

Pride in our culture, empowering our people

- All of our tours are conducted by our friendly and professional partners North through to the South Burnett regions including Fraser Coast.
- Our partners may have their own terms and conditions, if you'd like a copy, please contact us.
- Our service, unless stated otherwise, provides you with a personalized tour, commentary, entry fees, and complimentary water.
- Children under 7 years of age will require a child safety seat.
- Anyone under the age of 16 must be accompanied by an adult (18+).
- Valid credit card details must be provided upon booking your tour with us.

CANCELLATION POLICY

- Upon booking, a security deposit is required.
- Cancellations must be made at least 144 hours before the tour(s)/activity(s) commences or we will hold 50% as a cancellation fee.
- Moonaboola Tours does not offer refunds for pre-purchased activities unless we are able to get the refund back from third parties. We will do our best to get 100% refunds and assist you.
- Cancellations made within 48 hours will result in 100% cancellation cost unless we can retrieve the same date for another guest.
- A fee may apply if there are many changes to a package tour that require a staff member to work over an allocated period. This fee is only a cover fee and will not be charged unless timely delays over 8 hours have been spent on a single package tour after confirmation. Fees will be based on a AUD \$50 per hour after 8 hours after confirmation.
- A proof of identification, such as a valid International passport, an Australian passport, or a current Australian driver's license/key pass may be asked for the client to provide for safety reasons.
- The client acknowledges that during a tour he / she is required to submit to the reasonable instructions and leadership of guide(s).
- Parents, teachers, and those in comparable roles in respect of children must maintain control of those children.
- The client acknowledges that persons attending a tour are entitled to expect a high standard of conduct and regard for personal well being on the part of all clients.

- For this reason the client accepts that Moonaboola Tours or there partners may, in its absolute discretion and without the need to give reasons, arrange for him / her to be removed from a tour, if necessary against his / her will. Circumstances in which this might occur include (without limitation) disorderly or abusive conduct; intoxication; failure of control over children; inadequacy of clothing; incapacity or inability to meet the general safety regulations of the tour. In such circumstances the client will not be entitled to a refund. Moonaboola Tours will not be liable for any losses so resulting. The client will reimburse Moonaboola Tours and our partners its reasonable costs of effecting his / her removal.
- Moonaboola Tours and our partners tours take place in the open countryside and are by their very nature not absolutely free from hazard.
- Moonaboola Tours and our partners make every effort to minimise risk to clients and instructs clients in the safe negotiation of such risks that may remain.
- Consequently, the client acknowledges that there are circumstances in which an accident could befall a client without Moonaboola Tours being at fault and accepts that to that extent he / she is taking part in a Moonaboola Tours tour at his / her own risk.
- The client acknowledges that other loss, damage and expense (including, without limitation, loss of money, loss or damage to clothes and possessions and the expenses of delay and harm) caused other than by the negligence of Moonaboola Tours or our partners. If any situation arises is not the responsibility of Moonaboola Tours and that Moonaboola Tours liability is hereby limited.
- In the unlikely event that a client has cause for complaint about a tour, complaint should be made to a representative of Moonaboola Tours or the tour conductor during the event, in order that corrective action can, if necessary, be taken. The client acknowledges that it is unreasonable to take no action during a course but to complain later. However, should a problem not be resolved, complaint should be made in writing within 28 days.
- To the extent permitted by law Moonaboola Tours and our partners will not be liable in respect of claims first intimated later than 28 days from the close of the relevant tour.
- The client acknowledges that they may have to sign a consent form prior to their tour or activities they part take in. A consent form acknowledging all the terms and conditions will be presented to the client on the morning of the tour.