



## **Qantas Passenger Perks (QPP) Terms & Conditions**

All bookings are made with Wellness Tourism Services Pty Ltd (ABN 51 654 611 604), trading as Pure SA. By booking a tour or service from Pure SA, you (or any other person booked by you) acknowledge you have read and consent to the Pure SA Terms and Conditions and Privacy Policy and your booking will be accepted by Pure SA on this basis. The tour or services to be provided are those referred to in our booking confirmation to you. The Terms and Conditions and your booking confirmation constitute the entire agreement between you and Pure SA.

### **VALIDITY / ELIGIBILITY FOR (QPP) EXPERIENCES**

You can book 1 or more Qantas Passenger Perks offers if you are travelling between June 5, 2023 and June 30, 2024 inclusive on an international Qantas marketed flight(s) into Australia. A Qantas marketed flights must contain the airline code QF (for Qantas) on the ticket. This includes flights booked via a travel agent; travel manager or online travel agent, as well as on [qantas.com](https://qantas.com)

For flights with one (1) international connection or more, at least one of the international flights must feature a QF number on the ticket.

Qantas marketed flights on Domestic routes within Australia are not eligible for this offer.

### **BOOKING YOUR QPP EXPERIENCE**

Your Qantas Passenger Perks experience(s) must be booked for a date that falls within the same travel period as your Qantas international flight into and out of Australia.

You must record your Qantas Booking Reference Number when booking the offers with the Qantas Passenger Perks experience suppliers.

Your Qantas Booking Reference Number is a unique 6-character sequence of letters and numbers sent to you at the time of booking. Refer to your confirmation email and ticket sent from [Qantas.com](https://qantas.com), your travel agent, travel manager, or the online travel agent.

You can also find your Qantas Booking Reference Number by visiting Manage Your Booking on [Qantas.com](https://qantas.com). or in the Qantas App and is also included in pre-departure communication sent to you either by Qantas or your booking agents prior to your journey.

## **REDEEMING YOUR QPP EXPERIENCE**

To redeem your Qantas Passenger Perks experience you must present your Qantas Booking Reference Number at time of booking\*. You may also be asked to present it in person, when you arrive. Examples include providing the ticket confirmation email with your Qantas Booking Reference Number, showing your booking in the Qantas App, or showing your pre-departure communications from Qantas/booking agent which contains the Booking Reference Number.

You may be refused entry or fulfillment of the offer if proof of the Booking Reference Number associated with a valid Qantas ticket is not valid as per the above eligibility, or presented, in person, at the time of redemption.

\* Your Qantas Booking Reference Number must be included in the 'Special Requirements' section under Billing & Contact upon booking.

## **LIABILITY**

Qantas Passenger Perks experiences are subject to availability. Not all experiences may be available at all times.

## **BOOKING PAYMENT AND CONFIRMATION**

At the time of booking you will be asked to supply all relevant booking detail (which may vary depending upon the type of tour or service booked), and make full payment for the Pure SA tour or services purchased. Once Pure SA accept your booking, a confirmation with your tour or service details will be issued. Upon issue of the confirmation a contract will exist between you and Pure SA.

## **TOUR DETAILS**

All tour and itineraries, services, schedules and prices are correct at the time of publication, however Pure SA reserve the right to alter or amend these details without notice. Once your booking is confirmed there will be no alteration to your paid booking price.

## **INCLUSIONS**

Inclusions are outlined as per each tour or service description as contained on the Pure SA website. Any products or items marked as optional are not included in the standard price and need to be purchased additionally.

## **DISCOUNTED / SPECIAL OFFERS**

Pure SA reserve the right to provide promotional offers of its tours or services from time to time. Such promotions do not apply to (or alter) any booking made by you that is already paid and confirmed.

## **CANCELLATION OF TOUR OR SERVICE (BY YOU)**

If you cancel some or all portions of your booking, cancellation fees will apply. A refund can only be issued to the original purchaser and same credit card used for the booking and will be made less the applicable cancellation notice fees stated below. A cancellation will only be effective once Pure SA receive written email notification from you.

