



CANCELLATION & REFUND POLICY

Our tours and vehicles are all weather safe yet due to the remote nature of our tours, cancellations and or changes can happen that are outside of our control. We rely on notifications from third parties regarding weather, fire and road warnings that may interrupt our tour(s). From time to time these notifications may not be processed or received before our tours begin.

Bookings & Cancellations

At the time of booking through our online services some conditions are required to confirm each booking.

(A) Cancellations and Changes - By Customer

1. Cancellations in any form, verbal call, mobile texting, email are accepted.
2. Cancellations less than 48 hours prior to the beginning of the booked tour forfeit 100% of the total purchase price.
3. Cancellations of greater than 48 hours will be refunded accordingly to the contractual amount and incur a cancellation fee of \$30 per booking.
4. Cancellation when not attending the tour results in a 100% forfeit of the total purchase price.
5. Tour dates can be altered with a fee of \$30 per booking, up until 48 hours prior to the tours departure date providing availability on the requested date.
6. Rescheduled tours can not be rebooked where special discounted offers are made available.

(B) Cancellations and Changes - By Tiger Adventure Tours Tasmania

1. Tiger Adventure Tours Tasmania reserve the right at any time to cancel or alter the tours whereby your enjoyment and personal safety to you and those around you are jeopardised or put at risk.
2. In the case of a cancellation or changes made due to occurrences outside of our control such as but not limited to bushfires, flooding, total or partial road closures, extreme weather, dining locations, vehicle breakdown, change of vehicle or personal health emergency, whereby the tour or partial tour can not be completed, passengers will be notified before each tour begins and refunded accordingly:
 - a. Cancellations made by Tiger Adventure Tours Tasmania outside of the required 48 hour notification period, a full 100% of the contractual amount will be refunded.
 - b. Cancellations made by Tiger Adventure Tours Tasmania inside the required 48 hour notification period, no refund will be issued.
3. We will however do our very best in communicating to the paying passenger(s) and to the public noting any cancellations or changes prior to the commencement of the effected tour(s) so as to remain informative and cooperative to the passengers of Tiger Adventure Tours Tasmania.

(C) Insurance

4. Tiger Adventure Tours has in place Public liability Insurance yet we highly advise all passengers to purchase a suitable travel insurance package and ensure that it covers you for this type of tour.