
Terms & Conditions

Conditions of Age

- a. You must be at least 18 years of age to participate in Wanderlands Travel tour. Although there is no age limit on how old you can be, we recommend our tour for people between the ages of 18 – 39.
- b. Anyone over 39 will be handled on a case-by-case basis. If you have any questions about this please don't hesitate to ask us at info@wanderlands.travel

Booking Policy

- a. You can book your Wanderlands Travel tour online, over the phone or by completing a booking form. All payments will be taken in Australian Dollars.
- b. AU\$200 deposit is needed to secure your booking or full payment.
- c. Full payment must be made no later than two months prior to departure. Once we have received payment, one of our team will be in contact with you to help you with anything else you may need. Email receipts for payment should be automatic during the booking stage, but if you don't receive any confirmation, please get in contact.
- d. If full payment is not received 30 days prior to your departure date, cancellation is assumed.
- e. If you book more than one tour at the same time as part of your travel itinerary, you will have to pay the AU\$200 deposit for each tour you've booked, to secure your place.
- f. You should not book flights or make any travel arrangements for your booking until you have received confirmation from us. When your space is confirmed, you will receive an email confirmation.
- g. One month before travel, you will receive a 'Before You Go' pack which will contain your pre-departure information as well as the itinerary.
- h. Your group leader will be in contact 7-14 days before departure, to re-confirm airport pick-ups, and give you meeting times and places for the tour.

Passports & Visa's

- a. You must carry a valid passport and have obtained all of the appropriate visas, permits and certificates for the countries in which you will visit during your trip. If you need any help, or advice, with this just email us at info@wanderlands.travel
- b. Your passport must be valid for 6 months beyond the duration of the trip.
- c. It is your responsibility to ensure that you are in possession of the correct visas, permits and certificates for your trip.
- d. We cannot be held responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation.

Date Changes

- a. If you booked Bali and you need to change dates for reasons outside of your control, please let us know at least 30 days prior to the start of your tour.

- b. If you booked Philippines and you need to change dates for reasons outside of your control, please let us know at least 60 days prior to the start of your tour.
- c. We are unable to reschedule trips within 14 days of the start date.
- d. We cannot guarantee the availability of other start dates at short notice.
- e. Start date changes are limited to one per person, with no extra cost
- f. If you wish to reserve your spot without having a specific travel date in mind, we can put your booking down as 'Open Dated' at no additional cost
- g. If you wish to change your flight departure or return date you will be subject to the Terms & Conditions of your travel agent or airline.

Name Changes

If for reasons outside of your control, you cannot go on your chosen tour, you may transfer your booking to a friend provided that he/she meets all the requirements in relation to the trip with no extra cost. Please inform us at least 30 days before your start date by email to info@wanderlands.travel.

Cancellations and Refunds

- a. If you need to cancel your booking with Wanderlands Travel, you will need to notify us in writing, by email.
- b. For cancellations received more than 30 days prior to departure, the deposit will be lost.
- c. For cancellations received less than 30 days prior to departure, full payment will be lost.
- d. For cancellations for Wanderlands Philippines received less than 60 days prior to departure, full payment will be lost.
- e. No cancellation fees will be waived as a result of the following:
 - Injury or sickness.
 - Delayed, rescheduled or missed flights.
 - Climatic, social, force majeure, or political problems.
- f. You may be able to have any cancellation fees refunded by your Travel Insurance - subject to their terms.

Cancellations by Wanderlands Travel

We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternative start date or, in circumstances where cancellation is due to external events outside our reasonable control, refunds will be given less any unrecoverable expenses. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including, but not limited to, visas, vaccinations, travel insurance excess or non-refundable flights.

In the very rare event that we do not receive the minimum number of bookings to provide the Tour, we, at our discretion, shall be entitled to cancel or curtail the Tour at any time up to 7 days prior to the start date. We will always move you to the nearest group so as not to

disrupt your plans too much. This is also to ensure that there are enough people in the group to make it the most possible fun for you! If this occurs and it is not possible for you to participate in a Tour with a different start date we will give a full refund, however, you shall not be entitled to make any claim for loss arising as a consequence of cancellation or curtailment in these circumstances.

Flights

- a. Wanderlands Travel will not be held responsible or compensate for any delays to flights that may affect your participation in Wanderlands Travel.
- b. All bookings with Travel Agents and Airlines are subject to the Terms and Conditions and Limitations of Liability imposed by them. They will provide you with their own Terms & Conditions.

