



Please read the Terms and Conditions and sign to indicate your agreement before completing the Participant Information Schedule.

Terms and Conditions

Booking

The following conditions will form the contract for your sporting experience with us.

- “We” are Come See Do Pty Ltd of Queensland, Australia, trading as Come See Do.
- Any reference to "you" and "your" means the person making the booking (who must be at least 18 years old) and all persons on whose behalf a booking is made.
- “Experience” means the sporting experience organised by Come See Do Pty Ltd.
- “Start Date” means the date on which you join the Experience.

The contract comes into existence when we send out confirmation of your booking.

A deposit of 25% of the Experience price and a completed Booking Form is required to secure a booking. Final payment is due three (3) months prior to the Start Date.

What is included in the price?

- All accommodation as listed in the itinerary;
- All transport as listed in the itinerary;
- All meals as listed in the itinerary;
- All training as listed in the itinerary;
- All event registration as listed in the itinerary; and,
- All activities as listed in the itinerary.

What is NOT included?

- International and domestic flights (unless stated in the itinerary);
- Airport taxes and excess baggage charges;
- Visa and passport fees;
- Travel insurance;
- Vaccinations and medical costs, before, during and after the Experience;
- Food and drink over and above what we include in the Experience; or,
- Additional activities and personal expenses.



Cancellation

Cancellation by You

If you cancel your booking up to 60 days prior to the Start Date, the payment can be held in credit or refunded in full.

If you are unable to join the Experience, you may transfer your place to another person, providing this person meets all the conditions of the booking, and we are informed of the transfer not less than 30 days prior to the Experience Start Date.

If you cancel your booking within 60 days of the start date, cancellation fees will apply. You are strongly advised to take out insurance at the time of booking to cover cancellation fees.

We will charge a cancellation fee calculated as follows:

- Between 59 and 30 days prior to the Start Date, 50% of the Experience cost;
- Between 29 and 15 days prior to the Start Date, 75% of the Experience cost;
- 14 days or less prior to the Start Date, 100% of the Experience cost.

The above timings refer to the date that we receive formal notification of cancellation from you.

A cancellation will only be effective when we receive an email confirmation of the cancellation.

Cancellation emails must be sent to admin@comeseedo.com.au

Cancellation by Us

We reserve the right to cancel if we do not achieve the minimum numbers required. In the event of cancellation due to insufficient numbers, your deposit (and any other payment you have made to us) will be refunded in full, or, if you prefer, held in credit or transferred to another Experience.

We may also cancel at any time if, due to terrorism, natural disasters, political instability or other external events, it is not viable to operate the planned itinerary. We will not be liable to make a refund or have any other liability where cancellation occurs in circumstances outside of our reasonable control. Furthermore, we will not be responsible for any incidental expenses that you may have incurred as a result of the booking, including flights, visas or travel insurance.

Refunds

If you fail to join an Experience, join it after it has commenced, or leave prior to completion, no refund will be provided.



Experience

General Information

We agree to use our best endeavours to deliver all aspects of the Experience. We will use reasonable skill and care in the provision of services, but no guarantee is made that an Experience will achieve any particular result or outcome.

Accommodation

We will discuss your exact accommodation requirements when you book, but we reserve the right to change accommodation to that stated in the itinerary. If the accommodation in the itinerary cannot be secured, we will contact you to arrange alternate accommodation of the same standard.

Changes of Itinerary

Despite careful planning, it is possible that things will change and we may need to make changes to the itinerary. Experiences are subject to alteration and re-arrangement in the event of unsuitable weather conditions and other factors which may arise.

Travel Insurance

It is a condition of booking that you take out appropriate travel insurance. Travel insurance should provide cover against personal accident, death, medical expenses and emergency repatriation. We also strongly recommend that the travel insurance covers cancellation, personal liability and loss of luggage and personal effects.

You must send us proof of travel insurance within seven (7) days of making the booking. If the travel insurance is connected to a credit card or bank account please provide the details of the participating insurer, the insurance policy number and emergency contact number.

We cannot approve your cover and are not responsible if it is inadequate.

Passport and Visas

You must carry a valid passport for travel to Australia.

