

## **Anangu Waai! Terms & Conditions**

### **Tour Itinerary**

> Anangu Waai! reserves the right to alter any of the tours and change the structure of tours if required. This could be a result of weather conditions, unforeseen circumstances and/or cultural reasons. Tour durations may vary from advertised times.

### **Child Rates & Conditions**

- > Child fares apply to children who are 5 - 15 years of age (inclusive).
- > Children under the age of five years are not permitted to ride camels.
- > Children four years and under travel free of charge if not taking a seat in the bus.

### **Cancellations and Amendments**

- > Full Refund – if we have been given more than 24 hours' notice for the cancelled tour.
- > No refund will be provided for cancellations within 24 hours of tour departure.
- > Refunds will not be given to passengers who are 'no shows'.
- > Extenuating circumstances requiring tour refunds will be assessed on a case by case basis.
- > Amendments to bookings with more than 24 hours' notice are free of charge.

### **Tour Participation**

- > Children under 16 years must be accompanied by a paying adult.
- > Guests with disabilities are welcome provided they are accompanied by an able-bodied companion and do not require special assistance from Anangu Waai! personnel. Whilst the walks are suitable for disabled persons, unfortunately no disabled transfer facilities are available on our buses and we would recommend our self drive options in this instance.
- > Anangu Waai! reserves the right to refuse carriage to anyone it feels cannot cope with the requirements of the tour and who may require services and facilities that can't be guaranteed to be available.

### **Anangu Tours**

> Please be aware that Anangu Tours guides are traditional Aboriginal people with strong cultural obligations. In the event of ceremonial duties or other unforeseen circumstances, Anangu Tours may not be able to provide the specified tour as advertised.

### **Uluru Camel Tours & Frontier Camel Tours**

> Anangu Waai! and our cameleers reserve the right to alter or cancel tours for safety reasons. This could be for reasons such as weather conditions, camel and guest safety or for any unforeseen circumstances beyond the control of Anangu Waai!

- > Anangu Waai! has weight restrictions for how much each camel can carry. Two guests travel per camel and the maximum permissible weight per person is 95 kg. The cameleers' discretion must be respected at all times in the interest of the welfare of the camels and the comfort and safety of guests.
- > Children under 5 years of age are not permitted to ride camels.
- > All guests ride at their own risk. Riders must sign the disclaimer form before riding camels.
- > Guests are required to wear safety helmets (supplied) when riding on camels. Refusal to wear helmets will result in refusal to carry guests on tour.
- > For safety reasons, Anangu Waai! will refuse to carry guests who are intoxicated, under the influence of drugs or alcohol. Refunds will not be given in these instances.
- > While every reasonable precaution will be taken to prevent accident and injury, the operator and owner will not be responsible for any accident or injury however arising which may happen to any person in charge of, in association with, or in contact with any camels irrespective of the extent of injury, damage or loss sustained and this condition of contract may be pleaded by the operator and owner as a bar to any action claim proceeding for breach of contract, negligence or any other liability sustaining such injury, damage or loss.
- > Guests are not permitted to carry bags, bumbags (fanny packs) or large camera bags whilst riding and are requested to remove any items from their pockets that may potentially fall out during the tour. We recommend all guests leave all valuables at their hotel. We can, however, place valuable items in the safe at the camel farm if requested.
- > Guests with medication (such as inhalers, adrenalin, insulin etc.) will be placed close to the lead camel and all medication will be carried in the saddlebag.
- > Guests with disabilities will be accommodated where possible, however in the interest of guest safety it should be noted that all guests must be able to mount the camel unaided. The decision to allow disabled guests to ride is solely at the discretion of the cameleer.

### **Photography & Media**

- > Photography & filming for commercial purposes may not be taken without prior permission from Anangu Waai! Media groups are encouraged to advise and approach Anangu Waai! when planning tours for media purposes.

### Smoking

> Government regulations prohibit smoking inside tour vehicles and inside our premises.

### Uluru-Kata Tjuta National Park tickets

> This is a government charge payable directly to the National Park and is not included in the touring price. These can be organized at the time of booking and can be issued by our driver at the start of the tour. Alternatively they can be purchased from Anangu Tours bus drivers or from the Anangu Tours desk in the Tour and Information Centre at Yulara. The passes are valid for three days. Children (15 years and under) do not require a park ticket.

### Flying Camels

> We operate independently of ANH Helicopter Flights. Therefore we do not take any responsibility whatsoever for any injury or loss of any type arising in any manner including whether as a result of negligence or otherwise.

> Passenger weight limitations apply to ANH helicopter flights.

> Accurate weights of guests must be supplied at the time of booking. Minimum tour numbers apply.

### Insurance

> Anangu Waai will take all reasonable care to protect the property of guests, but will accept no responsibility or liability for the loss or damage of items left on the buses or properties prior to, during, or after the tour. We suggest that travellers arrange their own insurance and/or security for valuable items.

### Accounts

> Anangu Waai's payment terms are **30 days**.

Please do not hesitate to contact us with any queries:

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