

Terms and Conditions Ultimat Travel

Making Your Booking

To book your trip simply choose a Start Date and complete our online booking form. Once your payment has been processed, our reservations team will email you a Booking Confirmation, plus all the necessary information about your trip. All payments are processed via the PCI DSS compliant, eWay Payment Gateway – let's just say it's a safe online payment.

Safe Deposit Policy

Paid a deposit to secure a space for a certain date? Sweet! We'll reserve your spot and make arrangements for your trip. Keep in mind the remainder of your tour needs to be paid 6 weeks prior to your tour. Please understand we reserve the right to cancel your booking if payment has not been received in time.

Changes to Start Dates & Cancellations

If you need to amend your start date contact us. We will make the necessary arrangements to your booking and send you a revised Booking Confirmation. Amendments to bookings are subject to availability, will incur a \$35 fee and can only be made more than 30-days prior to the arrival date. Cancellations of bookings 30-days or more before the arrival date will incur a \$100 fee. Add-ons such as extra nights & deposits are non-refundable. Cancellations within 30-days prior to arrival or 'no shows' will incur a fee of 100% of the indicated price.

Age Restrictions

We offer backpacker-style tours, designed for persons aged 18 – 39 years. Unfortunately persons under 18 years cannot travel with us. Our Ultimate Thailand trips have an age limit of 39 years and UltimateOz 32 years.

Travel Insurance

Travel insurance is a requirement for all our trips & tours. Please check your policy documents thoroughly to ensure you are adequately covered for the duration of your time overseas. To choose a policy visit our [Travel Insurance](#) page.

Travel Documents

It is your responsibility to ensure you have the necessary travel documents for your trip, including valid passport and visa.

Trip Cancellations

At times, Ultimate Travel may be forced to cancel a trip start date, in which case a revised trip date will be offered to you. (Reasons may include, but are not limited to, weather and safety conditions etc). We are not responsible for any incidental expenses that you may have incurred as a result of your booking including, but not limited to, visas, vaccinations, travel insurance excess or non-refundable flights. If this occurs and it is not possible for you to participate in a Tour with a different start date we will offer a full refund, however you shall not be entitled to make any claim for loss arising as a consequence of cancellation or curtailment in these circumstances.

General Conduct & Behaviour

Your enjoyment and safety is our main concern, and we want you to have a great time. However, antisocial / abusive / dangerous behaviour will not be tolerated. We reserve the right to ask anyone who is deliberately not complying, or causing trouble, to leave the group – in which case no refund will be given and you will have no claim against Ultimate Travel.

Acceptance of Risk

By booking your tour with Ultimate Travel, you acknowledge that the nature of travel is adventurous and participation involves a degree of personal risk. In some cases, you may be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in our daily lives. We use all available information in assessing whether the itinerary should operate and group leaders will always be with you during group activities to advise on best practice with regards to safety however there may still be inherent risks due to the nature of the activity and you need to take all reasonable precautions at all times. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you assume the personal risks attendant upon such travel. You will also need to sign a Participation Form on starting the tour. Note: The consumption of alcohol is at your own risk and we will not be held liable for any incidents that occur to you under the influence of alcohol. If you chose to drink alcohol at any time during the tour then you accept all responsibility for your own safety and that of your belongings.

Booking Policy – Limitations of Liability

Ultimate Travel cannot be held responsible for any loss as a result of failure of any third-parties (including Airlines, Tour Operators & Hoteliers), however we will give every

reasonable assistance in helping you to resolve any dispute. The responsibility of Ultimate Travel as a Tour Operator is limited. We are not liable for any personal injury, death, damage, loss, accident or delay which may be occasioned either by reason of any defect in any vehicle, or through the acts of default of any company or person engaged in conveying you or carrying out the arrangements of the tour or otherwise in connection therewith.