

By making a booking with Bathurst Tours directly, via our website <https://bathursttours.com.au> or through a third party you are acknowledging and agreeing to the following terms & conditions:

PRICING

Pricing, tour inclusions and all information in written material and via the website is correct at the time of publishing. Quotes provided for private tours or transfers are valid for 14 days.

PAYMENT

Advertised Tours

- To join an advertised tour payment in full is required at time of booking.
- Advertised prices include GST.
- Please Note in the event of closure by NSW Government due to COVID-19 all pending bookings will be provided a refund or the option to change the booking to another date.
- Gift vouchers can be purchased online with a 36-month validation from date of purchase with options for extension.

Group/Private Tours and Transfers

- A 50% deposit of total tour cost is required to confirm the booking.
- Venue/Attractions will only be booked after the deposit is received.
- A 2% fee will apply for declined payments.
- An invoice for the tour/transfer balance will be sent 15 days prior to departure. All payments must be completed 14 days prior to the tour departure date. Any decrease in numbers 14 days or less prior to departure will be treated as cancellations and no monies are refundable.
- Quoted prices include GST.
- No refund will be applied should there be a decreased number in the group on the day of travel.
- After booking we cannot guarantee the ability to increase the numbers in the group as venues may be booked out and may not be able to accommodate and increase.
- Please Note in the event of closure by NSW Government due to COVID-19 all pending bookings will be provided a refund or the option to change the booking to another date.
- Gift vouchers can be purchased online with a 36month validation from date of purchase with options for extension.
- A fee may be levied against certain types of bookings to cover the costs of additional cleaning. This fee is fully refundable if the vehicles do not require additional cleaning to be undertaken

CANCELLATION/REFUND POLICY

- Notice of a cancellation is required in writing via email to our office at bookings@bathursttours.com.au
- The cancellation period is strictly 15 days before the date of travel
- Cancellations received 15 or more days prior to travel will receive a full refund less a modest administration charge of \$20 per person* on publicly advertised tours or \$150 per booking* on group/private tours/transfers. **Please see additional conditions applicable to Winery Tours or private tours with the inclusion of Wine Tasting and meals below.*
- Cancellations received at 14 days or less of the scheduled departure will incur a 100% cancellation fee. No credits or transfers will apply unless otherwise agreed to in writing with Bathurst Tours.
- No shows – If you do not board the bus at the allocated time, you will be considered a “No Show” and no refund will be applied.
- ***Winery Tours** - Cancellations of winery tours at any time after deposit is received will be refunded as per the standard cancellation policy less any cellar door booking fees or meals that have been paid.

Tours - Pickup & Drop Off

- Unless otherwise stated, pickup and drop off for tours is from the Bathurst Visitor Information Centre or, if pre-organised, your accommodation
- Additional fees will apply for multiple pickups or those outside the 5km to 10km radius of the tour route depending on tour type.

Tour Times

- All departure and return times are based on start and finish in Bathurst
- Full day sightseeing tours operate between 9.30am and 3:30pm
- Full day winery tours operate between 9:30am and 5:30pm (start and finish times may vary by 30 minutes based on destination of first winery to be visited)
- Half day winery tours operate between 1:00pm and 5:30pm
- Pickup times may vary depending on the type of tour and or location of accommodation.
- Confirmation of pickup times will be sent the afternoon/evening prior to the tour by text message.
- Additional time can be added for a group with a fee of \$150 per hour or part thereof payable. This must be arranged in advance of the tour. Please understand if requested on the day of the tour we may be unable to accommodate this.
- An allowance of 60mins per cellar door with time allowed for travelling between cellar doors is planned in each itinerary.

Transfer Pickup & Drop Off

- Pickup and drop off for transfers must be pre-organised. Additional stops cannot be added on the day.
- Confirmation of pickup times will be sent the afternoon/evening prior to the transfer by text message.
- Additional time/stops can be added for a group with a fee of \$150 per hour or part thereof payable. This must be arranged in advance of the transfer. Please understand if requested on the day of the transfer we may be unable to accommodate this.

