



LUXURY TOURING BY REVELRY



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**Tour Information / Terms & Conditions**

# TOUR INFORMATION / TERMS & CONDITIONS

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## Tour Bookings

To secure your spot on a tour, you must make an online reservation when invited to do so, along with a deposit for each person participating.

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## Online Booking

When you receive our invitation to participate via email, just click the link to start your booking process. This will take you to our online booking form for that specific tour. To secure your spot, a deposit per person is needed at the end of the form. We use Stripe, a safe payment platform, to handle your payment.

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## Interim Booking by Telephone

If you are not ready to make a commitment, that's okay. If you're interested in joining a tour but need some time to discuss it with fellow travellers, arrange flights, or check with family, we can hold a spot for you without any obligation for up to seven days. Keep in mind that this is not a confirmed booking. Tours can fill up very quickly, so this is a useful option.

Contact us to talk about a temporary booking. However, we still need you to complete an online booking form when you choose to proceed.

**Tel: +61 408 007 478 (Time Zone: Sydney, Australia)**

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## Welcome to the Tour

After we receive your filled-out booking form, we will verify your spot on the tour. Then, we will send you a welcome email along with additional information.

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## Balance of Tour Payment

The complete payment must be made 75 days before the tour begins. You can pay using a direct deposit or a credit card, although there may be bank fees involved.

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## Tour Documentation

Before the tour begins, we will send you an email with important details specific to your trip.

This email will contain practical information, your Daily Schedule, and Tour Notes, which you can download as a PDF.

All tour documents are provided digitally, increasing the speed of their delivery, and reducing our carbon footprint.

On the first day of the tour, you will receive Tour Collateral plus a printed copy of the Daily Schedule.

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## Fitness Requirements

Our tours include various activities, such as walking on uneven ground, standing for extended periods at various locations, and tackling stairs or hilly paths with rough terrain. Typically, a day can consist of walking between locations and frequently getting on and off a coach.

We evaluate each tour based on the physical fitness needed to ensure you have the best experience possible. To help you understand the fitness level required for each tour, we categorise them on a scale from one to three, where three indicates the highest level of difficulty.

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## Tour Type - One

**This tour is appropriate for travellers in good health with good mobility. You should be able to:**

- comfortably participate in up to three hours of physical activity per day, including walking at an easy pace, sometimes on uneven terrain, with only short breaks
  - keep up with the group at all times
  - stand for one to two hours at a time without a break
  - negotiate stairs and bridges
  - get on and off an aircraft, coach, ferry, or boat with steep stairs unassisted.
  - use a combined shower/bath (please note that we cannot guarantee walk-in shower facilities at all accommodations)
  - manage your luggage as portage services may not be available
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## Tour Type - Two

**This tour caters to individuals with active lifestyles. Participants should be ready to:**

- engage in up to five hours of physical activity each day, including walking at a comfortable to moderate pace on occasionally uneven surfaces, with only brief breaks.
  - stay with the group throughout the tour.
  - navigate historic and archaeological sites that may present challenges due to their uneven and unstable conditions.
  - manage stairs and bridges without assistance.
  - stand for one to two hours at a time without a break
  - get on and off an aircraft, coach, ferry, or boat with steep stairs unassisted.
  - use a combined shower/bath (please note that we cannot guarantee walk-in shower facilities at all accommodations)
  - adapt to a more rigorous itinerary, which might include some one-night stays or internal flights.
  - manage your luggage as portage services may not be available
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## Tour Type – Three

**This tour is one of our most challenging options. Participants should be prepared to:**

- engage in five to seven hours of physical activity daily, which includes walking at a steady pace, sometimes on uneven paths, with brief breaks.
- stay with the group at all times.
- maintain a reasonable level of physical and respiratory fitness.
- navigate difficult historical and archaeological sites, which can be uneven and unstable.
- manage stairs and bridges with ease.
- stand for one to two hours at a time without a break
- get on and off an aircraft, coach, ferry, or boat with steep stairs unassisted.
- use a combined shower/bath (please note that we cannot guarantee walk-in shower facilities at all accommodations)
- handle high altitudes comfortably.
- adapt to varying weather conditions, including humidity and heat.
- adjust to a diet that may differ significantly from a typical Australian diet, with some dietary needs potentially unmet.
- follow a rigorous tour schedule that may include long distances, one-night stops, or multiple internal flights.
- manage your luggage as portering services may not be available

Our tours are designed for groups, so if one person is not physically prepared, it could affect the enjoyment of the whole group. We kindly request that all participants take a moment to review the requirements for the tour they are interested in.

If you have any questions about meeting the requirements mentioned, please feel free to contact us.

