
FINE FRENCH CUISINE ON THE SEINE RIVER, FROM GIVERNY AND MONET'S GARDENS TO THE PALAIS-ROYAL IN PARIS. WITH THE DISTINCTIVE PARTICIPATION OF DAVID GALLIENNE,(1) SERGE DUBS,(1) AND THE DISTILLERIE MASS

Trip Code: GAP_PP

Duration: 4

Destination: PARIS - LESANDELYS - GIVERNY - VERNON - THECAVESDULOUVRE - PARIS

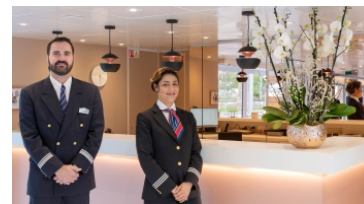
INCLUSIONS :

Inclusions

the cruise with all meals from dinner the first evening to breakfast on the final day - accommodations in double-occupancy cabin - welcome cocktail created by the Distillerie Massenez - the grand gourmet dinner created by David Gallienne(1) - excursions mentioned in the program - the participation of sommelier Serge Dubs(1) - gala evening - travel assistance and repatriation insurance - all port fees.

DAY 1: PARIS

Passengers are welcome to board our ship at 5:00 p.m. We'll introduce our crew at a welcome cocktail, specially designed by the Distillerie Massenez for this event. Sample dinner menu: Creamy poultry soup with tarragon Cod loin served on sautéed penny bun mushrooms Bresse chicken in a potato crust Brie de Meaux stuffed with Mediterranean treasures Tanzanian Amber: White chocolate mousse with caramel and roasted peanuts Our ship will cruise to Les Andelys overnight.



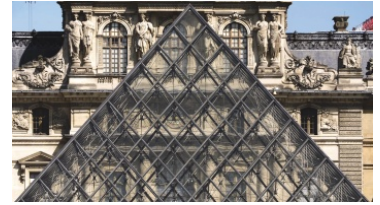
DAY 2: LES ANDELYS - Giverny - VERNON

Sit back and enjoy the French countryside as it unfurls before you. Notable sites this morning are the château in Roche Guyon and the old mill of Vernon. Join us on board for a guided wine tasting with Serge Dubs, voted several times as the best sommelier in the world. We'll arrive in Les Andelys, a charming Norman village. Enjoy some time on your own exploring the waterfront town protected by the imposing Château Gaillard. Lunch is a fine affair while we cruise the Seine River between Les Andelys and Vernon. Claude Monet once called Normandy home, and our cruise will bring you to the hideaway where he created many of his masterpieces. The famous impressionist painter also loved fine food! Your lunch will be a series of courses pulled from Claude Monet's Recipe Book, a collection published by a family member in 1989. In the afternoon, join us for a visit of the Fondation Claude Monet in Giverny. Monet lived in the house with its famous pink crushed-brick facade from 1883 until his death in 1926. He designed his garden and the ponds as meticulously as he executed his paintings. The restored home of the Master of Impressionism has regained the colors, the furniture, the Japanese prints, and the china he loved. Get ready for a surprise gourmet dinner dreamed up by David Gallienne. Our ship will begin to cruise during the night.



DAY 3: VERNON - PARIS - The Caves du Louvre

We'll spend the morning cruising to Paris. Join us for an onboard lecture by the Distillerie Massenez. Don't miss the view of Paris as we cruise through the impressive futuristic business district of La Defense. We'll enjoy a gourmet lunch on board. In the afternoon, join us for a royal tasting at the Caves du Louvre, a once-in-a-lifetime experience in a unique setting. Our stroll to the wine cellar brings us along the vast, ornate exteriors of the Louvre. Your local tour guide will explain the history and provide fun facts about the former royal palace. André Eynaud, a privileged wine merchant in the king's court, built the cellars. One tale involves tunnels linking the cellars to the palace, which allowed for a certain discretion when replenishing the wine stock. During our tour, you'll learn about the fascinating past of the renovated cellars, now a mix of old charm and modern decor. Our visit includes a tasting of three "royal" wines with an expert. Enjoy a gourmet dinner on board this evening as we cruise through Paris by night. (2) Tonight is our festive gala evening. Typical Gala Dinner: Sautéed duck liver with King of the Pippins apples Crab- and Royal Osetra caviar-stuffed zucchini cannelloni Well-cooked French veal tenderloin with choron sauce In-season potato and vegetable pancake Alsatian honey parfait with a prune and mulled wine sauce



DAY 4: PARIS

Enjoy breakfast on board this morning, before disembarking at 9:00 a.m. End of our services.



