

Post Congress Tours - Terms and Conditions

The tour company reserves the right to amend prices or itinerary, (i.e. alter travel routes or itinerary) due to road, weather or traffic conditions; or if required by the size, behaviour or other condition of the group.

All reservations for a transfer include 15 minutes' grace from the time the bus arrives or time of booking, after which a waiting time charge applies. The exact amount varies with the type of vehicle you have requested.

The tour company accepts no responsibility for any loss or damage to personal belongings or luggage or for any injury or loss of any type whilst on tour (please read section 'Lost Property Procedure' below for more information).

We recommend that all passengers have personal travel insurance to cover loss or damage to property, illness, injury or not being able to travel on the confirmed date of departure.

Please be aware that while we would like to cater for your every need, not all requests can be accommodated.

Seat belts/ General behaviour

All the buses are fully equipped with seat belts.

As per Australian Road Rules, seat belts must be worn at all times.

All passengers must be seated and wearing seatbelts when the vehicle is moving. This is for your safety in the event of an accident.

Passengers are not permitted to place any part of their body outside the vehicle, whilst the vehicle is moving.

Child Seats

All the buses are deemed as public transport vehicles and therefore child seats are not required.

If you prefer the usage of a child seat you need to bring your own, as the tour company does not provide child seats. You are responsible for the fitting of child seats in a vehicle using the anchor points indicated by the driver.

Please note that no personal items can be kept on the bus between transfers – unless by prior arrangement - and we ask our customers to take all their belongings, including child seats, when leaving the vehicle.

Alcohol

We encourage responsible behaviour, particularly when passengers have been consuming alcohol before they board the bus.

During a wine tour we recommend that you drink plenty of water between each winery.

The consumption or the carrying of open alcohol containers is not permitted on buses.

The carrying of wine/alcohol purchased during a tour is exempt. Bottles or cans purchased during a tour must be sealed for the entire duration of the tour. The driver has the right to terminate a tour if alcohol consumption or unruly behaviour occurs on the bus.

No alcoholic beverages from other venues are permitted into Cellar doors or on winery grounds

The tour company reserves the right to decline any intoxicated passengers to board the bus. This also applies to wineries who may decline entrance to their premises. The driver may terminate the tour and/or remove individual/s from the bus.

Befouling / Cleaning / Damages

A befouling fee will apply to passengers who cannot control bodily functions.

Passengers are requested to remove any rubbish from the bus or place in bin supplied at the door.

A cleaning fee will apply if passengers spill drinks / food or leave rubbish behind for the driver to clean up. Please respect the condition of the bus for the next passengers.

Passengers are reminded that any unacceptable behaviour, i.e. oral abuse or bodily harm, will be treated strictly in accordance of the law; damage fees will apply.

The driver reserves the right to terminate a charter, if any actions are deemed threatening or dangerous to the driver or other passengers. The driver is authorised to have an unruly passenger who is threatening or placing the driver or passengers in a dangerous situation removed. The matter may be reported to the Police or relevant authority if deemed necessary by the driver or management.

The befouling fee starts from \$100, depending on the degree of cleaning required. Similarly we may contact you to recover any cost for commercial cleaning or repairs where damage to a vehicle is caused by you or your guests.

Smoking

No smoking is permitted on any of our buses. It is against the law in South Australia to smoke in Public Transport Vehicles.

Cancellation Policy

If you cancel your tour up to one week (7 days) before the booking will incur a minimum \$50 (USD) Admin fee.

If you cancel your tour less than 6 days before the booking will incur a \$150.00 fee.

If you cancel your tour on the day or 24hrs before date of booking will forfeit all monies paid.

Post-Congress Tours may be cancelled if there are insufficient bookings. If the minimum number of guests are not met 7 days before the tour date, a full refund will be provided to the registered guests.

Payment Options

All transport bookings require payment prior to travel and payments can be made through our online registration form.

Lost Property Procedure

If you have lost items on the bus, please contact aspire@theconferencecompany.com immediately. Please be aware that the fleet is constantly moving throughout Adelaide during the day/night. In order for us to find your item we need accurate information – if possible please provide the following details:

The bus type, or driver's name
Date and time of transfer
Addresses of pick up and destination
Description of the lost item
Best contact number or email

The more information we have the easier it is for us to find your lost item. The drivers bring in items they find on the bus whenever they head to the depot - which can be a few days after your transfer.

If you have lost a smart phone, it has been proven that phones can be easily located if you have installed a GPS App.