



AUSTRALIAN WALKING COMPANY

Contracted Rates

01/07/2025 – 30/06/2026

Re: Booking terms and conditions

Please read the following information carefully and share with relevant staff members.

2025/2026 Contracted Rates

- For all domestic bookings (regardless of booking channel) the commission level will be **10%**.
- For all international bookings commission will be **20%**.
- Please note that rates may change within this period, Australian Walking Company will notify you of any changes and there will be a 30-day grace period to update your records. For this reason, should you be using rates in any brochures please note prices start from *

Client Information:

For all bookings we must receive the following client information at time of reservation:

- Name
- Date of birth
- Phone number
- Email Address
- Address

Please note:

- We will not send marketing materials to your clients unless they have independently signed up to our database.

Other important information

- Please be familiar with our cancellation terms and conditions which form part of this document.
- 'White labelling' of any of our experiences is not allowed unless you have received explicit written permission from our Head of Commercial. If white labelling does occur, we have the right to terminate your contract immediately.

Should you have any questions or seek further clarification, please do not hesitate to contact me on the details below.

Kind regards,

Jacki Yeend
Business Development Manager
Australian Walking Company
Email: jacki@taswalkingco.com.au

Trade bookings and enquiries:
Phone: 03 6392 2211
Email: trade@taswalkingco.com.au

BOOKING TERMS AND CONDITIONS

These terms and conditions form part of an agreement between Australian Walking Company Pty Ltd (company) and the guest(s) referred to in the booking form.

1. How to book

Either phone or email our reservations team to confirm availability. Once a tentative booking has been made, we will forward a confirmation and deposit request of \$500, along with a guest information form which the guest must complete within 5 working days of the booking being made otherwise the tentative booking will be cancelled. The form can be returned to us online or a scanned copy. Bookings are not confirmed until a deposit has been received (see below) and availability on the walk requested has been confirmed.

2. Payment Detail

All pricing is in Australian dollars and are quoted on a per person twin share basis. A single supplementary price for singles is available (see below). Payment may be made by direct deposit, cheque (AUD only) or company credit card (credit card surcharge applies).

Bookings are not confirmed until a deposit of \$500 per person has been received (within 5 working days of bookings being made), if the booking is made more than 90 days prior to departure. For Reservations made 90 days or less from departure date, full payment is due at the time of booking.

3. Single Supplement

All accommodation is twin share. If travelling solo or in an odd number group, we will ensure that the single guest will share with another guest of the same gender (if sharing is required). If a single room is demanded, a supplementary price will apply, please refer to rates in appendix A. This needs to be stipulated at the time of booking.

4. Pricing

- Prices are quoted on a seasonal basis. Please refer to your rates to determine season of experience booked. Please note prices may change within the contracting period and we will notify you of any changes. Australian Walking Company will provide a 30-day grace period before price changes take effect. For this reason, should you be using rates in any brochures please note prices start from *

Pricing includes: Pick up and drop off from collection and return point designated by the company, twin share accommodation during the walk, all food and beverages (non-alcoholic and allocated alcoholic beverages per night), national parks pass and qualified staff for the duration of the walk. Any other cost is borne by the guest.

No price reduction is available for guests who choose not to avail themselves of a glass of wine. Any alcohol should be consumed responsibly, and guides will stop serving alcohol if guest(s) appear drunk as per RSA training.

Without limitation, the following items are excluded from the pricing: Spa and relaxation pavilion treatments, travel insurance, pre and post walk departure arrangements, including accommodation and transport to the collection point and from the return point designated by the Company, any expenses not defined as an inclusion in the pricing including tips, personal clothing, medical expenses, items of a personal nature and emergency evacuations.

5. Cancellation by Guest

If the cancellation is made more than 90 days from departure, a fee of \$350 per person will be charged. For cancellations made between 90 and 60 days prior to departure, a fee of 50% of full price will be charged. For cancellations within and including 60 days of departure, no refund is available. The date of cancellation is the date that the Company receives written notice of the cancellation.

Cancellation will take effect if the guest fails to arrive at the pre-arranged meeting place at the time stipulated.

No refund will be paid if the guest voluntarily leaves the walk after it has commenced. No refund will be paid if they need to leave the walk for reasons of bereavement, injury or illness.

Travel insurance and medical insurance are therefore strongly recommended.