TERMS & CONDITIONS

I. DEFINITIONS

These Terms & Conditions set out the terms on which you contract with Tweet World Travel Tour Operator & Wholesaler Pty. Ltd. (ACN 653 476 316) trading as Tweet World Cruises on its websites Tweetworldcruises.com.au, CroisiCruises.com, CroisiCruises.com.au, Croisieuropevercruises.com.au (collectively referred to in this document as “Tweet Cruises”, “we”, “our” or “us”).

These Booking Conditions set out the terms on which you contract us for the arrangement and delivery of travel arrangements (“Arrangement”) including worldwide river cruises, Croisi Europe Cruises, private tours, group tours, independent tours, lifestyle holidays, travel packages, activities, flights, accommodations, trains, transfers, cruises, air balloons, ferries, boats (collectively referred to in this document as “Service”) for your trip and which we agree to make, provide, or preform as part of our contract with you. These terms and conditions apply to bookings you make with our consultants (over phone or by email) or made directly via our e-commerce websites (“Booking Portal”).

When we refer to ‘you’, we mean any person that accesses or uses the Booking Portal.

By using or accessing the Booking Portal, you agree to be bound by these Terms & Conditions, and you represent that you have read and understood them. The person making the Booking shall be deemed to have accepted these Terms & Conditions on behalf of all the persons named in the booking. Please read the following terms and conditions carefully. You must not make any bookings unless you understand and agree with the following terms and conditions.

By asking us to confirm your booking and paying deposit or full payment, you will be contracting directly with third-party supplier(s) (“Supplier”) who are the principal supplier(s) of the “Service”. Each supplier may have its own terms & cancellation and you agree to be bound by the applicable Supplier’s terms & conditions (“Supplier Terms”) when you make a Booking.

II. AGREEMENT BETWEEN USER AND TWEET CRUISES

The Services of Tweet Cruises are offered to you on the condition of your acceptance without modification of the terms, conditions, and notices contained herein. Your use of the Tweet Cruises constitutes your agreement to all such terms, conditions, and notices.

Notwithstanding the foregoing, to the extent that the Supplier Terms conflict with these Terms & Conditions in respect of your legal relationship with Tweet Cruises, these Terms & Conditions shall prevail.

III. MODIFICATION OF THESE TERMS OF USE

Tweet Cruises reserves the right to change the terms, conditions, and notices under which the services of Tweet Cruises are offered, including but not limited to the charges associated with the use of the Tweet Cruises service, without notice.

IV. BOOKING TERMS & CONDITIONS

1. BOOKING

- You warrant that (i) you are 18 years of age or older, (ii) all information supplied by you during your course of using the Services is true, accurate, current, and complete
- By asking us to confirm your booking with an international travel booking, we will assume that all travellers on the booking have a valid passport. It is your responsibility to ensure that you are in possession of the necessary documentation to comply with the laws and regulations of the countries to be visited.
- Passenger names must be provided exactly as per passport at the time of booking. Any spelling corrections made after a payment is paid must be sent in writing and will incur additional fees, including any ticket/voucher re-issue fees and any Suppliers’ re-issue fees.

- By sending a payment or /paying for your booking, you acknowledge that the terms and conditions are fully understood, and agree to be bound by the terms, conditions and responsibilities set forth.
- Tweet Cruises reserves the right to correct any errors in rates quoted/invoice or calculated, or any omissions made at any time during your booking. Even once payment has been paid in full but an error in price has been found, Tweet Cruises reserves the right to correct any error.
- Tweet Cruises reserves the right to modify the price in case of exchange rate fluctuation while we provide a quote or make a booking for you. We continue to modify exchange rate even after your booking is made. The price is only guaranteed only when a booking is confirmed, and a full payment is already paid.
- Tweet Cruises reserves the right to substitute hotels, vessels and other forms of accommodation with properties or vessels of a comparable or higher standard.
- Tweet Cruises provides live availability of the Service, and the price is updated daily according to the exchange rate.
 - + Tweet Cruises is not a principal supplier of any Service, and when you make a booking via Booking Portal, your booking is a direct contract between you and the applicable Supplier.
 - + By asking us to confirm your booking and paying deposit or full payment, you agree to be bound by the applicable Supplier's terms and conditions and any other rules or policies related to the Service. Notwithstanding the foregoing, to the extent that the Supplier Terms conflict with these Terms & Conditions in respect of your legal relationship with Tweet Cruises, these Terms & Conditions shall prevail.
 - + Tweet Cruises will have no liability with respect to the acts, omissions, errors, representations, warranties, breaches or negligence of any Supplier or for any personal injuries, death, property damage, or other damages or expenses resulting from your interactions with any Supplier. Your interactions with Suppliers are at your own risk.
- If the airport transfers are included on the first and last day of some Tweet Cruises at designated times, no refund will be given for unused transfers. Transfers cannot be re-routed to other pick-up points or destinations.
- Passengers who miss the pre-booked transfers must make their own way to/from the hotel or cruise at their own expense. A group transfer is generally a shared transfer and the type of vehicle used will normally be dependent upon the size of the group.

