

Culture College

Terms & Conditions

ITINERARIES

Itineraries are flexible in nature due to the type of tour you are undertaking. Please note that the nature of the program and culture in Arnhem Land is complex, which at times may create the need for events or itineraries to change. However, we are committed to ensuring that you have a fulfilled educational and cultural experience. If we are unable to utilise a product, service or activity detailed in our itinerary, a suitable alternative will be offered where possible.

Itineraries may vary and/or attractions be substituted for any cause including seasonal conditions, weather extremes, natural disasters, cultural issues. All activities in individual itineraries are included unless otherwise stated as own expense.

OPTIONAL ACTIVITIES

All optional activities listed must be paid direct to the operator and are subject to seasonal conditions, operator availability and time constraints and are not guaranteed.

PRICES

Rates are quoted in AUD inclusive of GST and are correct at time of publication. Prices can be subject to change at the discretion of Culture College. No responsibility is accepted by Culture College for unforeseen omissions or misrepresentation of touring partners.

PAYMENT POLICY

A 50 % deposit is required 3 months prior to departure. 100% payment is required at least fourteen (14) days prior to departure. Failure to adhere to the payment policy may result in the cancellation of your booking.

CANCELLATION POLICY

Due to the extensive organisation involved with touring, a strict cancellation fee will be applicable to compensate for costs and lost revenue. Once a booking is made the following cancellation fees for participants will apply:

1 Month + 25% of Fare

2 -4 Weeks - 50% of Fare

Less than 14 days 100% of Fare

If you fail to join a tour, join it after departure, or leave it prior to its completion, no refund can be made. The above cancellation fees are in addition to fees which may be levied by travel agents or third party tour and transport operator cancellation fees.



CONDITIONS OF TRAVEL

Culture College reserves the right to alter the route or itinerary of any of its tours to those advertised if necessary. No refunds will be given in these circumstances or in the event of any delay or alteration of a trip resulting from any cause including severe weather conditions or mechanical failure. Components of trips are weather dependant and Culture College cannot be held liable if trip components are not available on the day of travel. We accept no responsibility for loss or damage to personal belongings or baggage.

The Aboriginal components of our tours are subject to cultural conditions. Activities may change due to cultural commitments with minimal prior notification and Culture College reserves the right to amend the itinerary and change the location of the homeland tour in these circumstances with no obligation to refund. Other suitable activities will be found to replace any changes or cancellations to the itinerary.

LIABILITY

Whilst we make every effort to safeguard our participants, Culture College cannot be held liable for any damage, injury or loss of any kind caused by or resulting from any act or omission by its employees, agents or contractors. Participants should note that remote travel involves a higher than normal risk and a signed release will be required from all participants before departure. Culture College also assumes no responsibility for any act of negligence, act or omission whatsoever by any company whose services are used as part of packages provided, including but not limited to activity and accommodation providers.

MINIMUM PARTICIPANT NUMBERS

Tours require a minimum number of participants to operate. In circumstances where minimum numbers are not reached an alternative may be offered and school groups could be combined. If a tour is cancelled due to minimum participant numbers not being reached, participants will be provided with a full refund.

TRAVEL INSURANCE

Travel insurance is NOT included in the tour price. Culture College strongly recommends that participants arrange their own travel insurance to cover against illness, flight cancellation, injury, loss/damage to personal belongings and not being able to travel on the confirmed departure date.

CHILD POLICY/AGE RESTRICTIONS

Children under 11 years of age are not recommended to travel on any tour. Individual requests by schools may be considered on a case by case basis by Culture College.

FITNESS & PARTICIPATION

Our tours are active and most require a reasonable level of mobility. Few locations we visit have wheelchair access.

NOTE: Tours are conducted in remote areas with only basic facilities and limited communications links to the outside world. If you have any doubts about the suitability of your students please check with Culture College as we reserve the right to assess suitability to participate at check-in. Participants may



be expected to help with the preparation of food, washing of dishes and general assistance as directed by the guides.

MEALS

Our emphasis is on fresh food wherever possible and our meals are nutritious and varied. We cater for vegetarian, gluten intolerance and food allergies – please advise at the time of booking.

LUGGAGE

Luggage must be kept to a MAXIMUM OF 15KGS in a backpack or soft overnight bag with a small day pack for easy access to camera, sun block etc.

SMOKING

No smoking is allowed at Culture College. Australian Government regulations prohibit smoking inside all tourist vehicles in Australia.

DRINKING

Much of East Arnhem Land is alcohol free. It is prohibited to take alcohol on any homeland tours. There are licensed venues in Nhulunbuy where alcohol may be consumed on premise by staff or parents according to their school protocol. Takeaway alcohol requires a permit from the NT Department of Justice in Endeavour Square, Nhulunbuy and is not permitted on the Culture College campus.

BEHAVIOUR

Culture College may refuse to carry a person whose behaviour is detrimental to the enjoyment of the group. By travelling with Culture College, you agree to accept the authority of the guide and accept their decisions. Staff members are entitled to a safe working environment. Any threats to safety, being physical or verbal, or inappropriate behaviour may result in removal from the trip. If Culture College requires a participant to leave the trip, no refunds will be given and the school will be responsible for their own travel costs and arrangements from that point.