

BOOKING TERMS & CONDITIONS

Go Cultural Aboriginal Tours and Experiences (GCATE) Tours

All dealings with GCATE will be on these Terms and Conditions (Terms) unless otherwise agreed in writing with GCATE.

1. Clothing and Equipment Recommendations

- 1.1. Weather conditions from April to November may require an umbrella and/or coat. At all other times it is recommended you wear suitable clothing, good walking shoes and bring a camera, sunscreen, hat, insect repellent and water bottle.
- 1.2. Extended tours or “tag along” may require additional equipment and supplies that you will be expected to bring, for example: own folding chair, picnic blanket, food and drinks.

2. General Considerations

- 2.1. All prices include GST.
- 2.2. Children must be accompanied by a parent/guardian(s) at all times. Excluding school group bookings, children under 6 years of age are free of charge.
- 2.3. Participants’ belongings and personal items whilst on the tours are their own responsibility.
- 2.4. Tours will not proceed should GCATE decide that the weather makes participation in the tour unsafe, or for any other reason. Tours may be cancelled at short notice by GCATE in which case, a full refund of fee will apply.

3. Private Tours

- 3.1. Private tour premium applies if your tour preference is:
 - 3.1.1. For a Monday, Public holiday or non-standard day, time, duration and/or location
 - 3.1.2. Exclusive (i.e. for a private group) and closed to the public
 - 3.1.3. One or more of the above
 - 3.1.4. Deemed a private session by GCATE management
- 3.2. Private tours only by advance request. Conditions and group minimums apply.

4. Terms of Payment

- 4.1. Full payment is required on booking.
- 4.2. Bookings can only be changed up to 24 hours prior to the original tour date, and changed only by time or date to another available time or date, and not reduction in number of participants.
- 4.3. Participants older than 16 years will be charged at adult rates. Identification as proof of age may be requested on booking.
- 4.4. Concession rates apply to holders of senior or pensioner cards and full-time students. Card membership numbers must be quoted at time of booking.
- 4.5. We accept PayPal, Bankcard, MasterCard & Visa, American Express, AliPay & Cash
- 4.6. Private tour premium applies.

5. Cancellation

- 5.1. Non-arrival/cancellation fee applies.
- 5.2. Walking Tours require minimum number of 4 participants to operate. In circumstances where minimum numbers are not reached, a tour may be cancelled.
- 5.3. If you fail to join a tour or join it after departure, or leave it prior to its completion, no tour refund can be made.
- 5.4. Cancellation fees for scheduled tours are as follows:
 - 5.4.1. 16 – 29 days prior to tour: 25% of total price
 - 5.4.2. 15 – 2 days prior to tour: 50% of total price
 - 5.4.3. 48 hours or less to tour: 100% of total price

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5.5. Cancellation fees for private/group tours are as follows:

- 5.5.1. 15 – 29 days prior to tour: 50% of total price
- 5.5.2. 14 days or less before tour: 100% of total price

6. Departure Point

- 6.1. Regular walking tours depart from Elizabeth Quay, Kings Park, Yagan Square or Rottnest Island departure points as specified on booking confirmation
- 6.2. Private and Extended tour participants will be met by GCATE guide at chosen location at time of booking.

7. Requirements to Participate in GCATE Tours

- 7.1. All Participants on the tour must hold a valid receipt. Entry may be refused if receipt is damaged or defaced in any way or not purchased from an authorised point of sale. Verbal promises by booking agents or clerks will not be recognised.
- 7.2. All Participants will be required to disclose to GCATE guide prior to the commencement of the service, whether the participant suffers from any medical condition which may prevent the participant undertaking the tour, including, but not limited to, epilepsy, dizziness, limb or back injury, angina or other heart condition, severe or uncontrolled asthma, visual impairment, depression or recovering from recent surgery.
- 7.3. All participants acknowledge and agree that they participate in the service at their own risk.

8. Terms of Participation

- 8.1. All Participants must obey the directions and instructions of the GCATE guide, must not disturb other Participants or interfere with the GCATE guide's ability to conduct the service in a safe manner.
- 8.2. GCATE guide reserves the right to refuse service to any person/s who appear to be overly intoxicated or under the influence of illicit substances.

9. Changes in Tour Times

- 9.1. GCATE reserves the right to cancel or vary this service in any way without notice. However, reasonable effort will be made to maintain arrangements as advertised.
- 9.2. GCATE reserves the right to refuse any person, for whatever reason, participation in the service, in its absolute discretion, whether or not they have previously purchased a tour. A person will be reimbursed for tours previously purchased should they be refused permission to participate on grounds other than those set out above.

10. Indemnity

- 10.1. GCATE have current liability insurance with Sportscover Australia Pty Ltd.

11. Miscellaneous Terms

- 11.1 All participants acknowledge and agree that the GCATE is expressly authorised to take photographs of participants during the tour and utilise such photographs for the purpose of advertising including but not limited to being displayed on the GCATE website.
- 11.2 Photographs remain copyright to GCATE and may only be used or reproduced by participants for private or domestic purposes and must not be used for any commercial purpose, including promotion of any supplier or any supplier's products or services, without GCATE's prior written permission.
- 11.3 Participants are not to record in any manner or take notes throughout the duration of the tour, as the information imparted on the tour is the intellectual property of GCATE.
- 11.4 GCATE tours must be paid for at the time of booking unless otherwise agreed by GCATE in advance.