2. RESERVATION

- You can make a booking via our Booking Portal
- You acknowledge and agree that:
 - o All persons are fit and physically able to partake unaided in their chosen Service
 - o All parties acknowledge the physical demands and hazards involved in the Service they will be undertaking and have chosen to participate at their own risk.
 - o It is your responsibility to notify us of any dietary requests/requirements. We will pass on this information to the Supplier(s) these requests/requirements, however, cannot guarantee that they can always be accommodated.
 - o All parties understand that any medical or dietary information provided to us does NOT, under any circumstances, make Tweet Cruises and its Suppliers liable if a particular condition exacerbates while using the Service, which might affect their ability to participate in any portion of the Service.
 - o The Service DOES NOT include Travel Insurance. We strongly recommend that you purchase travel insurance for your trip.
- Deposit(s) per person is required within 2 days (unless otherwise stated) of us accepting your booking. A deposit will secure your booking/cabin, please note that we may not hold any services for you until we receive payment of your deposit.
- The final balance of the travel arrangements is due no later than 110 days prior to the confirmed tour commencement date.
- Some trips may require payment (including full payment) earlier or in additional instalments and this will be advised with the booking confirmation.
- We will not surcharge for currency fluctuations once full payment has been received by us.

- Air travel is arranged with independent airlines. All airfares are subject to flight and booking class availability. Airfares will be booked and ticketed upon receipt of your full payment. Once air tickets are issued, airline amendment and/or cancellation fees apply and, in some cases, are non-refundable. Name changes and voluntary date and schedule changes will incur fees.
- Special Deals and Special Offers other than those advertised herein may be promoted by Tweet Cruises after the program is released. These new special deals/offers do not apply to existing bookings unless otherwise stated.

3. PRICING

- Price shown on the website for Tweet Cruises is per-person twin share and is in the selected currency set by you while using the sites. Price is based on local rate at the time of booking, converted at the prevailing foreign exchange rate as determined by Tweet Cruises. Tweet Cruises shall not be liable to you if prices change due to currency fluctuations.
- + For children aged 2 up to 10: 20% discount on the price of the adult
- + 30% discount on the price of the adult will be given to the 3rd occupant from the same family in triple-occupancy cabins
- + Single Traveller must pay Single Supplements
- Price is subject to change without notice, until a booking has been confirmed and paid. Once the security deposit is paid, the price will be guaranteed.
- Price does not include foreign departures port charges, customs, immigration, agricultural, passengers-facility charges.
- Price does not include tips/gratuities; vaccinations; emergency evacuation costs; passport and visa fees; baggage insurance, personal insurance; travel insurance, any item of personal natures.
- We reserve the right to surcharge the cost of your booked travel arrangements prior to commencement for circumstances beyond our control such as minimum passengers requirements not met, or the imposition of new or amended Government charges.

4. PAYMENT

- When you make a booking via the Booking Portal, Tweet Cruises collects your payment information and processes your payment. In doing so, Tweet Cruises acts as the limited payment collection agent of the Supplier, collecting your payment for the applicable Service(s) on behalf of such Supplier.
 - You will be required to pay a deposit or full payment when booking. Your agent or our websites will advise you of how much that will be.
 - Deposit payment for all cruise booking:
 - + You will be required to pay deposit of 30% total price after booking is confirmed.
 - + A deposit will secure your booking/cabin, however prices may change before you make the final payment.
 - The final balance is due no later than 110 days prior to the confirmed tour and/or cruise commencement date.
 - Any booking valued at or less than \$1,000 must be paid in full amount after booking confirmation. Some airfares or services must be paid in full at the time of booking.
- by you (see below).