The Company reserves the right to not provide a refund if the guest arrives on the day of departure for any walk with inappropriate footwear and are unable to join the walk (please refer to condition 11)

6. Booking Amendment by Guest

If the guest wishes to change the booking, you must notify Australian Walking Company in writing as soon as possible. Changes to the guests walk departure date, or transfer of booking to a different walk may incur additional costs payable by the guest for any difference in pricing. We will do our best to change the guests booking to their preferred date, but it may not be possible. Once notice has been received and confirmed by Australian Walking Company, the change will take effect subject to the following:

- One amendment can be made to the original booking outside of 90 days from departure, at no cost. Any subsequent change will incur a non-refundable fee of \$200 per person;
- For booking changes made between 60-90 days from departure, there is a \$350 fee to change the departure date;
- Australian Walking Company does not accept changes within 60 days of departure.

Cancellation by Australian Walking Company

All walks take place in very special wilderness settings. We are at the mercy of nature in all her beauty and all her fury. We will under no circumstance knowingly place at risk the health and well-being of our guests and guides. In the case of a Force Majeure Event (as defined below) we may need to cancel a walk with very little notice. In some cases, this can occur after the walk has commenced.

If a walk does not meet minimum numbers, Australian Walking Company reserves the right to cancel the departure; however, every effort will be made to consolidate numbers so that the booked walk will successfully depart.

If we cancel a walk departure for any reason, we will provide the following options:

- Hold a credit toward an alternative booking departure date to be used within 24 months, including a guarantee there will be no additional charges for the future walk;
- Provide a replacement walk that complements your existing travel arrangements (subject to availability);
- Provide a replacement walk at a later date that is convenient to both parties; or
- With the exception of cancellations associated with a Force Majeure Event, we will refund the full amount paid for the cancelled walk.

Where a walk is cancelled by Australian Walking Company, we will not be liable for any costs associated with travel to and from the designated walk departure pick up point. We therefore strongly recommend travel insurance to be taken out at time of booking.

7. Evacuations

In rare circumstances, due to injury or unforeseen illness, we may need to evacuate you from a remote part of the walk. Evacuation may be on foot (where the walker is physically capable) or by helicopter. Helicopter evacuations are expensive and, in most cases, will be at the cost of the customer.

There are two forms of Helicopter evacuation:

- a. Tasmania Search and Rescue Service; this is a Government funded service at no cost to the evacuee. Search and Rescue would only be used in cases where the condition is deemed to be potentially life threatening; and
- b. Commercially Operated Helicopter Services; this is used where the ailment is not life threatening but the evacuee is unable to walk out under their own steam. Sprains, broken limbs, fatigue or unexpected illness are usually associated with such evacuations. The cost of such an evacuation varies from approximately \$3,000 up to \$6,000 (plus GST, where applicable).

In addition to helicopter costs, any associated staff wages and ground transportation costs will be borne by the customer.

For Australian residents, under the Australian Government Medicare Act, it is prohibited for any domestic travel insurance product to provide any financial reimbursement with regards to ambulance or air ambulance services. We therefore strongly recommend guests to take specific ambulance cover through their health insurance provider.

It is also strongly recommended that guests take out travel insurance to cover (amongst other things) the costs associated with evacuation.

8. Travel Insurance

We recommend Travel Insurance in the strongest possible terms.

When selecting a Travel Insurance product, please ensure that it provides cover against personal accidents or injury, medical expenses, emergency repatriation, Force Majeure events, and personal liability, cancellation for any reason including bereavement, delayed flights, lost luggage and personal effects.

9. Indemnity Form

We require that all walkers sign an indemnity form prior to departure on the morning of the walk. This form indemnifies the company, its officers, directors, employees, servants, agents or consultants or any of them from and against all costs, claims, actions, demands and liability whatsoever and howsoever arising from or in any way connected with the walking tour (including any transportation to or from the area in which the tour is to take place) including such costs, claims, actions, demands or statutory duty or otherwise on the part of the company, its officers, directors, employees, servants, agent or consultants, and including any liability in respect of or related to your death, personal injury or loss of or damage to any property owned or possessed by you, but excluding any liability in respect of which the Motor Accidents Insurance Board is bound to indemnify the company, its officers, directors, employees, servants, agent or consultants pursuant to the Motor Accidents (liabilities and compensation) Act 1973 of Tasmania (or other applicable legislation applicable in other state or territory).

