



COVID

We would like to thank you, our valued clients, for your ongoing calls and support during these changed and challenging times.

As you know, the impact of the COVID-19 pandemic continues to change rapidly across the globe and we continue to receive official updates from our many travel supplier partners and the Australian Government.

As a small business, we also seek to reassure you of our flexibility and understanding around the uncertainty of booking a holiday during these times.

- Due to Covid all our deposits are refundable up until the final payment date that is 45 days prior to the tour start date.
- Inside 30 days we will do our best to refund what we can and all we can, hoping that it is 100%.
- Most of our payments have to go out to our suppliers between 15 & 30 days prior. Should we need to cancel inside the 30 days prior to departure we will refund all the money we have in our Trust account and request either credits or refunds from our suppliers.
- However, as a guide we refunded every client who requested a refund from us.

COVID GUIDELINES WHILST ON TOUR

- All tour leaders and travellers must be fully vaccinated to participate in our tours. Therefore, we kindly ask you to send us your vaccination certificate via email or please have it with you at check-in on the first day of your tour.
- Your tour leader will be carrying several rapid antigen tests (RAT) should anyone develop symptoms while on tour.
- If, in the unfortunate circumstance that someone tests positive while travelling with us, we will assist them in making arrangements to get home, or to stay in isolation at a private accommodation for the required period of time. However, they will be required to leave the tour at their own expense.
- We will also follow rules and guidelines regarding face masks, mandatory check-ins, close contacts, and isolation as per current state government regulations.

HOW TO CONTACT US

We continue to proactively assist our clients to amend travel dates and other arrangements and assist with cancellations, rebooking, refund requests, and securing future travel credits. We are here to assist you and we look forward to taking your calls on – **1300 800 977**. Alternatively, please feel free to email us at **info@railwayadventures.com** and we will be in touch as soon as possible.

FULL TERMS & CONDITIONS