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## Tour Deposit

To secure your tour booking, a deposit is necessary. Check the details for the specific tour to find out the required amount. This deposit covers expenses such as hotels, performance tickets, and other arrangements that will be organised for you. Please note that this deposit is non-refundable.

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## Tour Prices

Prices listed in our itineraries, brochures, advertisements, and on our website reflect the exchange rates at the time they are published. These prices may change if there are significant fluctuations in currency until the final payment is made. If there is a price change, we will inform you as soon as possible. You can choose to accept the new prices or opt out of the tour, receiving a full refund of your payments minus an administration fee.

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## Tour Payment

Payment balance is required 75 days before the tour begins. If you do not make this payment on time, your booking may be cancelled, and you could lose any payments you have made so far.

You can pay using credit cards like American Express, MasterCard, and Visa or make arrangement with us for a direct bank transfer. Please note that a service charge of 1.75% will apply to any payments made with a credit card.

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## Tour Changes By Us

We will strive to run all tours as advertised, but by agreeing to our terms & conditions, you understand that it may be necessary to change or modify a tour or its details due to local conditions. We have the right to cancel or alter any services, facilities, or prices listed in our brochure, which may include flights, transport, accommodation, or other arrangements. If we need to make these changes, we may offer similar alternatives of equal value without any compensation. If a service or facility is unavailable due to factors beyond our control, known as "force majeure," and we cannot provide a similar alternative, we will do our best to find the next best option available or refund you for any savings.

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## Force Majeure

Force majeure refers to any situation that LTR or its suppliers could not have predicted or prevented, even with careful planning. This can include travel warnings from the Australian Department of Foreign Affairs and Trade (DFAT), conflicts such as war or riots, civil unrest, labour disputes, diseases or pandemics, health hazards, acts of terrorism, natural disasters, fires, severe weather, technical issues with transportation, or changes in flight schedules imposed by airlines.

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## When You Cancel

If you choose to cancel your tour booking, the following charges will apply based on when we receive your written notice:

- If you cancel more than 75 days before departure, you will lose all deposits paid.
- If you cancel between 75 and 31 days before the tour starts, you will owe 50% of the total tour cost.
- If you cancel 30 days or less before departure, you will be responsible for the full amount due for the tour.

However, your tour deposit can be applied to any future LTR tour, with no expiration on its use.

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## Should We Cancel

Luxury Touring by Revelry (LTR) has the authority to cancel a tour for various reasons, including not meeting the minimum number of participants. We will decide about whether to go ahead with or cancel a tour at least 60 days in advance, unless there are circumstances beyond our control, such as those covered by force majeure.

When you book a tour with LTR, we ask that you agree to our booking terms and conditions. These terms may change from time to time, and any updates advised. If you want to check for any changes to the terms and conditions, please feel free to reach out to us.

If you have paid the total amount, we will refund all money received, minus an administration fee of AUD\$375 plus other costs specific to each Tour and participant commitment. In case LTR cancels, no additional compensation will be offered. The refund for Tour expenses will be the maximum liability we assume. Please note that airlines may charge up to 100% for cancellations.

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## Travel insurance

Luxury Touring by Revelry (LTR) mandates that all participants secure comprehensive travel insurance including the full duration of their tour.

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## Passport And Visa

A valid passport is necessary for all international travel. Typically, your passport should remain valid for at least six months beyond your planned return date to your home country. Certain countries may also require you to obtain a visa before leaving your home country.

We will provide you with information on all passport and visa requirements, but it is ultimately your responsibility to ensure you have a valid passport and to secure any necessary visas, vaccinations, and preventive medications needed for your trip.

We share this information in good faith, but Luxury Touring by Revelry (LTR) does not take responsibility for any issues that may arise.

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## Tour Participation

As mentioned earlier, our tours necessitate a moderate degree of physical fitness and mobility. Each tour's itinerary outlines the specific fitness levels required.

It is important for you to review and acknowledge these requirements when making your booking. We hold the right to deny entry to the tour for any reason before it begins. Additionally, if it becomes clear during the tour that you are unfit or unable to continue, we can ask you to leave at the earliest possible moment without issuing a refund.

You also need to avoid causing any major disruptions to the tour or the group. If your participation becomes significantly disruptive or poses safety concerns for others, we may require you to exit the tour at any time.

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## Illness Or Disability

Individuals with an illness, disability, or those receiving treatment for a medical condition must honestly share details about their condition when making a booking. It is important to arrange for any necessary medication or treatment needed during the tour.

Not disclosing this information will be considered a violation of the booking terms, leading to exclusion from the tour, and all payments made will be lost.

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## Our Liability

We take responsibility for all aspects of your tour, except for events covered by force majeure, as explained.

Our duties and responsibilities are confined to what is outlined by international conventions concerning air, sea, or rail carriers, including the Warsaw Convention and its updates.

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