By signing the indemnity form, the guest will also give us various acknowledgements including confirmation that they have been informed of the most appropriate form of footwear for the walk they are undertaking.

10. Footwear

On the Cradle Mountain Huts Walk guests are required to wear lace-up walking boots which have ankle support and firm treaded soles. On all other walks, guests are required to wear supportive walking shoes or hiking boots with firm treaded soles. New boots should be worn in prior to the commencement of the walk. Waterproof or water-resistant boots are recommended. Walking shoes are not acceptable on the Cradle Mountain Huts Walk and sandals and similar footwear are not acceptable on any of our walks.

These recommendations are made in the interests of the guest's safety and giving them the best chance to have the most enjoyable experience possible. If you are unsure whether your guest's footwear is suitable for your intended walk, please contact our reservations team for further advice.

Arriving on the day of departure with inappropriate footwear may result in forfeiting your walk without refund.

As part of our duty of care these recommendations are made in the interests of giving you the best chance to have the most enjoyable experience possible.

11. Health and Fitness Requirements

Walkers must be in good health and must be at least moderately fit in order to undertake a walk. Some training or preparation work is generally required prior to departure. The more physically prepared you are, the more enjoyable your walk will be.

- guests on the Cradle Mountain Signature Walk will be required to walk an average of 10km per day for 6 days over varied terrain including steep inclines and declines, with the longest day being 12km (excluding optional side trips);
- guests on the Bay of Fires Signature Walk will walk 14km on the longest day of the walk along beaches, some rocky headlands and bush trails;
- guests on the Three Capes Signature Walk will walk up to 18km on the longest day;
- guests on the Three Capes Adventure Walk will walk up to 21km on the longest day
- guests on the Bruny Island Long Weekend Walk will walk up to 14km on the longest day;
- guests on the Tasman Long Weekend Walk will walk up to 16km on the longest day;
- guests on the Wineglass Bay Sail Walk will walk up to 12km on the longest day.

The Company reserves the right in its absolute discretion to refuse a guest the right to participate in a trip on medical or fitness grounds.

12. Medical Forms and Doctors Certificates

Guests with a pre-existing medical condition, including allergies are required to disclose it on their booking form and may be required to supply a doctor's certificate or complete a confidential medical questionnaire.

Guests who are 69 years of age or older at the time of departure, must supply a doctor's certificate stating that they are in good physical condition and that there are no known ailments or pre-existing medical conditions likely to prevent them from completing the walk.

This step assists us in ensuring an enjoyable and trouble-free walk for all involved.

13. Dietary Requirements

Dietary requirements stating whether it is a lifestyle choice or allergy must be noted on the booking form. We will endeavour to cater to the guests needs, but we operate in remote locations which in some cases are only provisioned twice per year. Guests who request not to eat any specific proteins as a lifestyle choice will be served a vegetarian meal as a replacement

If dietary requirements are not disclosed at least 90 days prior to the departure date, we may not be able to cater to the guests needs. Should you need to cancel your client's trip because they have not disclosed dietary requirements in a timely manner, standard cancellation fees will apply (refer to condition 5).

14. Guide and Guest Responsibilities

The trip leader includes both the nominated lead guide and any other person nominated by or on behalf of the Company to lead or supervise any aspect of the trip.

The Company's guides and support staff take their roles and responsibilities seriously and if for any reason the trip leader believes, in their absolute discretion, that the guest should not participate in the trip, they may exclude the guest from the trip. In this event, without prejudice to any other condition in these terms and conditions, the guest will be offered the option of taking another walk considered suitable for them or a full refund.

All our walks are group trips and guests need to be conscious of how their action may impact others. The trip leader is in charge to ensure not only their safety, but the comfort, safety, and enjoyment of the entire group. If for any reason during a trip the nominated trip leader considers they should not participate further due to them committing an illegal act, or in the opinion of the nominated tour leader, their behaviour is causing or may cause danger, distress or annoyance to others, the nominated leader may direct the guest not to continue and they must follow their instructions. In this case the guest will not be entitled to any refund. Travel insurance may compensate you depending on the circumstances (and the terms and conditions of the relevant policy).