- The value of your booking may be subject to taxes, duties, foreign transaction, currency exchange or other fees. Your bank or payment card company may convert the payment into the local currency and may charge fees. Tweet Cruises recommends that you contact your bank or card company if you have any questions concerning any applicable currency conversion.

You can make a payment in person in-store, via Bank Transfer, Credit Card, PayPal or Payment Gateway:

Online Payment: Our secure online payment gateway allows you to make payments using major credit cards, including Visa, MasterCard, and American Express. Simply visit our official websites and follow the prompts to complete your payment.

From 12 Sep 2023, we do not charge any additional fees or surcharges for payments made using Visa and Mastercard credit cards. This means that when you choose to pay for your travel bookings with a Visa or Mastercard credit card through our platform or with the assistance of our staff, there will be no extra costs imposed directly by Tweet World Travel. AMEX card will incur a 3% surcharge.

Potential Bank or Merchant Fees: While we do not charge any fees for credit card payments, it's important to note that your bank or credit card issuer may have its own fee structure and policies. These fees are not under our control, and they vary depending on your bank or credit card provider. Therefore, the cost associated with using a credit card for your payment may depend on your financial institution's terms and conditions.

Bank Transfer: You can choose to make a direct bank transfer using the provided bank account details. This option is ideal for those who prefer traditional banking methods.

Over-the-Phone Payment: If you'd like to make a payment over the phone, our dedicated team is ready to assist. Simply give us a call at 1300 739 652 if you're in Australia, or +61 (8) 7226 1898 if you're calling from overseas. Our friendly staff will guide you through the payment process.

Payment at Our Office: If you prefer in-person transactions, you're welcome to visit our office. Our staff will be glad to assist you with processing your payment using your preferred method.

Payment Plans: In some cases, we offer convenient payment plans that allow you to split the total cost of the tour into manageable installments. Feel free to inquire about this option when you make your booking.

For late payment or urgent bookings, please notify us via email at payments@tweetworldtravel.com.au

Urgent processing will incur a fee of \$99 per person.

5. CANCELLATION & CHANGE FEES

5.1 AMENDMENT FEES

If you change any aspect of your booking, we will do our best to accommodate your request, but it may not always be possible. Request for change and amendments to your Booking, including name change or date change requests etc., should be made as below:

- + These requests can be made in person in-store or via your online account, or via email to contact@tweetworldtravel.com.au . We do not accept any request made verbally or via phone.
- + Requests for change may not be possible for certain bookings. Please check your booking' specific T&C.

Amendment Fee:

+ **Amendment to Domestic/Trans-Tasman bookings** will incur a fee of \$69 per person in addition to travel service provider fees.

- + **Amendment to International bookings** will incur a fee of \$99 per person in addition to travel service provider fees.
- + **Any date change for cruise** is considered as a cancellation and will be subject to cancellation charges.

For bookings that include international or domestic airfare, change fee will be in addition to the airlines' fees. Once air tickets are issued, airline amendment and/or cancellation fees apply and, in some cases, are non-refundable.

With international air tickets, name changes are not permitted and is valid for the original ticketed passengers name and cannot be transferred into the name.

Subject to the availability and agreement with the Supplier, **Tweet Cruises** does not guarantee the success of any Change Request. A Supplier may charge a fee to accommodate a Change Request, and you will be required to pay such fee. To the extent the Supplier is unwilling or unable to accept such Change Request, then your right to a refund (if any) shall be governed by the cancellation terms of your Booking.

5.2 CANCELLATION FEES

5.2.1 CANCELLATION BY CUSTOMER

In all circumstances, you must check the cancellation policy contained in the invoice or your confirmation document at the time of your Booking, which is the policy that will apply to and govern the terms of your cancellation and any refunds. If a separate set of terms & conditions is not expressly stated, the below booking cancellation policy will apply if the booking is cancelled by you.