Cancellation Fees for all tours (except those stated in the variation below) are:

- Bookings may be cancelled up to 72 hours prior the scheduled activity/ tour and receive a full refund, gift voucher or change the date of the booking.
- If a cancellation request is made up to 48 hours prior to the scheduled activity/ tour, customers are entitled to a change of date or gift voucher only. No refund will be issued.
- If a cancellation request is made within 24 hours of their scheduled activity/ tour, no refunds, gift vouchers or change of date will be issued.

**Variation:** For Swim with the Giant Cuttlefish (3 day tour or self-drive options), Swim 'with' Safari, Adelaide Coastal Sanctuary Explorer and the Deep Creek and Coorong Explorer the following cancellation fees apply:

- 30 – 60 days prior to departure: 25% fee of total booking price.
- 14 – 30 days prior to departure: 50% fee of total booking price.
- 7 – 14 days prior to departure: 75% fee of total booking price.
- Less than 7 days prior to departure: 100% fee of total booking price.

Private Tours: Cancellation terms of a private tour are advised at time of request and/or confirmation.

If you fail to join a tour or are not at the designated pickup point at the correct time, Pure SA reserve the right to deem you as a cancellation and no refund will be made. If you choose to leave the tour prior to its completion, no refund will be made.

#### **ALTERATION OF TOUR OR SERVICE (BY PURESAS)**

Pure SA may alter a tour or service at any time due to, but not limited to, extreme weather conditions, safety considerations, park closures, or other unforeseen circumstances outside of its control. Where possible an alternative tour itinerary will be arranged. No refund will be given.

#### **CANCELLATION OF TOUR OR SERVICE (BY PURESAS)**

Pure SA reserve the right to cancel a tour or service at any time prior to departure should operational considerations outside of its control dictate (i.e. mechanical breakdown, staff sickness). In this event you can transfer amounts paid to an alternate departure date / tour or service, or alternatively receive a full refund of your booking price.

#### **BOOKING AMENDMENT (BY YOU)**

Any amendment to your confirmed booking will attract a change fee of \$20 per person. You are able to transfer from one tour or service to another (of equal value), amend your

departure date or change the name of a person booked, however you must notify us at least 48 hours prior to the booked departure date, otherwise standard cancellation fees will apply as outlined previously.

### **GUARANTEED DEPARTURE**

Notwithstanding any earlier or subsequent cancellation considerations in these Terms and Conditions, general Pure SA tours are guaranteed to depart once they have four (4) fully paid and confirmed bookings. Any variation to this quota for specific tours is noted below. Should a tour not reach its minimum quota and is cancelled, a full refund or transfer to an alternative date or tour will be offered.

VARIATION: Swim with the Giant Cuttlefish (2day tour or self-drive options), Swim 'with' Safari, Adelaide Coastal Sanctuary Explorer and the Deep Creek and Coorong Explorer tours require six (6) fully paid and confirmed bookings.

### **GENERAL THIRD PARTY CONDITIONS**

Where Pure SA use a third party to deliver or conduct or supply a part of its tour no representation is made to you other than that specified in the Pure SA tour description. Pure SA are not responsible should a third-party change or substitute the advertised offering as long as the service is of comparable value.

**CLELAND WILDLIFE PARK:** Please note that to ensure the wellbeing of koalas, koala experiences at Cleland Wildlife Park will be cancelled if temperatures are forecast at over 32°C in Mount Barker. Koala experiences may also be cancelled at any time due to other animal welfare concerns. Pure SA is not responsible if Cleland Wildlife Park cancel any of their daily advertised activities and no refund will be given. In exception, for Cleland VIP tours; if you have paid via Pure SA for an OPTIONAL animal experience and the experience is cancelled, then that portion of the cost will be refunded in full.

**VINES AND VICTOR HARBOR ECO ADVENTURE:** In the event that the boat cruise operated by Big Duck is cancelled this portion of the tour will be replaced with an alternative activity.