TERMINATION OF TOURS

- Bathurst Tours reserves the right to terminate any tour, at any time in the interest of guest(s) safety, driver safety, vehicle safety, and/or federal/state/local laws.
- Unruly, violent, inappropriate, illegal, or dangerous behaviour can and will result in immediate termination of the tour without refund
- Signs of intoxication and anti-social behaviour will result in the early termination of a tour.

WINERY TOURS- SPECIAL CONDITIONS

All guests booking and participating in winery tours must be 18 years of age or over and carry proof of age. Wineries, breweries, and distilleries will refuse service if proof of age cannot be produced.

Beverage Consumption in Our Vehicles

Alcohol cannot be consumed at any time in our vehicles. NSW legislation for transportation of public passengers' states that bottled water is the only item that can be legally consumed onboard vehicles.

Cellar Door Tasting Fees

Are charged at cost and are paid to wineries immediately on receipt of your deposit to confirm your booking. Some wineries offer a rebate off a purchase of wine, others do not. If you cancel, cellar door fees already paid may be unable to be refunded.

Cellar Door/Distillery Purchases

- Bathurst Tours is responsible for transporting all wine purchases from cellar to accommodation
- Purchases are not to be consumed at any time on tour

- As space is limited in our vehicles, larger quantities of wine can be shipped to customers home – please check with each cellar door for shipping your purchases across Australia. (Rates vary)
- Cellar doors offer some unique memberships also discounts for large group purchases.

COVID-19 POLICY AND IMPORTANT BOOKING INFORMATION

The safety of our guests and staff is our highest priority at all times. This includes in regard to COVID19. We monitor and public health orders always ensuring the safety of our guests and staff.

You can expect

- the driver to be wearing a face mask in our vehicles,
- all our staff are fully vaccinated,
- the cabin of the vehicles is regularly sanitised, increased cleaning of high touch areas and
- only fresh air will be cycled through the vehicle heating/cooling systems.

1) We are required to follow and administer the current NSW Public Health Orders of the day. These may change at short notice and Bathurst Tours will follow and administer the current NSW Public Health Orders which may supersede written information available on our website.

2) It is agreed that at the time of joining your tour or transfer that no guest, in the past 14 days, have been identified as a close contact of a COVID-19 related case. Bathurst Tours reserves the right to refuse entry in the event any guest is unable to meet these mandatory requirements, without any credits or refunds.

3). It is agreed that if any guest on arrival is feeling unwell or displays Covid like symptoms, they do not travel with us. In the event you feel unwell whilst travelling onboard with us, you must notify your driver immediately.

4). We recommend face masks are worn whilst travelling in our vehicles. Guests do not need to be from the same household to all travel together. Masks are available on arrival from your driver if required.

5). All guests are to use the hand sanitisers installed in the vehicles upon entering/re-entering the vehicles.

PRIVACY POLICY

At Bathurst Tours, we understand that how we collect, use, disclose and protect your information is important to you.

That's why we are committed to constantly updating our privacy policies and processes to ensure they are best practice and meet the standards of all relevant local legislation, including the General Data Protection Regulations (GDPR) which were recently introduced in the European Union.

See below for our full Privacy Policy, and please feel free to contact our CEO with any questions: tours@bathursttours.com.au

This Privacy Policy sets out the types of personal information we receive and collect when you use our services, how we collect it, and what we do with it, as well as some of the steps we take to safeguard information. We ensure that any personal information you provide to us will only be collected, used, and disclosed in accordance with this Privacy Policy. We hope this will help you make an informed decision about sharing personal information with us. In all your dealings with us you must ensure that others you represent are aware of the content of our Privacy Policy and consent to your acting on their behalf.

This Privacy Policy may be updated from time to time. You are responsible for reviewing this Privacy Policy periodically and informing yourself of any changes to this Privacy Policy.

