

Booking Terms and Conditions

NJ WORLD TRAVELS

ABN 47 358 479 560



1. Acknowledgement

We acknowledge the Traditional Owners of the land on which we operate, the Bunurong People of the Kulin Nation, and pay our respects to their Elders past and present. We welcome all cultures, nationalities, backgrounds, and religions. Being inclusive and providing equitable experiences is our commitment.

2. Our Contract

All bookings made with NJ World Travels are subject to the below Terms and Conditions. Your booking confirmation shows the tour to be provided. By booking, you accept our Terms and Conditions.

References to “we,” “our,” and “us” refer to NJ World Travels.

3. Terms and Conditions

1. Bookings & Payment
 - 1.1. All bookings must be made through NJ World Travels through our website, www.njworldtravels.com.au, or our authorised resellers, unless arranged otherwise in writing.
 - 1.2. If the ‘Pay now’ option is selected during the booking process, full payment is required at the time of booking.
 - 1.3. If the ‘Pay later’ option is selected during the booking process, the booking will only be confirmed once the payment has been received by us. In addition:
 - 1.3.1. Customers must send a confirmation of payment to njworldtravels@gmail.com within 24 hours of booking; otherwise, we reserve the right to cancel the booking.
 - 1.4. Prices are listed in Australian Dollars (AUD) and include GST.
 - 1.5. We reserve the right to change pricing at any time prior to booking confirmation.
2. Cancellation, Change of Date, and Refund Policy
 - 2.1. If the customer cancels a booking:
 - 2.1.1. More than 7 days before scheduled tour commencement time: Full refund
 - 2.1.2. More than 72 hours before, but less than 7 days before scheduled tour commencement time: 50% refund
 - 2.1.3. Less than 72 hours before departure, or no-show: No refund
 - 2.2. NJ World Travels reserves the right to cancel bookings as a result of due to extreme weather, safety concerns, insufficient bookings, or any other unforeseen circumstances beyond our control. If this occurs:
 - 2.2.1. Customers will be offered an alternative date, or
 - 2.2.2. If the rescheduling is not suitable, a full refund will be provided.
 - 2.3. All refunds will be processed via the original payment method.
 - 2.4. NJ World Travels will try to honour change of date requests where possible, however it is not guaranteed and is always subject to availability. Change of date requests may be subject to an adjustment fee that falls in line with the cancellation fee structure. Once the date has been changed, the cancellation policy will apply to the original booking date.
 - 2.5. When you pay in a currency different from your local currency, any refund will be converted based on the exchange rate determined by your bank on the date the refund is processed. Please note that exchange rates fluctuate, so the rate at the

time of refund may differ from the rate at the time of payment. As a result, the amount you receive after conversion may not match the amount you originally paid. Additionally, you may incur international transaction fees charged by your credit card provider. We are unable to refund any differences caused by currency conversion or additional transaction fees.

3. Weather and changes to tours
 - 3.1. Changes to the itinerary, timing, or inclusions may be altered due to weather conditions, traffic or road closures, or safety concerns.
 - 3.2. Certain activities such as the Forrest Caves exploration are subject to environmental conditions such as tides.
 - 3.3. Departure time from the Penguin Parade activity is dependent on penguin arrival time.
 - 3.4. No refunds will be provided for minor itinerary adjustments.
 - 3.5. Tours operate in all weather conditions unless unsafe (e.g. extreme heat or storms). Foggy or rainy conditions are not valid cancellation reasons.
4. Traveller responsibilities
 - 4.1. Traveller should arrive at the designated pickup location at least 15 minutes prior to scheduled departure, unless another arrangement has been made and agreed to by both parties in writing.
 - 4.2. Late arrivals may result in forfeiture of the booking without refund.
 - 4.3. Travellers must follow all instructions from the tour guides as well as activity staff at all times.
 - 4.4. Travellers must behave in a respectful and safe manner. We reserve the right to remove any passengers whose behaviour is disruptive, illegal, or unsafe, without refund.
 - 4.5. Due to uneven terrain, walking distances, and vehicle access, this tour is not designed to be wheelchair accessible and may not be suitable for guests with mobility limitations. NJ World Travels does not guarantee accessibility and recommends that guests contact us prior to booking to discuss specific needs.
 - 4.6. There are no large item or luggage storage on our tours; please do not bring luggage with you. Any inappropriate luggage presented on the departure day (including strollers) may result in refusal to board.
 - 4.7. NJ World Travels may offer pickup and drop off services for certain tours. Each tour will have its own list of pickup / drop off locations. Please note it is the customer's responsibility to be waiting at your selected pickup location at least 15 minutes before departure. Failure to wait out the front of your selected location may result in the tour guide being unable to locate you, causing failure to load. Please do not wait inside accommodation venues as the driver will not be able to find you. NJ World Travels cannot be held responsible for passengers who fail to load.
 - 4.8. It is the passenger's responsibility to ensure that the tour details on their confirmation are correct and the contact details they have provided are up to date. It may be necessary for NJ World Travels to contact passengers regarding the tour prior to the departure date. We recommend providing an Australian mobile number and checking your email regularly prior to your tour.
 - 4.9. Tours do not include meals or drinks unless otherwise stipulated. It is recommended to bring your own food, or money or debit/credit card to purchase food at dedicated stops.
5. Age restrictions
 - 5.1. All tours are strictly limited to passengers aged 7 years and above. We reserve the right to refuse boarding to children under 7 years.

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- 5.2. It is the traveller's responsibility to ensure that a booking has been made under the correct age group. Where reasonably possible, we will verify your age prior to commencing the service. We will not be responsible for denial of entry to venues due to incorrect information provided to us at the time of booking.
- 5.3. All passengers with Child tickets must provide their ID at or prior to the commencement of the tour.
6. Health and Safety
 - 6.1. Tours may involve walking on uneven surfaces and outdoor environments. Whilst we will, where reasonable, notify of any foreseeable risks, participation is at the passenger's own risk
 - 6.2. Passengers must disclose any medical conditions or mobility limitations at the time of the booking.
 - 6.3. NJ World Travels tour guides are trained in safety, but we are not liable for injuries resulting from failure to follow instructions, pre-existing medical conditions, or risks inherent to outdoor and wildlife activities.
 - 6.4. We highly recommend travel insurance covering accidents, medical, cancellations, COVID-19, and luggage.
 - 6.5. Alcohol is strictly not allowed on board. Entry may be refused to intoxicated passengers.
7. Liability and Australian Consumer Law
 - 7.1. Nothing in these terms excludes, restricts, or modifies any rights under the Australian Consumer Law
8. Third-party services and venues
 - 8.1. The tour includes entry to third-party venues such as Phillip Island Wildlife Parks, and Phillip Island Nature Parks.
 - 8.2. We are not responsible for the operation, conditions, or policies of these venues
 - 8.3. Travellers must obey any directions from venue staff.
9. Photography and Media
 - 9.1. NJ World Travels may take photographs or videos during the tour for promotional purposes or vehicle surveillance.
 - 9.2. If you do not wish to be recorded for promotional purposes you must inform us in writing at njworldtravels@gmail.com