

Terms & Conditions for Trout Territory Guided Trout Fishing Tours in Tasmania

Prices:

All prices quoted by Trout Territory are in Australian Dollars and include Goods & Services Tax (GST). The rates provided are for the guided fishing component of the package only, and does not include meals other than lunch and refreshments provided on guiding days. This rate may be subject to change at any time by the operator. All prices quoted in response to enquiries are valid for 60 days.

Deposit:

A 20% deposit will secure your preferred booking date. Full payment is due prior to the commencement of the tour. If purchasing a Gift Voucher, the Voucher must be paid in full before the voucher is issued and valid.

Payment Methods:

There are three convenient payment options to choose from:

1. Direct deposit into bank - the bank details are:

- BSB: 017 042
- Account Number: 5260 61094
- Account Name: Trout Territory
- Swift code for overseas transfers: ANZBAU3M
- Please notify confirmation of payment by text to 0417 975 006 or email gary@troutterritory.com.au

2. Credit Card: We accept VISA and MasterCard.

Angling Licence:

An Inland Fisheries Service fishing licence is required to legally carry out fishing activities on Tasmania's inland waters. Licences are available for purchase online at www.ifs.tas.gov.au, or from us (we are an authorised agent). Tasmanian Angling Licences are charged at rates specified by the Inland Fisheries Service. If you would like us to arrange your fishing licence please provide your full name, address, contact number, and date of birth.

Transport on guided tour days:

Unless otherwise specified, transport is included in the guided tour rate on tour days only, and includes pick-up and drop-off from Hobart, Hobart Airport, Hobart city and surrounds (if Hobart guide is available), Launceston, Launceston Airport or accommodation in the Northern Midlands or the Central Highlands, to angling locations. If our Hobart guide is not available and you have your own transport we can arrange to meet you in the Northern Midlands or Central Highlands. Transport outside this criteria incurs a travel charge. Transport is not provided for workshops, and participants make their own way to the venues.

Accommodation:

Accommodation is not included in the guided fishing rates. If you would like accommodation to be part of your package, please let us know and we can arrange it for you. For your convenience we offer an accommodation booking service for a small fee of \$50.00 plus the accommodation provider's room rate.

Gift Vouchers

Gift vouchers may be purchased for any value. They do not expire. They are valid to use towards the cost of a guided trout fishing tour and with Trout Territory only. If prices increase in future, the voucher can be redeemed for the value printed on it and pay the balance using cash, Visa, Mastercard, EFT. Vouchers not redeemed are not refundable. Vouchers are transferable.

Cancellation of bookings made directly with Trout Territory where a deposit has been paid:

More than 28 days prior to commencement of tour, 90% of deposit will be refunded. 28-15 days prior to commencement of tour, 75% of deposit will be refunded. 14-8 days prior to commencement of tour, 50% of deposit will be refunded. 7 days or less prior to commencement of tour, no deposit will be refunded. Deposit may be transferred to secure another date where available. The terms, conditions & cancellation policy are different for corporate and cruise ship (via agent) bookings.

Corporate, Cruise Ship, and bookings via travel agent terms: conditions and cancellation policy: Deposit must be paid via Visa or MasterCard in order to secure the booking. Full payment is required 21 days prior to the date of tour/activity and will be debited from the credit card number supplied for the deposit unless another credit card number is specified beforehand. By paying a deposit you authorise this credit card debit for the balance of payment. You will be notified of this debit via email. No refund is given for participants that do not attend on the day of the tour/activity.

Cancellation of corporate bookings made directly with Trout Territory where a deposit has been paid: More than 30 days prior to the commencement of tour/activity, all deposits will be refunded. 29 – 22 days prior to commencement of tour, 50% of deposit will be refunded. 21 – 8 days prior to the commencement of tour, 20% of all monies paid will be refunded. 7 days prior to the commencement of tour, no refund will be given.

Customer Service Form

When a booking is confirmed we will send a Customer Service Form. This covers safety, dietary requirements, fishing licence information, customer service questions, Covid-19 safety practice, and more. Clients are requested to provide this information, as it helps us to provide the best service we can. It also includes a **Waiver of Liability**, and it is a condition of our insurance that this waiver is understood and signed by our clients.