Information we collect about you

Depending on the circumstances, in the course of providing a service to you, Bathurst Tours may collect and hold personal information such as:

your name, date of birth, gender, postal address, telephone number, email address. details of the products and services you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries; and any additional information relating to you that you or a third party has provided to us directly or indirectly through our phone enquiry lines, websites, online presence, customer surveys or to our staff or other representatives.

Information that we collect may be considered "sensitive information" under the Privacy Act. We collect it to provide you with our services, cater to your needs or act in your interest, and we are only prepared to accept sensitive information on the condition that we have your consent.

If you visit our website or use our mobile applications, we may also collect information that is not personal information to improve the experience for our customers. This information may include the pages you visit, your IP address, browser type and language, and the date and time of your visit. We cannot identify you individually from this information. Some of this

information is collected using cookies.

When you are taking our tours, we may take video and images of you that may be used in brochures, in our advertising or on our website. All clients of Bathurst Tours authorise us to use his/her image (such as a photograph, videotape, film or pictorial representation or recorded voice). If you do not wish for this to happen, please notify us in writing using the contact details below.

How do we collect personal information?

You may volunteer this information when you request information from us, contact us (and vice versa), make a booking, register interest for and/or enter a competition, subscribe to one of our newsletters, use our website(s)/apps, link to or from our website(s)/apps, connect with us via social media, by speaking to a staff member or any other engagement we or our business partners have with you.

We may also receive the information from a third party, for example:

from people making travel bookings on your behalf.

from market research and data companies contracted by us to obtain information so that we may improve and market our products and services.

from partners performing services on our behalf.

We will update your information whenever we can to keep it current, accurate and complete.

You represent and warrant to us that you have obtained all required consents and are fully authorised to disclose all personal information you provide to us including without limitation personal information of your friends and family members provided in connection with making bookings.

Why do we collect, use, hold and disclose your information?

We collect personal information about you so that we can perform our business activities and functions and to provide the best possible quality customer service.

We may collect, hold, use and disclose your information for the following purposes:

- administering services, we are providing to you such as arranging your booking
- manage our relationship with you, including updates about your booking and handling complaints
- combining information collected from you at various times for the purpose of research and analysis to provide a better customer experience, including customising online content for you
- to identify and tell you about services we think you may be interested in, including sending email newsletters or sending printed materials to your postal address

- to make improvements to our site(s) and make it easier to find the information you are looking for
- for identification of fraud or error or for regulatory reporting and compliance

When you provide your email address to Bathurst Tours to make an online booking, your contact details may be retained even if the transaction is not completed. These details are captured using a secure service. This is so we can assist you in future with online bookings, and as a result of this you may receive a follow up enquiry email. This email will contain information on what action, if any, you can choose that will direct us to cease any further contact with you or destroy the personal information we have collected about you.

We are only permitted to store your personal information for as long as necessary having regard to the purposes for which it was collected or a related or ancillary purpose. We may therefore delete your personal information after a reasonable period of time and, if you have not used our services for some time, you may have to re-enter or re-supply your personal information to us.

We will not disclose your personal information otherwise than as described in this Privacy Policy without your consent unless we reasonably believe that disclosure is necessary to lessen or prevent a threat to life, health or safety or for certain action to be undertaken by an enforcement body (e.g. prevention, detection, investigation, prosecution or punishment of criminal offences), disclosure is authorised or required by law or disclosure is otherwise permitted by applicable privacy laws.

Who do we disclose your information to?

We may disclose your personal information as follows:

We may share your personal information with Bathurst Tours staff and service providers for the purposes of providing products or services to you, research and marketing purposes. Any marketing purposes will be conducted in accordance with our 'Marketing and Privacy' statement below.

We may disclose your personal information to our employees, contractors or third party service providers located in Australia or overseas for the purposes of the operation of our website or our business, fulfilling requests by you, managing your bookings, responding to your enquiries and to otherwise provide products and services to you, including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants.

