



## Terms & Conditions: November 2020

All of Jayne's Country Cruise Tours are conducted for private groups only. This allows your group the benefit of enjoying each other's company in a more relaxed environment, ensuring your memories are shared amongst your friends and family only and not total strangers.

By booking with Jayne's Country Cruisers you are agreeing to the following terms and conditions. Any queries regarding the terms and conditions must be raised prior to the tour date.

### **Booking Requirements (inc Deposit & Payment)**

To secure your booking a 50% deposit is required at the time of booking. In order to guarantee your booking full payment must be made 48 hours prior to the proposed booking date via direct payment methods as discussed with Jayne.

In order for Jayne's Country Cruisers to confirm your booking, all requested details must be provided. Failure to provide required details will result in your booking being unconfirmed and therefore null and void.

### **Cancellation Policy**

We understand that sometimes things happen, and you may have to postpone or cancel your trip. If postponing, and payment has already been made, we are happy to provide you with a voucher to use at a later date. Or, in the sad event that you will have to cancel your tour, the following will apply:

1. ALL Cancellations will incur a \$60 admin fee.
2. Cancellation within 5 days or more of your booked tour = 50% of deposit or full amount will be refunded (ex \$60 admin fee).
3. Cancellation within 5 days or less of your booked tour = 100% cancellation fee (i.e NIL REFUND).

### **Tasting Fees**

Please note that most Cellar Doors in the Mudgee region charge a minimal tasting fee. In most cases (but not all), the tasting fee is redeemable upon purchase of wines. These fees are NOT included in your wine tour price and must be paid to the cellar door directly.

### **Lunch (Applicable to Full Day Tour only)**

Please note the cost of your lunch is NOT included on the full day tour. All food and beverages consumed during the lunch period are done so your own full expense.

### **Tour Schedules, Late Arrival at Designated Pick Up Location & Overtime Tour Fees**

Should your group be late to the designated pick up location or late to board the tour bus, a late arrival fee of \$25 per 15 minutes or part thereof will occur.

The Mudgee region is currently enjoying a large number of visitors and with that comes the need for your tour to maintain the proposed tour schedule and meet the booking requirements of the Cellar Doors participating in your tour. To avoid rejection at participating Cellar Doors, it is your responsibility to follow the tour schedule outlined by your guide, so as to meet the specific arrival and departure times booked on your behalf.

Late arrival at Cellar Doors is often unpermitted owing to prior bookings and arrangements in place with other patrons. Should your tour run overtime owing to your groups inability to keep to the schedule, an overtime fee of \$25 per 15 minutes or part thereof will occur.

### **Our Tours**

All tour itineraries are designed and implemented by Jayne's Country Cruisers. Where specific Wines and/or Wineries are requested, you must advise Jayne at the time of your booking or with sufficient prior notice prior to the tour date, so that relevant Cellar Door bookings can be sourced.

We will do our best to accommodate specific needs, however in the event of desired Cellar Doors being booked out or unavailable we will work with you to find suitable replacements.

### **Tour Group Size**

Jayne's Country Cruisers caters for groups of 4 - 10 persons.

For your comfort when requesting specific Cellar Doors, please consider that some Cellar Doors are small and boutique by nature and do not cater for large groups.

### **Pick Up & Drop Off Locations**

Pick you up and drop you off to your accommodation or venue within a 10 km radius of the Mudgee CBD is included in your tour price. Should you be located outside of the 10km radius please discuss other options directly with Jayne.

### **Group Transfers**

Yes, we also do group transfers for weddings and other special events. All enquiries are to be directed to Jayne at Jayne's Country Cruisers. Competitive prices will be set in accordance with your specific needs.

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### **No Smoking Policy**

Jayne's Country Cruisers has a strict NO SMOKING Policy within the vehicle at ANY time during your tour. And we request that all smokers always maintain a respectful distance from the vehicle and your tour guide.

### **Alcohol, Drug & Behaviour Policy**

Please note: Under NO circumstances is alcohol is to be consumed inside the vehicle at any time during your tour.

Further, all Cellar Doors and venues within the Mudgee region adhere strictly to the responsible service of alcohol laws, and therefore venues have the right to refuse service and/or entry to any person/s displaying signs of being intoxicated.