### **TOUR LEADERS**

The Pure SA guided tours are run by a tour leader and you must at all times comply with their instructions. Any instruction provided by the tour leader is made for the enjoyment, safety and well-being of you and all other tour participants. If you fail to comply with these instructions or interfere with the well-being of the group, the tour leader can direct you to leave the tour immediately, and you shall have no right of refund.

Pure SA reserve the right to refuse access to the tour should you be deemed to be under the influence of drugs or alcohol, show aggressive, dangerous or threatening behaviour.

### **AGE AND HEALTH REQUIREMENTS**

Some Pure SA tours contain physically active pursuits and in booking the tour you certify that you are suitably healthy, fit and able to undertake the activities. Due to the nature of

and for safety considerations, there may be age and/or height restrictions on some Pure SA tours. Refer to the individual tour descriptions on the website for any additional tour specific requirements.

Any person booked on a Pure SA tour that is under the age of 18 must be accompanied and supervised by a fare paying Adult at all times.

### **PURESA VEHICLE**

For safety considerations, the Pure SA tour vehicle is not able to carry children under the age of 4 years old. It is also not able to carry bulky items, wheelchairs or prams, or any other items that could endanger the safety of passengers. Only a small backpack or bag that can easily fit under the seat is allowed on the Pure SA tour vehicle.

No food or drinks, other than water, can be consumed in the vehicle at any time, and smoking, alcohol or drugs are not allowed in the vehicle at any time.

As per Australian road laws, passengers must wear the fitted seat belts at all times while travelling in the vehicle.

### **USE OF PURESA EQUIPMENT / BICYCLES**

Any equipment or bicycles provided by Pure SA for use during the tour remain the property of Pure SA and must be returned at the completion of the tour. You are expected to use the equipment safely and in accordance with Pure SA staff and tour leader instructions. Any loss or damage caused by negligence or misuse will be at your responsibility and cost.

### **PHOTOS AND VIDEOS**

Pictures and video of you whilst on a Pure SA tour may be taken by Pure SA staff and tour leaders. Such pictures and video may be used for marketing purposes including publication, website and social media sites. You must inform the Pure SA staff should you not wish to be photographed or filmed. Photos and video's appearing on the Pure SA website are copyright and owned by Pure SA, third party affiliates or used under licence from the South Australian Tourism Commission. The South Australian Tourism Commission releases photographs and/or video footage solely for the purpose of positive promotion of South Australia as a tourism and travel destination. Any breach of this condition may result in legal action. southaustralia.com.

### **WILDLIFE ENCOUNTERS**

Wildlife is, by nature, wild and while every effort will be made to encounter wildlife as specified in any Pure SA tour, viewing and/or interaction cannot be guaranteed. No refund will be given.

### **TRAVEL INSURANCE**

Pure SA highly recommend that you hold a personal travel insurance policy for the duration of your trip.

### **COMPLAINTS**

Should you have reason to make a complaint about a Pure SA tour or service please inform your tour leader or the Pure SA office. Pure SA employ a customer service charter and will deal with any complaint promptly and professionally in attempt to ensure your satisfaction.

### **LIMITATION OF LIABILITY**

Upon booking you acknowledge that Pure SA tours can be adventurous in nature and that you participate at your own risk. Pure SA, its staff, agents, guides, drivers and third-party suppliers shall not be liable, except where prohibited by law, for death, injury, illness, loss, damage, or delay howsoever caused.

### **PRIVACY POLICY**

Pure SA Pty Ltd values your privacy and follows the Australian *Privacy Act 1988* (Privacy Act) and the General Data Protection Regulation (GDPR - May 2018) guidelines. The information Pure SA collect will enable us to operate our tours and services efficiently and safely and we will at all times treat your details in accordance with our privacy policy. Full details of our privacy policy can be viewed on the Pure SA website - Privacy Policy

### **AMENDMENT OF TERMS AND CONDITIONS**

Pure SA reserve the right to update or amend these terms and conditions at any time and without notice. It is your own responsibly to be familiar with and stay informed of the latest terms and conditions. The current terms and conditions are made available at the time of booking and available at all times on the Pure SA website.

JURISDICTION - The terms and conditions provided herein shall be governed by and construed in accordance with the law in effect in the state of South Australia, Australia.