It is your responsibility to ensure that you have obtained all of the correct visas, permits and certificates for entry into Australia. Remember to apply for any necessary visa in good time.



Health Requirements

Good health and a reasonable degree of mobility are required to participate in the Experiences. All of the Experiences involve strenuous and often rigorous activity. Please consult us if you have any doubts about your ability (or the ability of the participant) to take part in a particular Experience.

You must disclose all necessary and relevant information in the Participant Information Schedule of the Booking Form, including emergency contact information and relevant medical information.

We reserve the right to accept, decline or cancel your participation in an Experience should your health, mental condition, physical condition or general deportment impede the operation of the Experience or the rights, welfare or enjoyment of other participants. Failure to accurately notify us of a medical condition or disability prior to commencement of an Experience may result in refusal of participation in the Experience on the day or during the Experience. Full cancellation conditions would then apply.

Limitations on our liability

We are not liable to you for:

- any event which happens before you join the Experience or after you leave the Experience;
- any problem arising from your failure to reach the meeting point on time;
- your own carelessness or negligence in any aspect of your behaviour whilst with us;
- medical emergencies; and,
- changes we reasonably make to any aspect of the management or delivery of the Experience.

You acknowledge and are aware of the usual dangers and inherent risks in sports and tourism-based activities and freely accept and fully assume all responsibility for such risks.

You release us from liability for personal injury or other loss sustained by you as a result of your participation in the Experience due to any cause whatsoever and indemnify us with respect to any loss, cost, damage or claim of liability suffered or incurred by us as a result of any liability.



Participation

Behaviour

We want you to enjoy an amazing holiday with Come See Do. We shall do our best to make your holiday special for you. Nonetheless, we must make clear our expectations of you.

If you do not comply with the reasonable instructions of any coach or guide, or behave or act unreasonably or offensively, or cause harm or are likely to cause harm, we reserve the right to suspend and/or remove you from the Experience without refund.

We reserve the right to exclude or refuse any person access at any time prior or during the Experience if that person interferes with the general running and wellbeing of the Experience.

Medical Assistance

In the event of accident or illness you authorise us to obtain all necessary medical assistance and treatment and indemnify us with respect to any loss, cost, damage or claim of liability suffered or incurred in obtaining such medical assistance.

In the event of an emergency you give us permission to administer appropriate medical attention and indemnify us with respect to any loss, cost, damage or claim of liability suffered or incurred in administering such medical attention.

If we provide medical help to you, whether or not you specifically ask for it, we will provide receipts for all costs and you agree to repay us that cost.

Photography and Personal Information

You agree to allow us to use all photography and video footage taken during the Experience for publicity, advertising and promotional purposes.

You consent to the collection, use, and disclosure of your personal information in accordance with the National Privacy Principles as set out in the Privacy Act 1988 (Cth).

Complaints

We will try our utmost to provide a happy and fulfilling holiday, but if we fail in any way, please raise the issue with the Experience Coach and/or Guide. If your complaint is not dealt with to your satisfaction at the time of reporting, please email full details to admin@comeseedo.com.au

Governing Law

The validity, construction and performance of this agreement shall be governed by the laws of the State of Queensland, Australia. Any dispute arising in connection with this agreement shall be subject to the exclusive jurisdiction of the Courts of the State of Queensland, Australia.



Participant Name

Participant Signature

Date

If the Participant is less than 18 years of age, please enter the Guardians details below.

Guardian Name

Relationship to Participant

Guardian Signature

Date



| Participant Information Schedule | | | |
|--|---------------------------|--------------------------|--------------|
| Experience | Experience: | | |
| | Date(s): | | |
| Participant | First Name: | | Last Name: |
| | Date of Birth: | | Nationality: |
| | Passport Number: | Place of Issue: | Expiry Date: |
| Address: | | | |
| Phone: | | Email: | |
| Emergency Contact Name: | | Emergency Contact Phone: | |
| Medical Conditions (including food allergies and/or special dietary requirements): | | | |
| Travel Insurance | Insurance Provider: | | |
| | Policy Number: | | |
| | Emergency Contact Number: | | |
| Other Relevant Information | | | |