We may disclose your personal information to external parties for research purposes and to identify other services you may be interested in, in accordance with our 'Marketing and Privacy' statement below.

We may share aggregated non-personal information with third parties, such as our tourism industry partners to analyse trends and further improve our service to you.

Security of Information

Bathurst Tours has implemented various physical, electronic and managerial security procedures in order to protect personal information from loss and misuse, and from unauthorised access, modification, disclosure and interference. Bathurst Tours regularly reviews security and encryption technologies and will strive to protect your personal information as fully as we protect our own confidential information.

Credit card security

All online payments are transmitted over a secure socket layer (SSL) connection. Credit card information is transmitted immediately to a payment gateway solution via an encrypted port.

Bathurst Tours does not store your credit card number in any of our systems, it is used only within the context of the transaction then destroyed upon receipt from an acquiring bank. All credit card payments receive an identification number that is proof of the transaction's acceptance into the banking system. This identification number can be used to trace any transaction back to the credit card issuer (for example, the bank that issued the MasterCard, or VISA credit card).

Personal information is destroyed or de-identified when no longer needed.

Whilst we take reasonable steps to ensure that your personal information is secure, as the internet is inherently insecure, any personal information or other information you transmit to us online is transmitted at your own risk.

Your preferences

We offer you choices when we ask for personal information, whenever reasonably possible. You have the option of dealing anonymously with us, either on our websites or through other methods. There will be circumstances where this is not possible to complete your request. You may decline to provide personal information to us and/or refuse cookies in your browser, although some of our features or services may not function properly as a result. For example, if you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested products or services to you, either to the same standard or at all.
- we may not be able to provide you with information about products and services that you may want, including information about discounts, events, or special promotions.
or

- we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

How do I access and correct my personal information?

You can enquire about personal information we hold about you by using the contact details below. We will need to verify your identity before disclosing personal information. Please allow up to 10 business days for us to process your request, however we will endeavour to deal with your request sooner.

You can ask us to update any inaccurate, incomplete, or out-of-date information we hold about you using the contact details below. There is no fee to make an enquiry or request in relation to your information, or for us to add to, correct or update our records.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

Marketing and Privacy

We may from time to time use your personal information to identify new or existing products that we believe may be of interest to you. We may communicate this via email, phone, or your postal address. If you no longer wish to receive these updates via email, you may opt-out by clicking the unsubscribe link contained in the message. You can contact us using the contact details below to opt-out of receiving phone and postal updates. You can opt-in in future if you wish to receive these updates again.

We comply with the Spam Act 2003 and do not share, sell, or rent information to any third parties for the purposes of direct marketing.

Use of TOOLS/"COOKIES" and links to other websites

Our website(s) may contain links to third party websites, micro-sites, or analytical tools (e.g., Google) not controlled or owned by us, such as reference, review, ancillary products, and services sites. It is your responsibility to check the status of these sites before using them. We make no representations or warranties in relation to the privacy practices of any third-party website, and we are not responsible for the privacy policies or the content of any third-party website. Please read their applicable privacy policies and terms of use carefully.

If our contact and dealing with you is via our website(s), we may use cookies.

Cookies

What are cookies?

When you visit our websites, we use cookies. Cookies are small text files placed on your computer by us or our partners. Cookies allow us to identify the computer or device you are using to access our websites - but we cannot identify you personally. This information is sent back to our systems as you move around our website.

Cookies are unique to the web browser you are using - so if you are using a desktop computer as well as a mobile, different data will be collected for each. You can find more information on the About Cookies website www.aboutcookies.org/

Cookies can be set by the owner of the website you are on. These are known as 1st Party Cookies. There are also 3rd Party Cookies that can be set by partner websites. Only the owner of the cookie can see the anonymous information it collects.

You can choose to accept all cookies, reject 3rd Party Cookies, or reject all cookies by changing your internet browser settings. If you do not accept cookies, some features of our website will not work. For example, you will not be able to make a booking.

