

Terms & Conditions

Booking Conditions

Bookings may be made by telephone, email, online via website or through agent connected rates on Rezdy.

Bookings **will only** be confirmed by return email within 24 hours after the following information is provided:

INFORMATION REQUIRED UPON BOOKING

- **Package code**
- **Arrival and departure date**
- **Number of guests** (adults/children)
- If children are travelling, please specify **age**
- **Passengers' full names**
- **Dietary requirements**
- **Contact number** of one of the passengers or the tour leader/driver/pilot if it is a group
- **Any medical conditions** we need to be aware of
- **Passenger weights**

There are legal and safety requirements regarding the operating weight of an aircraft and accurate passenger weights must be provided at the time of booking. Please be aware that if inaccurate weights are provided this can cause delays, inconvenience or cancelled bookings.

Estimated arrival time (self-driving or arriving by private plane)

- **Pickup location** Pick-ups available from Belburn Airstrip, Kununurra commercial residences, East Kimberley Station accommodation houses (package tours only)
- **Agent's booking reference/voucher number**
Our booking number reference will be sent in a written confirmation to the agent's email address.

In addition, a 24hour contact number for the agent is useful in the event of a change.

Payment Terms

Tour and Accommodation bookings require a 15% deposit within 7 days of confirmation and full payment 40 days prior to arrival unless you have an existing account with us. All existing accounts are strictly 14 days. Payment can be made via Visa, Mastercard or direct credit. Overdue accounts may attract an additional fee of 1.5% per month applied to the outstanding balance.

Payment may be made via direct debit or credit card. Please contact Kingfisher Tours reservations for details.



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Tour bookings and cancellation policy

Bookings are only confirmed with 20% deposit being paid within 7 days after the booking is made.

- Cancellations must be received in writing and following terms apply.
- Cancellations received more than 90 days prior to the departure date, the full deposit (being 20%) applies.
- Cancellations received between 46 and 90 days prior to the departure date, 50% applies.
- Cancellations received less than 46 days prior to the departure date, 100% applies.
- If a “no show” on the day of the booked flight Non-refundable

Unless it is a medical emergency or proven good cause.

Additional banking costs may apply if transaction fees have occurred 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.

Where sudden COVID19 restrictions impact on a booking within 10 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 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 an act of God, 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.

Child Age / Infant Policy

Infants are classified as 0-2 years and may stay free of charge. Children are classified as 3-12 years of age inclusive and must be accompanied in a cabin by an adult, child rates apply. For packages with flight components, infants travel free of charge on their parent’s lap. Please note that only one infant may travel per aircraft.

Senior rates

We accept the following for our senior rates please note not all tours have senior discounts

- Australian Senior Card
- National Senior card





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- Pensioner Card
- Overseas Senior Card
- Overseas Visitors over 60 who are not Cardholders
- Australians over 60 without a card don't apply for the senior rate

Minimum/Maximum Numbers

Dinner, bed and breakfast rates are twin share; single supplement prices are available. For tour packages a minimum of 2 passengers or the equivalent cost is required to confirm a tour booking, unless the tour is already confirmed to run. Please call our reservations team to check availability for one passenger.

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.

Ground tours

Ground tours in the majority of locations are provided by Kingfisher Tours expert guides. Our accommodation at the Mitchell Falls and Purnululu National Park is with APT wilderness lodges.

We have 3rd party operators at Argyle Diamond mine – These are Luridgii Tours and Lake Argyle Cruises. They are selected for the quality and professionalism of their services.

We believe that tourism is better provided as a quality of product rather than quantity of options available and where we believe the service is being adequately provided, 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.

Our ground tours run between April 1st -September 30th annually or subject to national park opening and closure dates where they fall within this period.

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

Check In/Check out/Departure Times

14:00pm check in for accommodation and 10am check out.

Tour package passengers must be at the aircraft departure point / tour departure point 30 minutes prior to scheduled departure time.





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Pilots 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.

Commentary

All scenic flights and tours include personalised commentary by the pilot / tour guide. All tours and safety briefings are conducted in English.

Seat Weight Limit

The maximum seat weight limit on the GA8 Airvan aeroplane is 120kg. Please check with reservations which aircraft is running on the day of the tour. The maximum seat weight limit on the Robinson R44 helicopter is 136kg.

Government Charges

Our prices are fully inclusive of all government, environmental and airport levies.

National Park Fees

National park fees are included in tour rates.

Park camping fees: \$17.60 per adult and \$8.80 per child

Fly/drive license fees: \$33.00 per adult and \$16.50 per child

Self-driving guests are required to pay entry fees on arrival into the national park at the Visitor Information Centre. Please see fee schedule on www.dpaw.wa.gov.au

Validity of Rates

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

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 is available from Kingfisher's terminal to the apron and wheelchairs may be carried in the aircraft, if they are collapsible and do not exceed the weight restrictions on the plane.

There are limited facilities for wheelchair access in remote locations.

Staff are not permitted to lift any passengers.

Personal Items

All care is taken but no liability is accepted for damage to personal items.





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Seasonality

The start and end of each of the scheduled season may vary due to weather conditions. Tour seasons will generally run between April 1st – September 30th.

Itineraries

Whilst it is our intention to deliver the itinerary of your choice, unforeseen circumstances such as the nature of the terrain, 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.

Luggage Restrictions

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 8kg per person.

Medical

We are in a remote area and passengers on medication should take medication with them.

Insurance

No responsibility will be accepted for accidents, illness, misadventure or loss of goods or possessions and it is recommended that adequate insurance be taken out to cover against the above.

Pets

In accordance with national park regulations, no pets are allowed in the Purnululu National Park.

Smoking

Government regulations forbid smoking in tourist vehicles and inside accommodation.

Courtesy inclusions

Courtesy customer on-ground transfers to and from your Kununurra accommodation are available so please confirm at time of booking, the pickup is 30 minutes before your tour departs.

Aircraft are fitted with headsets to enable a detailed and personalised commentary by your pilot on all flights. Chilled bottled water is provided on all flights (as well as other refreshments depending on which tour is booked).





Take home souvenirs , Pargo keep bottle and Pargo Keep cup are provided, including caps, information booklets, stickers, and other items (subject to seasonal availability).

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