alternative Tour Names:

TOUR BLURB

TOUR AVAILABILITY

Operational Dates/Months: Daily, year round
Blackout Dates: When we are hosting other group tours
Tour Duration (Hours/Days/Nights): 8 days/7 nights
Day of Departures: Daily
Minimum Departure PAX (Private):
Maximum Departure PAX (Private):

TOUR LOGISTICS

Pick-up Point:
Pick-up Time:
Drop-off Point:
Drop-off Time:

Orientation Tour - Private

Operate 9-11.30 or 13.00 – 15.30

Nature Tour

Operate at 9-1230 or 1400-1730

1 Day Twitch Tour + Hawk Owl Tour

Operate at 9-3 / Hawk Owl Tour – TBA

Snorkelling Boat Tour

TBA – Not private

RATES

Please confirm Nett Rate arrangements directly with Indian Ocean Experiences before loading.

All rates are in Australian Dollars (AUD) and exclusive of GST as this is not applied to Australian External Territories

PRIVATE TOURING

Per Person (Double/Twin Share)	1 April 2023 – 31 March 2024 Nett Rate (25%)	1 April 2023 – 31 March 2024 Gross Rate
Private Tour – 3-star accommodation: Ocean View room at The Sunset (7 nights), Rental Car, Flight		
Adult - 2 PAX	\$2508.75	\$3345.00
Adult - 4 PAX		
Adult - 6 PAX		
Children (?-? years)		
Single Supplement	\$1222.50	\$1630.00
Private Tour – 4-star accommodation: Villa Papaya (7 nights), Rental Car, Flight		
Adult - 2 PAX	\$2823.75	\$3765.00
Adult - 4 PAX		

Adult - 6 PAX		
Children (?-? years)		
Single Supplement	\$1537.50	\$2050.00
Private Tour – 5-star accommodation: Swell Lodge (7 nights), Meals & Touring(provided by Swell), Flight		
Adult	\$6071.25	\$8095.00
Children (6-10 years)		
Single Supplement		\$6740.00

INCLUSIONS

- ii. Add list of touring inclusions here across all tour days

EXCLUSIONS

- ii. Souvenirs, gratuities and items of a personal nature.

FLIGHTS

Flights	1 April 2022 – 31 March 2023 Nett Rate	1 April 2022 – 31 March 2023 Gross Rate
Adult - Perth to Christmas Island	As per package (non-commissionable)	
Children - Perth to Christmas Island	(non-commissionable)	

FLIGHTS & FARES

Virgin Australia Regional Airlines (VARA) operates twice weekly flights to the islands from Perth, Western Australia. These can be found in your GDS. Routes are pretty set in stone, though times may vary. Check your GDS for the latest information.

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Wholesale fares: V, K Class

Fares: V class return start at \$1010 nett + taxes (please refer to GDS for current taxes).

K class return start at \$1220 nett + taxes (please refer to GDS for current taxes).

*A combination of V & K class can be used for a journey. Contact us for an applicable nett fare for your journey.

*Please note that due to heavy demand to the islands, seats can be challenging to access and if a journey auto-cancels, we may not be able to reinstate the requested dates.

OPTIONAL EXTRAS

Per Person	1 April 2020 - 31 March 2021 Nett Rate (25%)	1 April 2019 -31 March 2020 Gross Rate
Airport or Vehicle Transfers		
Adult	POA	POA
Children	POA	POA

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CHILD & FAMILY POLICY

- ii. Child prices on application

OTHER BOOKING NOTES

TOUR NAME: CHRISTMAS ISLAND DIVE GROUP

Booking Code:

Alternative Tour Names:

TOUR BLURB

TOUR AVAILABILITY

Operational Dates/Months: Daily, year round
 Blackout Dates: When we are hosting other group tours
 Tour Duration (Hours/Days/Nights): 8 days/7 nights
 Day of Departures: Daily
 Minimum Departure PAX (Private): 8 pax
 Maximum Departure PAX (Private):

TOUR LOGISTICS

Pick-up Point:
 Pick-up Time:
 Drop-off Point:
 Drop-off Time:

Orientation Tour - Private

Operate on non-diving day – or after diving.

Nature Tour - Private

Operate on a non-diving day - or after diving.

Diving – Not Private

5 days double boat diving including tanks & weights. Light refreshments included.

*Extra gear hire not included

Please note diving may not be exclusive on the boat (fits up to 16 divers).

RATES

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PRIVATE TOURING

Per Person (Double/Twin Share)	1 April 2023 – 31 March 2024 Nett Rate (25%)	1 April 2023 – 31 March 2024 Gross Rate
Private Tour – 3-star accommodation: Divers Villa – all of house (7 nights), Rental Car, Flight, diving		
Adult - 8 PAX	\$2895.00	\$3860.00
Adult - 4 PAX		
Adult - 6 PAX		
Children (?-? years)		
Single Supplement	N/A	N/A

INCLUSIONS

- iii. Add list of touring inclusions here across all tour days

EXCLUSIONS

- iii. Souvenirs, gratuities and items of a personal nature.

FLIGHTS

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Adult - Perth to Christmas Island	As per package (non-commissionable)	
Children - Perth to Christmas Island	(non-commissionable)	

FLIGHTS & FARES

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Per Person	1 April 2020 - 31 March 2021 Nett Rate (25%)	1 April 2019 -31 March 2020 Gross Rate
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Adult	POA	POA
Children	POA	POA

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CHILD & FAMILY POLICY

- iii. Child prices on application

OTHER BOOKING NOTES

This deal is based on 8 divers utilising a 7+1 FOC shared costing for the diving.

Non-diving price available on application.

Extra property at Divers' Villa, Seaspray Villa – means group size can go up to 10 in total.

