

ADDSOUL TERMS & CONDITIONS

Your Responsibilities:

Please advise us before booking if any passengers are under 18 years old to ensure this is the appropriate trip.

You must reconfirm all booked tours prior to travel as specified on your voucher. If applicable, notes such as dietary requirements, pick-up locations and additional fees should also be confirmed at this time. Reconfirmations cannot be actioned through Harbour Cove or Addsoul, and must be done so directly through the Service Operator as specified on each ticket.

It is your responsibility to notify us of ticket discrepancies. Please read through the details on your voucher thoroughly to ensure all details such as passenger names, ages and dates of travel on vouchers are correct.

It is the responsibility of all passengers travelling to advise both your travel agent at the time of booking and vessel check-in agent before boarding of any medical conditions including food allergies you may suffer from.

You need to allow adequate time to check-in prior to the specified departure time. Please refer to the specific tour page for full check-in instructions.

Prices/Extra Costs:

All prices are stated in Australian dollars and include GST. The Service Operator reserves the right to alter prices and extra costs. Extra costs may include EMC fees, Stinger suit/Wetsuit Hire, Luggage Storage, Insurance, Linen Hire, National Park Fees, Fuel Levies, Dietary Fees, etc. Bonds may also apply.

We will also endeavour to communicate these extra costs with you at the time of booking, and on your ticket. However, it is your responsibility to confirm which (if any) additional costs apply with each Service Operator upon reconfirming your trip.

Travel Risk/Insurance:

It should be noted that adventure travel involves risk. Whilst we make every effort to safeguard clients, we cannot be responsible for personal injury or loss due to the actions of our clients which are beyond our control. We highly recommend that all clients have travel insurance covering illness, injury, loss or damage to personal belongings and not being able to travel on the confirmed date of departure. You should also ensure your travel insurance will cover special circumstances including weather events preventing guests from travelling to their tour departure destination and cancelled flights due to unforeseen circumstances.

Merchant Fees:

Please be aware operators pass on credit card merchant fees so there is a non-refundable 1.5% surcharge for VISA and MASTERCARD card purchases.

Other:

Terms and Conditions (including the Cancellation Policy) are subject to change. The most recent versions can be found online on the relevant product pages.

Transfers:

The Service Operator reserves the right to limit courtesy transfers to select local accommodations. Private residences or Airbnb properties may be asked to meet at the closest confirmed location. Failure to meet at the specified pick-up location may be treated as "No Show", for which the Client Cancellation Policy applies. Not all tours offer transfers, please refer to the individual product to see if this is applicable to your tour.

CANCELLATION POLICY

Client Cancellations:

This is meant to be a guideline. Full cancellation policies for each tour can be found on that individual product page's terms and conditions as policies vary from operator to operator.

Transfers between tours can be made at the suppliers' discretion, however, it should be noted that supplier fees may apply. Tour transfers also incur a \$20 administration fee.

It is compulsory that all cancellation requests are in writing and sent via email to: admin@mr-travel.com. Cancellations attempted via online chat or phone will not be actioned.

Supplier Cancellations:

The Service Operator reserves the right to alter prices, alter itineraries, apply a fuel surcharge, cancel departures, arrange alternative transport and vary itineraries and services if necessary.

All departures and itineraries are subject to weather. Tours may be changed or cancelled for any reason at the discretion of the Service Operator. If the Service Operator has to cancel the trip or activity (prior to departure) and we cannot offer a suitable alternative, then a refund will be given minus a 20% administration fee and any associated card fees. We strongly recommend that you have travel insurance, especially during the wet season.

In the unlikely event of your trip being cancelled or stood down, all guest communication is required to go through our Online Store via telephone or email. While there is a Sailing Whitsundays retail outlet located Airlie Beach, please be aware that they operate as a separate entity and are unable to access reservations made by the Mr Travel online department.

Refunds:

All refunds are in Australian Dollars and must be made to the card of payment. Addsoul is not liable for exchange rate fluctuations or fees, or any other merchant/bank fees associated with domestic and/or international transactions.

Where a full refund is applicable, there is the option to transfer the whole cost of the tour to another tour or "Credit" to avoid the administration fee. A transfer fee of \$20 will apply.

You will be emailed confirmation once the refund has been processed. Once the refund has been processed, it may still take time for the banks to clear the amount. Please allow 7-10 business days for the funds to clear into Australian accounts and up to 21 business days for international accounts.

Accountability/Misconduct:

All Service Operators have the right to provide client feedback and to cancel bookings based off of feedback from other Service Operators.

Please enjoy your travel experience in a kind and responsible manner.

Addsoul will treat this as any normal client cancellation and therefore the cancellation fees stated in the Client Cancellation Policy will apply.

Thank you for booking with Addsoul, If you would like any further advice, assistance in arranging accommodation, transfers or additional tours please get in touch.