**TERMS + CONDITIONS 2026**

**Operation Dates/Seasonality**

Kingfisher Tours operate between May 1st -September 30th annually or subject to National Park opening and closure dates where they fall within this period. National Park opening dates may be affected by the weather. Kununurra and the Kimberley Regional is subject to a monsoonal season from December – March annually (The Wet Season). Please be aware the roads and airstrips may be inaccessible in the early stages of the season due to flooding.

Our 4wd tours commence operating in late April subject to roads being open and the parks.

Purnululu (Bungles) National Park opens end of April – subject to road conditions.

Mitchell River National Park opens May 1st – subject to road conditions.

The Gibb River Road opens mid April – subject to road conditions.

**Booking policy**

Bookings may be made by telephone, email, online via website or through agent connected rates on Rezdy and you will receive a Rezdy Confirmation number from Kingfisher Tours when booked.

**Payment Terms**

Tour and Accommodation bookings require full payment at time of booking.

**Cancellation Policy**

Cancellations must be received in writing (email) and following terms apply:

- Cancellations received more than 30 days prior to the departure date, fully refunded .
- Cancellations received between 15 and 30 days prior to the departure date, 20% of the total cost is forfeited.
- Cancellations received between 8 and 14 days prior to the departure date, 50% of the total cost is forfeited.

- Cancellations received 7 days or less prior to the departure date, including “no shows”, 100% of the total cost is forfeited

Additional banking costs may apply if transaction fees have been incurred in the elected payment process.

All cancellations made by Kingfisher Tours will be fully refunded.
We strongly recommend that all customers take out travel insurance.

**Travel Restriction Cancellation Policy**

The customer shall comply with all Government (Federal and State) COVID-19 vaccination or testing requirements for entry into Western Australia or to access the operator’s premises, event or service. Where the customer does not meet a vaccination or testing requirement:

(a) prior to departure from the customer’s home location, the customer will forfeit any and all monies paid; or

(b) for entry to the event or venue or access to the service, the customer will not be granted entry and will forfeit any and all monies paid.
Where the customer cancels due to travel restrictions other than vaccination or testing requirements, the customer will be contacted and offered a refund or credit note (to be used within 12 months of cancellation), where such an offer is at the absolute discretion of the operator. The operator reserves the right to withhold up to 20% (the deposit) of the total booking to cover administrative expenses and other losses, dependent on when notice of cancellation is given by the customer.

We strongly recommend that all customers take out travel insurance.

Where sudden COVID19 restrictions impact on a booking within 7 days of the tour then terms may be adjusted to refund the guests money where third-party payments are able to be recuperated. We request a 3-month window to apply refunds for these tours.

**Force Majeure**

Where tour schedules are cancelled, or accommodation is inaccessible due to a ‘Force Majeure’ (translated as “superior force”) the Terms and Conditions of cancellation will be reviewed for the existence of force majeure provisions. This event may include

floods,, war, strikes, civil commotions, epidemics or pandemics, as declared by the Australian and Western Australian governments. If such a declaration is made, then all bookings will be put into credit until such a time that the Federal government of Australia declares it is safe to resume business.

**Minimum/Maximum Numbers**

Dinner, bed and breakfast rates are twin share; single supplement prices are available.

Minimum numbers apply to some tours, please check specific terms and conditions of the tour being booked. All guests can waitllist on any of the tours.

Day and overnight tours require minimum passenger numbers which will determine the availability of the tour. A minimum of 4 passengers or the equivalent cost is required on most tours. Maximum numbers will vary depending on availability of aircraft, or capacity of ground tour vehicles and accommodation. No tour will exceed a maximum of 12 guests.

For our bespoke tour packages a personalised itinerary will be tailored to the adventure you are seeking.

Please call our reservations team to check availability for one passenger, as we can always accommodate the solo traveller.

**Third Party Details**

Ground tours in all locations are provided by Kingfisher Tours expert guides. Our accommodation at the Mitchell Falls and Purnululu National Park is with APT Wilderness Lodges. Our partners in the air are local air charter and helicopter companies.

We believe that tourism is better provided as a quality of product rather than quantity of options available and we would prefer to partner with our local community and tourism fellows. This allows Kingfisher to deliver the highest quality of products to our guests.

Bungle Bungle and Mitchell Falls APT Wilderness Lodge is committed to an environmentally sustainable operation within Purnululu National Park (Bungle Bungle) World Heritage Listed area and Mitchell River National Park. They use best practice facilities, renewable energy and state of the art waste management systems.

**Departure requirements**

Tour package passengers must be at the aircraft departure point / tour departure point 30 minutes prior to scheduled departure time. Kingfisher Tours offer passenger pickups and drop offs at all local accommodation houses, out of Kununurra, Broome and Darwin. For allHalls Creek departures please be at the Halls Creek airstrip 15 minutes prior to departure to meet your pilot.

The Kingfisher Tour Guides  will advise passengers of the latest time of departure from remote airfields. Delays in departure may result in aborted flights and additional costs for accommodation.

**Validity of Rates**

Prices quoted are subject to change and are in Australian dollars (AU$).

Infant 0-2 years old
Child 3-12 years old
Adult 13-62 years old
Senior 63+ years old

**Disabled Passengers**

Kingfisher Tours will provide every possible assistance to mobility challenged passengers. Please advise the type of assistance that would be required when making a booking. Wheelchair access room and ensuite is available on request. Staff are not permitted to lift any passengers.
Luggage Allowance & Personal Items
All care is taken but no liability is accepted for damage to personal items brought on tour. For all accommodated stays, a soft-pack bag consisting of limited clothing to include a warm jacket and pants for cooler months, hat with brim, joggers or sturdy walking shoes (not leather soles), toiletries and personal items, insect repellent, sunscreen, photographic equipment, torch and a small water bottle. Maximum 10kg per person on flights.

**Medical**

Kingfisher Tours staff are all Senior First Aid trained, and First responder trained, they carry emergency first aid kits on tour and in all vehicles.

We are in a remote area and passengers on medication should take their medication with them, and advise Kingfisher staff of the medication.

All emergency response gear is carried in all vehicles and on tour, two way radios, satellite phones, and epirbs.

**Itineraries**

Whilst it is our intention to deliver the itinerary of your choice, unforeseen circumstances such as the nature of the terrain, fire, unseasonable weather, national park area closures and so on, may impact on travelling conditions and therefore, make it necessary to alter touring with little or no notice.

**Travel Insurance**

Travel Insurance is not included in your holiday package. You are required to purchase comprehensive travel insurance at the time of booking that includes (without limitation) coverage for the cost of your holiday package, medical expenses, loss of luggage, cruise and land content and airfare charges that may occur due to cancellation, impossibility of performance or other frustration, disruption, loss of deposit or strikes.

**Smoking**

Government regulations forbid smoking in tourist vehicles, in planes or helicopters and inside accommodation.

**Last updated October 2025 for the 2026 season**