• EUROPEAN RIVER CRUISE CANCELLATION FEE:

- + More than 115 days prior to departure: \$550 per person is non-refundable
- + From 114 days to 91 days prior to departure: 30% of total price
- + Between 90 and 59 days prior to departure: 50% of total price
- + Between 58 and 45 days prior to departure: 60% of total price
- + Between 44 and 31 days prior to departure: 85% of total price
- + Within 30 days prior to departure: 100% of total price
- + Any 'no show': 100% of total price

Additional charges per booking cancellation

- + Administration fees: \$100 per person
- + Additional \$170 per person charges for themed-weekend and Christmas-market cruises are required.
- o After the trip has commenced, we are unable to refund any amount for unused services due to your unwillingness, early departure, late arrival, or missed days on trip.
- o We will not be liable to refund any loss or other costs you incur in connection with your booking that are unrecoverable such as visa expenses

• AMAZON RIVER, VOLGA RIVER, MEKONG RIVER, AFRICAN RIVER CRUISE CANCELLATION FEE:

- ? More than 130 days prior to departure: \$850 per person is non-refundable
- ? From 129 days to 91 days prior to departure: 60% of total price
- ? Between 90 and 59 days prior to departure: 70% of total price

? Between 58 and 45 days prior to departure: 80% of total price

? Between 44 and 35 days prior to departure: 90% of total price

? Within 34 days prior to departure: 100% of total price

? Any 'no show': 100% of total price

Additional charges per booking cancellation

? Administration fees: \$100 per person

? Additional \$170 per person charges for Christmas cruises, New Year Cruises and themed cruises (Family Cruise, Golf Cruise, Biking cruise etc.)

o After the trip has commenced, we are unable to refund any amount for unused services due to your unwillingness, early departure, late arrival, or missed days on trip.

o We will not be liable to refund any loss or other costs you incur in connection with your booking that are unrecoverable such as visa expenses

- If you make a Booking using a promotion code, or if you accept a discount or special-offer price during the check-out process, you may invalidate your discount or special-offer price by making a Change Request after Booking. All refunds are determined by the cancellation policy of the specific activity and do not include the sum of the Discount/Promotion.

- No refunds are available for no-show, or once any part of your booking has started to be utilised by you

- Occasionally a Supplier may make a change or cancel to a Service, including but not limited to the date, price, inclusions, coverage, age requirements and/or any other Service features and/or requirement. If the change proposed by the Supplier is material (for example, a change in dates and/or a significant change to the itinerary), and you are dissatisfied with the alternative that is offered, you will be entitled to a full refund of the original purchase price.

5.2.2 CANCELLATION BY TWEET CRUISES

- For group set departure, if the minimum number of the group is not reached, we reserve the right to cancel or vary our cruise 110 days prior to departure. If this event occurs, an alternative guaranteed travel date will be offered. Should these options not be acceptable by you, Tweet Cruises will offer travel credits to be used up to 24 months less visa cost, fuel surcharge and any other cancellation fees.

- If a booking is cancelled or varied prior to departure due to unforeseeable circumstances such as, but not restricted to, severe weather conditions or force majeure, Tweet Cruises will either change your travel arrangements as reasonably practicable to ensure your safety and invoice you for any additional costs. Tweet Cruises will offer credits to any unused part of your holiday package for future travel up to 24 months.

- During your trip, in the event of strike, bad weather, or force majeure conditions endangering the operation of the vessel safely or extraordinary circumstances, Tweet Cruises may at all times and without notice, advance or delay a departure or a stopover or, if need be, change ports of call, and may not be held responsible in the event of cancellation, earlier or later departure or arrival, modification or substitution. Tweet Cruises will offer credits to any unused part of your holiday package for future travel up to 24 months. Tweet Cruises will not be liable to any additional associated costs incurred to the travellers whatsoever.

- Force majeure events are beyond our control, including but not limited to war, civil disobedience, terrorism, insurrection, accident, explosion, sickness, epidemic, pandemic, fire, floods, severe weather, acts of God, acts of Government, alteration or cancellation of scheduled air services, accidents to or failure of machinery or equipment or industrial action.

5.2.3 CANCELLATION BY THIRD-PARTY SUPPLIER

Tweet Cruises is not the principal supplier of the Service. One or multiple Third-party supplier(s) ("Supplier") are the

principal supplier(s) of the “Service” provided to you.

If the Supplier change its schedules, or cancels their service for reasons beyond our control, we will use our reasonable endeavours to notify you.

If any such changes result in your Service costing more or otherwise being materially different, then you may cancel the Service. This may result in a monetary refund to you or travel credits to use in the future. The refund/credits may subject to cancellation and admin fees charged by us. Please check with your travel agents/ our consultant before cancelling or amending a Service in these circumstances.