15. Environmental Responsibilities

The walks are largely operated within national parks. Therefore, our environmental responsibilities are taken very seriously. Prior to departure, you will be briefed about such responsibilities however, prior knowledge and awareness is extremely helpful. A good reference on such matters is the Tasmanian Park Service web site www.parks.tas.gov.au.

16. Exclusion of Liability

1. Guests acknowledge that they will be walking in a wilderness area of a national park which is potentially a dangerous activity, and guests are undertaking such an activity at their own risk.
2. Guests acknowledge and agree that they will undertake the walk freely, voluntarily, and absolutely at their own risk and with a full appreciation of the nature and extent of all risks involved in the walk.
3. Guests acknowledge that the company is supplying them with Recreational Services (as defined below) for the purposes of applicable laws.
4. Guests agree to the fullest extent permitted by law, waive all of their legal rights of action against and fully release the company and its officers, directors, employees, servants, agents or consultants from all liability arising from or connected with their death or personal injury howsoever arising out of or in relation

to the participation by them in a walk including without limitation, liability for an negligent or tortuous act or omission, breach of duty, breach of contract or breach of statutory duty on the part of the company, its officers, directors, employees, servants, agents or consultants.

5. This waiver shall bind all guests and their legal personal representatives.

17. Limitation of Liability

1. The company does not exclude or limit the application of any provision of any statute (including the Competition and Consumer Act 2010 (Cth)) where to do so would:
 - a. contravene that statute; or
 - b. cause any part of these terms and conditions to be void.
2. Except to the extent clause (18.1) applies, and to the extent permitted by law, the company excludes all:
 - a. statutory liability;
 - b. tortious liability (including negligence);
 - c. conditions and warranties implied by custom, the general law or statute; and
 - d. liability for:
 - i. all special, indirect, incidental, consequential, or punitive damage; and
 - ii. economic loss, loss of profits, loss of revenue, loss of bargain, loss of goodwill, loss of anticipated savings, or loss of use of products or equipment, arising out of or relating to these terms and conditions, the walk, or any failure to supply or delay in supplying the walk, whether or not the Company was aware or should have been aware of the possibility of such loss or damage.
3. The Company's liability to guests for any breach of any express or implied provision of these terms and conditions is limited, at the company's option, to:
 - a. refunding the price of the goods or services in respect of which the breach occurred; or
 - b. providing, replacing or repairing those goods or providing those services again.

Guests agree to indemnify and hold harmless the Company and each of its officers, directors, employees, servants, agents or consultants against any losses, costs, claims, damages, expenses, liabilities, proceedings or demands which any of them may directly or indirectly incur or suffer as a consequence of any breach by them of their obligations under these terms and conditions.

18. Jurisdiction

The law of state the walk is taking place in shall apply to these terms and conditions.

19. Acknowledgement

By placing a booking with the company guests acknowledge and agree that the Company has relief on the representations made by the guest, including respect of your circumstances, travel insurance availability, age and medical condition which representations the guest hereby confirm, and warrant are true, correct and complete in every respect.

21. Definition

"Force Majeure Event" refers to an event(s) or circumstance(s) which includes, but is not limited to, acts of God, natural threats (such as bush fires, impassable snow and unsafe sea conditions), fire, earthquake, flood, windstorm or other extreme weather events, civil commotion, riot, blockade or embargo, breakdown, union dispute, epidemic, pandemic, lack or failure of courses of supply, passage of any law, order, regulation, ordinance, proclamation, demand, requisition or requirement or any act of any government authority, outside of the reasonable control of either parties whether or not foreseeable, which renders performance impossible; and

"Recreational Services" means services that consist of participation in a sporting activity or a similar leisure-time pursuit; or any other activity that:

- involves a significant degree of physical exertion or physical risk; and
- is undertaken for the purposes of recreation, enjoyment or leisure.

22. Trade Agreement

2025/2026 Contracted Rates

- For all domestic bookings (regardless of booking channel) the commission level will be **10%**.
- For all international bookings commission will remain at **20%**.

Client Information:

For all bookings we must receive the following client information at time of reservation:

- Name
- Date of birth
- Email address
- Phone number
- Address

'White labelling' of any of our experiences is not allowed unless you have received explicit written permission from our Head of Commercial. If white labelling does occur, we have the right to terminate your contract immediately.

Australian Walking Company reserves the right to amend terms and conditions at any time. Australian Walking Company reserves the right to withdraw the contract immediately if terms and conditions are not adhered to.