At Jayne's Country Cruisers, we have a zero-tolerance policy on unacceptable behaviour. Therefore, should any group member become overly intoxicated, unwell (owing to alcohol consumption), difficult or abusive, or behave in an inappropriate manner towards the tour or venue operators all group members will be asked to leave the bus and the tour will be terminated immediately. No refund will be issued.

Any person/s suspected to be drug affected or found to possess illegal drugs will be passed over to the appropriate authorities and the tour will terminate immediately with no refund issued.

## **Photos/Social Media & Marketing**

During your tour, we are incredibly happy to take appropriate photos of you and your group to create mementos of your tour and great time with us in the beautiful Mudgee region.

We may also be request for your permission to use appropriate images of you or your group for advertising or promotional purposes including Social Media for Jayne's Country Cruisers only.

## **Seatbelt Laws**

It is the responsibility of all persons within the vehicle to adhere to the relevant NSW Road Safety & Transport legislation for seatbelt wearing. Failure to adhere to these laws may result in a \$300 per person fine. Please note any fines are payable by the individual, not by Jayne's Country Cruisers.

## **Children & Minors**

Wine Tours are designed for Adults aged 18+

However, if prior arrangements have been made and approved by Jayne's Country Cruisers, children aged 12+ may accompany their parent/guardian on a tour.

Children aged 12+ will be charged the same full rate as any participating adults and will remain the responsibility of the parent/guardian throughout the duration of the tour.

## **Hens & Bucks Parties**

Hens and Bucks groups will be considered upon application and like all groups, must adhere fully to all of the Terms & Conditions outlined herewith.

Please note any inappropriate attire or paraphernalia deemed to be offensive will mean that the tour may not go ahead.

## **Privacy**

All personal information supplied for booking and payment purposes, will not be used for administration purposes only. Jayne's Country Cruisers will not share this information with any other Third Party.

## **Currency & GST**

All prices quoted and payable are in Australian Dollars and include GST.

## **Insurance & Responsibility**

Jayne's Country Cruisers is fully insured in accordance with all insurance and compliance required by the NSW State Government.

Please note that all tours are taken on the understanding that each individual passenger is responsible for their own safety and wellbeing. This also extends to individual's possessions which are the sole responsibility of each tour attendee throughout the duration of the tour.

It is also the responsibility of each individual to consider their own health, physical ability, allergies and dietary requirements prior or your booking and subsequent tour. \*

Jayne's Country Cruisers will NOT be held responsible for any damage caused to people or personal belongings whilst on your tour. NO liability will be accepted resulting in or from harm, illness, loss, injury, or death.

\*Any specific health issues and allergies should be disclosed at the time of booking.

## **COVID-19 Safe**

Jayne's Country Cruisers are registered COVID-19 Safe and have a safety plan displayed on the tour bus as per relevant industry guidelines.

Hand sanitizer and masks are available to tour groups, as necessary.

It is expected that every tour attendee will adhere to all relevant COVID-19 safety requirements as set by the NSW Government and independent guidelines at various locations/venues, including social distancing and hygiene requirements.

Should you or any of your tour group be unwell, we ask that you postpone your tour for another time.

If you are concerned or in a high-risk category, please consider your health before you make your booking.

### **Vehicle Damage & Cleaning**

Individuals are responsible for any damage inflicted on our vehicle and all costs associated with repair, cleaning or restoration must be paid within 7 days of the tour date. Where an individual does not pay for damages occurred within the said timeframe, the person responsible for the initial tour group booking will be held accountable for the full cost of any damage occurred.

If excess cleaning is required as a direct result of your group an on the spot fee of \$80 will be applied.

### **Complimentary**

In addition to plenty of smiles, happiness and bright local news, information, and titbits, Jayne's Country Cruisers will also supply water and snacks and access to sunscreen and Aeroguard during your tour.

### **Additional information**

Jayne's Country Cruisers tours operate all year round and are not usually affected by weather conditions, however, in the event of extreme weather conditions or unforeseen circumstances, Jayne's Country Cruisers reserve the right to alter any part of the itinerary without notice.

Should weather conditions be deemed too dangerous the tour may be cancelled for safety reasons and a refund (or part refund) will be offered.

Jayne's Country Cruisers reserve the right to use alternative vehicles and drivers where and when required without notice.

All enquiries to:

Jayne Duncan

Jayne's Country Cruisers

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[www.jaynescountrycruisers.com.au](http://www.jaynescountrycruisers.com.au)



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