

## Refund Policy

Any person wishing to withdraw from the tour and be issued with a refund must confirm their withdrawal from the tour in writing to Immersive Education. All deposits are non-refundable.

Cancellation costs are as follows for all travellers:

- More than 120 days prior to departure - 80% refund of total tour cost;
- 90-120 days prior to departure 60% refund of total tour cost;
- 60-89 days prior to departure 40% refund of total tour cost;
- Less than 60 days prior to departure - No refunds

*Please note there may be specialised inclusions in your tour such as sporting event tickets, instant purchase airline tickets, meal vouchers and attraction entry tickets that are non-refundable in addition to the above cancellation charges. These cancellation fees are in addition to any cancellation fees that may be levied by our tour suppliers.*

## Conditions of Booking

### RESPONSIBILITY

Immersive Education Pty Ltd (Immersive Education) acts only as agents for hotels, airlines, bus and car companies and other services as part of any tour. Any exchange orders, receipts, contracts and tickets issued by Immersive Education are issued subject to all tariffs and terms and conditions under which any accommodation, transportation or any other services are booked with the above-mentioned businesses.

Immersive Education will not be liable or responsible for death of or injury to any person, loss of or damage to any property or otherwise (including baggage) whether due to its suppliers, employees negligence or otherwise arising out of or in connection with any accommodation, transportation or other services resulting directly or indirectly from acts of God, hijack, fire, breakdown in machinery or equipment, acts of governments or other authorities (including border closures and travel restrictions), de jure or de facto, wars (whether declared or not), hostilities, civil disturbances, strikes, riots, thefts, pilferage, epidemics, pandemics, quarantines, medical or customs regulations delays, cancellations or changes in itinerary / schedules, over bookings or from any causes beyond the Immersive Education's control.

Any acts of default of the hotels, airlines, bus or car companies or contractors providing accommodation, transportation or other services or for any loss or damage resulting from improper or insufficient passports, visas or other documents and that neither Immersive Education nor its agents or employees shall be or become liable or responsible for any additional expenses or liability sustained or incurred by the tour members because of any of the foregoing causes.

All prices quoted are subject to change without notice having regards to unforeseen circumstances, foreign exchange fluctuations and variations in airline operating costs including, but not limited to an escalation of fuel prices. Unused services cannot be refunded or exchanged. Immersive Education reserves the right to cancel the tour and/or modify the itineraries in any way it thinks desirable and further reserves the right to decline to accept any person or any tour and may substitute hotels where necessary. The issuance and acceptance of receipts, tickets, vouchers, coupons or travel orders shall be deemed consent to the above.

### IMPORTANT INFORMATION

*Please read the following booking conditions carefully and ensure that all tour participants are made aware. All costs shown are subject to change, due to exchange rate fluctuations and increases in land and/or air costs which arise between now and the date of departure.*

**Tour Prices:** Tour prices are based on costs as of January 1 in the year which the quote was issued. Costs will also depend on availability of hotels quoted on at time of acceptance of the quote. These costs are subject to the group travelling together throughout the tour. Any variation may incur fees and may also jeopardize the costs for the rest of the group. Prices are based on the tour numbers stipulated in the tour quote. Any change in tour numbers will result in a revised tour price. Costing is based on an average exchange rate being not less than 1 AUD = 0.70 USD. Fluctuations in exchange rate below 0.70 USD may result in additional tour charges that will be charged to individuals as an additional cost. Any of these charges imposed by the exchange rate deficit will be notified to you at the earliest possible time, the latest at which will be 45 days prior to departure.

**Documentation:** Australian citizens require a passport with minimum 6 months validity from date of departure from destination. Other passport holders may require additional documentation. Please check your applicable requirements with the United States Embassy.

**Baggage:** Free baggage allowance one piece weighing maximum 23kg / 50lb plus one cabin bag - please note these restrictions vary between airlines and depends on your destination. Luggage in excess of these limits will be charged for at the appropriate excess baggage rates. Baggage is the responsibility of the passenger at all times.

**Airline and Airport Taxes, Surcharges & Levies:** Are included in the tour cost, however these do continually change and if these cost rise above \$250.00 per person this amount will be charged to individuals as an additional cost. Any of these charges imposed by the airline will be notified to you at the earliest possible time, the latest at which will be 45 days prior to departure.

**Promotional Material:** Images taken and shared whilst on the tour, may be subject to use as promotional material by Immersive Education. Any restrictions on use of images, must be submitted to Immersive Education via the Other Comments section on the Tour Registration Form. Any restrictions on use of image after the Tour Registration has been completed must be submitted in writing to Immersive Education prior to tour departure.