



Reef Experience
Great Barrier Reef, Australia
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Reefexperience.com.au

Group & Charter Booking Terms and Conditions

Our Group & Charter Booking Terms and Conditions applies to bookings of fifteen or more people for Reef Encounter. Our standard Terms and Conditions apply to each individual in the Group Booking.

Terms of Payment

It is essential that all Reef Experience Group bookings requiring confirmation be secured by forwarding a deposit of at least 25% of the total cost. Final balance will be required 30 days before departure for Charters and 14 days before departure for Groups. Our office must receive all deposits by the time frames stated. Reef Experience reserves the right to resell space if payment schedules are not adhered to.

- Time of booking: 20% Deposit due
- 30 days prior departure: Final balance due for Charters
- 14 days prior departure: Final balance due for Group Bookings

Payments to be made to: **Hostel Reef Trips Pty Ltd**
Commonwealth Bank of Australia
Account # 13784873
BSB # 064804

Cancellations

Any amendment made to a Travel Date will be deemed to be a cancellation, and will be subject to the charges set out in this document.

- 30 days or more prior departure: 20% cancellation fee applies
- Within 30 days prior departure: 50% cancellation fee applies for Groups and 100% cancellation fee applies for Charters
- Within 14 days prior departure: 100% cancellation fee applies for Groups – No refund

Responsibilities

All prices are in Australian Dollars. Reef Experience offers all of these services and cannot be held responsible for any misdescriptions or inaccuracies due to information supplied to us. Nor can we accept responsibility for any subsequent change or withdrawal of services. We strongly recommend comprehensive travel insurance, including clauses covering loss of deposit or full payment through cancellation, baggage, personal items, and medical expenses.

Reef Experience reserves the right to change vessel, dive locations, length of trip and price without notice.

Group Booking FOC Policy

For every 15 paying customers booked, the 16th is FOC at snorkel rate.
For charters, please contact sales@reeftrip.com for a quote.