By using our websites, you agree to us using cookies as set out in this statement.

How the cookies are used

We use cookies for the following purposes:

- Storing what is in your shopping basket: This allows you to book tickets with us.
- Collecting information: This means we can learn more about how you use our website so we can improve our products and online experience.
- Tailoring your experience: Cookies allow us to provide you with information, products, and services that we think you will find interesting.
- Making our marketing relevant: We can show you relevant offers and promotions on our own websites and through our advertising networks.
- We may use cookies to find out more about how you use our website - like the searches you make and your preferences. We use this information to:
 - Make it possible for you to use our website
 - Show you information and offers that are relevant to you
 - Find out more about how our customers use the site
 - Buying our products online

When you are buying something on our website, we need to use cookies to keep track of what you are booking as you move through each stage of the booking process. We use cookies to keep track of your searches and preferences.

Improving your experience

We use cookies and software programmes to record, measure and analyse how our customers use our website. We use this information to understand what you want from our website, which helps us when we are considering future products.

We can find out how you move around our website, so we can investigate any errors stopping you from being able to do what you want. The data we collect from cookies is important for us to improve your experience.

Making your experience personal

Advertisements on other websites

If you visit one of our partner sites, you might see an advertisement that is relevant to what you searched for when you last visited our own site. We work with advertising networks who use cookies to collect information on your preferences, meaning we can show advertisements tailored to you.

Types of cookies we use

Third party vendors use cookies to help us evaluate the effectiveness of our marketing and deliver more tailored advertisements to you on other sites. When you visit certain sections of the website, Google Analytics, a website analytics service provided by Google Inc (“Google”), will place cookies on your computer’s browser. The information generated by the cookies about your use of the website is transmitted to Google. This information is then used for the purpose of compiling statistical reports to enable us to measure and analyse the number of visits to the site and its pages, the average time spent on the site and the pages viewed. We will not (and will not allow any third party to) use Google Analytics to track or to collect any personal data of visitors to our website. We will not associate any data gathered via use of cookies with any personal data from any source as part of our use of Google Analytics. For further information about Google Analytics please visit www.google.com/analytics and for details of Google Analytics’ Privacy Policy, please visit www.google.com/intl/en.

You may choose to opt-out of Google Analytics using the Google Analytics Opt-out Browser Add-on which you may access at <https://tools.google.com/dlpage/gaoptout/>.

Refusing cookies

You can change your browser settings to accept or refuse all cookies, choose which cookies you want or don't want, or ask to be notified when a cookie is set. Use the help feature in your browser to see how.

Changing your mind after you have accepted our cookies

If you change your mind after you have accepted our cookies, you will find an option within your internet browser to clear cookies that have already been set. Use the help feature in your browser to see how. You'll then need to change your browser settings to refuse cookies in future.

Just so you know, you won't be able to benefit from all the features of our website and email

newsletters or book online with us if you refuse cookies.

Lodging a complaint

If you believe that your privacy has been breached, please contact our CEO using the contact information below and provide details of the incident so that we can investigate it.

We request that complaints about breaches of privacy be made in writing, so we can be sure about the details of the complaint. Our CEO deals with privacy complaints and any complaints should be directed to our CEO using the contact details below. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will inform you whether we will conduct an investigation, the name, title, and contact details of the investigating officer and the estimated completion date for the investigation process.

After we have completed our enquiries, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a response from you, we will assess it and advise if we have changed our view.

Contacting us

If you have any questions about this Privacy Policy or are concerned about how we have handled your personal information, we would like to hear from you. We treat privacy matters seriously and will endeavour to correct the matter.

You can contact our CEO by:
calling us on +61 2 6331 3322
emailing us at bookings@bathursttours.com.au
by post to CEO, Bathurst Tours, PO BOX 9011 Bathurst West, NSW 2795

Our CEO will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your query or complaint is resolved in a timely and appropriate manner.