Please refer to appendix A for contracted rates.

By signing and returning this contract you agree to the terms and conditions above. Please note:

- The contract is valid from the date of signing until terminated by either party (Australian Walking Company or trade partner);
- Variations to the contract will be supplied by Australian Walking Company within 5 business days of any changes. Acknowledgement and acceptance of change is required from the trade partner within 14 days otherwise the contract is terminated

Company Name: _____

Company Representative: _____

Position: _____

Signature: _____

Appendix A

Twelve Apostles Signature Walk – Signature Experience (Four days / Three nights)

Tour code: TAW4 Grade: Moderate

2025/2026 walking season	RACK	NETT 20%	NET 10%
01 September 2025 - 30 September 2025	\$2,495.00	\$1,996.00	\$2,245.50
01 October 2025 - 30 April 2026	\$2,795.00	\$2,236.00	\$2,515.50
01 May 2026 - 31 May 2026	\$2,495.00	\$1,996.00	\$2,245.50

Price per person includes:

- Return transfers between Melbourne and the Twelve Apostles Lodge
- Optional airport drop off day 4
- Three nights lodge stay, all linen and towels
- All meals and beverages: non-alcoholic and alcoholic (local wine & beer)
- Use of daypack, water proof jacket, poles and gaiters
- Daily guided walks, with professional eco-guide
- All entrance & national park fees

*If a single supplement is required there will be an additional fee of 75% of full trip price

* Departures over any Victorian Public Holiday incur an additional \$100.00 per person, per departure fee (Public holiday fee is non-commissionable).

Great Ocean Road Long Weekend (Three days / Two nights)

Tour code: TAW3 Grade: Easier

2025/2026 walking season	RACK	NETT 20%	NET 10%
01 September 2025 - 30 September 2025	\$1,995.00	\$1,596.00	\$1,795.50
01 October 2025 - 30 April 2026	\$2,295.00	\$1,836.00	\$2,065.50
01 May 2026 - 31 May 2026	\$1,995.00	\$1,596.00	\$1,795.50

Price per person includes:

- Return transfers between Melbourne and the Twelve Apostles Lodge
- Optional airport drop off day 3
- Two nights lodge stay, all linen and towels
- All meals and beverages: non-alcoholic and alcoholic (local wine & beer)
- Use of daypack, water proof jacket, poles and gaiters
- Daily guided walks, with professional eco-guide
- Vehicle support daily

*If a single supplement is required there will be an additional fee of 75% of full trip price

* Departures over any Victorian Public Holiday incur an additional \$100.00 per person, per departure fee (Public holiday fee is non-commissionable).

Larapinta Signature Walk (Six days / Five nights)

Tour code: LSW6 Grade: Moderate

2025/2026 walking season	RACK	NETT 20%	NET 10%
01 April 2025 - 30 September 2025	\$4,095.00	\$3,276.00	\$3,685.50

Price per person includes:

- Return transfers between Alice Springs and the walk base
- Five night camp stay at our in-park campsite
- All meals, non-alcoholic beverages and a selection of beer, spirits and wine
- Use of weather-proof jacket for the duration for the walk
- National Park Pass

*If a single supplement is required there will be an additional fee of 75% of full trip price

* Departures over any Northern Territory Public Holiday incur an additional \$100.00 per person, per departure fee (Public holiday fee is non-commissionable).

Kangaroo Island Signature Walk (Four days / Three nights)

Tour code: KIL4 Grade: Moderate

2025/2026 walking season	RACK	NETT 20%	NET 10%
01 September 2025 - 30 November 2025	\$3,095.00	\$2,476.00	\$2,785.50
01 February 2026 - 30 April 2026	\$3,095.00	\$2,476.00	\$2,785.50

Price per person includes:

- Return transfers between Adelaide and Kangaroo Island (including ferry)
- Three night cottage stay at Cape du Couedic Lighthouse Keeper's Cottages
- All meals, non-alcoholic beverages and a selection of beer, local gin and wine
- Use of a backpack and Gore-tex jacket for the duration of the walk
- Bedding
- Two qualified guides for the duration of the walk
- National Parks Pass

*If a single supplement is required there will be an additional fee of 75% of full trip price

* Departures over any South Australian Public Holiday incur an additional \$100.00 per person, per departure fee (Public holiday fee is non-commissionable).