Travel Insurance

- a. Travel insurance is compulsory for all Wanderlands Travel Tours.
- b. You will need to show proof of your travel insurance before participating in the tour. If you need help booking travel insurance just email us at: info@wanderlands.travel

Changes in Itinerary

- a. The itinerary may be changed as a result of bad weather or circumstances beyond our control. We will do our best to include all activities in our itinerary.
- b. Under no circumstances will we be liable to full, or partial, refunds as a result of necessary changes to itineraries, transport and/or accommodation.
- c. Force Majeure. If we have to cancel, or make major changes, to your program because of events beyond our control, we will not be liable to refund your payment, or offer compensation. We will do our best to offer you an alternative trip, but we cannot guarantee this. These events include, but are not limited to: war, the threat of war, terrorist activities, the threat of terrorist activities, natural disasters, unnatural disasters such as explosions, acts of government, or local authorities, or any similar event which is outside of our, or our suppliers, control.

Baggage

- a. Wanderlands Travel will not be held responsible for any loss or theft of baggage or belongings.
- b. Travel Insurance is compulsory for Wanderlands Travel.

Limitations of Liability

- a. We cannot be held responsible for any loss as a result of failure of any third-parties (including Airlines, Tour Operators & Hoteliers).
- b. We are not liable for any personal injury, death, damage, loss, accident, or delay which may be occasioned either by reason of any defect in any vehicle.
- c. We are not liable for any personal injury, death, damage, loss, accident, or delay

which may be occasioned through the default acts of any company, or person, engaged in conveying you, or carrying out the arrangements of the tour, or otherwise, in connection therewith.

Security Policy

Payment is 100% secure, when purchasing from Wanderlands Travel. Your financial details are passed through a secure server, using the latest 128-bit SSL encryption technology. If you have any questions regarding our security policy, please contact us at info@wanderlands.travel

Payment Methods

- a. Wanderlands Travel is an Australian-based company so all payments will be taken in Australian Dollars.

Photo's, Marketing & Privacy Policy

- We use PhotoCircle as a platform for guests to share and collect group photos and videos in one convenient place. By joining this tour, you consent to Wanderlands using any content shared in PhotoCircle—as well as photos and videos taken by the Wanderlands team or our content creators—for advertising and promotional purposes across our channels and in any medium we choose.
- You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes
- Any personal information that we collect about you may be used for any purpose associated with the operation of a trip or to send you marketing material in relation to our events and special offers.
- Information may be disclosed to our agents, service providers or other suppliers to enable us to operate the trip.
- We won't ever email you unless it's for a necessary, legitimate reason.
- We won't give your e-mail address or personal information to anyone else.
- We take appropriate technical and organizational measures that are intended to prevent unauthorized or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data.
- If you believe that any of your personal data, which we are processing, is inaccurate, or incorrect, please contact us immediately.

Complaint Procedures

If you think we have failed in our services while you are on tour, you must first discuss the issue with the local staff who will do their best to solve the problem. If the problem is not solved, or if the local staff are involved in the problem, please email us at info@wanderlands.travel or call our Bali office on +62361 9080 482. Our office is open from 09.00 – 17.00 Monday to Friday WITA (Central Indonesia Time).

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- a. Wanderlands Travel cannot, and will not, accept online chats, Facebook messages, WhatsApp messages, text messages etc as appropriate means of communication.
 - b. We do not accept any complaints by an individual, or individuals, who are on behalf of the group.
 - c. You must give us an opportunity to fix any problem when it happens, so you must contact us within 24 hours of any problem if you would like us to take any action.
 - d. We do not make any compensation payments, or refunds, if this procedure is not followed.

Acceptance of Risk

On our tours, there are opportunities to participate in optional activities. If you participate in an activity that is not specifically included in the trip provided by us, you do so at your own risk. If you suffer any injury, or illness, as a result of your participation in this activity, or have any complaints, we cannot be held responsible. Your claim should be directed to the local supplier.

Our tours operate in various places around the world, some of which may be or may become politically unstable, and suffer extreme weather, disease or natural disasters, which could cause your discomfort or even a risk to your safety. When booking your tour with Wanderlands Travel, you accept that your tour can involve such hazards and that changes/disruption to your trip may happen. In the rare event, you do not receive a specific part of your trip because of any event that is out of our control, we may decide to issue a partial refund, but we are not obliged to.

Conduct

We want everyone to have an amazing experience on Wanderlands Travel and your Group Leader will be there to make sure you do. We ask everyone to comply with the authority & decisions of your Wanderlands Travel Group Leader as well as abide by and respect local laws and customs. We reserve the right to ask anyone who is deliberately not complying, or causing trouble, to leave the group. In the event you are asked to leave the group no refund will be given and you will have no claim against Wanderlands Travel.