V. LIABILITIES

- Tweet Cruises has no control over, or liability for, the Services provided by third-party Supplier(s). We disclaim and will be exempt from liability for anything to do with the supply of third parties' Services.
- By making a booking, you agree to accept all risks associated with the Supplier. You agree to unconditionally release Tweet Cruises from all liability, including without limitation in contract and in tort, for any cause or action, including any injury, damage, loss, cost, delay, additional expense or inconvenience caused directly or indirectly as a result of the inherent risks associated with the service made by the Suppliers, or any force majeure events or other events which are beyond our control, including but not limited to war, civil disobedience, terrorism, insurrection, accident, explosion, sickness, epidemic, pandemic, fire, floods, severe weather, acts of God, acts of Government, alteration or cancellation of scheduled air services, accidents to or failure of machinery or equipment or industrial action.
- Tweet Cruises will not be liable for any injury, damage, loss, cost, delay, additional expense or inconvenience associated with unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling and faults with transportation or road conditions may also have an effect on the operation of the Service. We strongly urge you to undertake a high level of personal responsibility in order to ensure that possessions, equipment and personal documents are closely monitored and protected at all times. We also strongly advise you to purchase appropriate travel insurance to protect you from financial loss and personal injuries in the event of an emergency.
- You acknowledge and agree that there are inherent risks involved in participating in the Service, including without limitation of possible contact with native flora/fauna, local residents, unforeseen events (force majeure) and travel in remote locations. You agree to release Tweet Cruises from any liability associated with these risks.
- If the Service is affected in any way by a force majeure event, we or the Supplier(s) may in our discretion vary or cancel any itinerary or arrangement in relation to the Service as we consider necessary. You agree to release Tweet Cruises and its Supplier(s) from any liability associated with any variation or cancellation.
- The Supplier(s) are not our consultants or employees and are not under our direct control. We therefore do not warrant the performance of any Supplier. We do not accept, and you release us from, all liability for any injury, loss, damage, costs or expenses, including without limitation any property damage or personal injury, that you may suffer which arises out of any act or omission of a Supplier who provides arrangements for the Service(s) that you book. Any claim that you may have in relation to a Supplier should be raised directly with that Supplier.
- You are responsible for any injury, loss, damage, costs or expenses arising through your own fault. You agree to indemnify us against all actions, proceedings, claims, demands, expenses and costs (including legal costs on a full indemnity basis and whether incurred by or awarded against us) as a result of, or arising in relation to, whether directly or indirectly, your participation in the Service or any act or omission by you in relation to the Service.
- To the extent permitted by law, we do not accept any liability in contract, or otherwise for any injury, damage, loss (including consequential loss), delay, additional expenses or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of the Supplier(s) over which we have no direct control. We do not accept any liability for any loss (including consequential loss or any associated costs) caused in case the Supplier becomes insolvent and goes out of business. Any payment already made to the Supplier in such case might be unrecoverable, and no refund will be made.
- Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any

rights you may have under the Competition and Consumer Act 2010 (Cth).

VI. TRAVELER'S RESPONSIBILITY

- It is your responsibility to advise us, your travel agent or the Supplier of your departure and arrival time, or any changes or delays you might encounter. If you do not notify us, your travel agent or the Supplier in a timely manner and you arrive on a delayed flight and miss your allocated pick up (if the Service provide Airport Transfer), you will need to make alternative arrangements at your own expense.
- If your Service include Airport Transfer, your arranged Airport Transfer service will pick you up as scheduled and may attempt to wait for your scheduled arrival up to 30 minutes. If your delay is longer than this waiting period, you will have to make alternative arrangements at your own expense.
- If your Service provides a pick-up venue and pick-up time, it is your responsibility to be present at the advised venue and time. The Supplier will not wait for you, and if you are late, you will miss out the pick-up time. Passengers who miss the pre-booked transfers must make their own way to/from the hotel at their own expense. A group transfer is generally a shared transfer and the type of vehicle used will normally be dependent upon the size of the group
- The Supplier will not accept any participation once the Service has already commenced. No refund will be provided in these circumstances.
- Make sure you collect your travel voucher and any other necessary documentations 7 day prior to departure. You are responsible to check if all details and documents are correct for your booking.
- It is your responsibility to notify us of any dietary requests/requirements. We will pass on this information to the Supplier(s) these requests/requirements, however, cannot guarantee that they can always be accommodated.
- All parties understand that any medical or dietary information provided to us does NOT, under any circumstances, make Tweet Cruises and its Suppliers liable if a particular condition exacerbates while using the Service, which might affect their ability to participate in any portion of the Service.
- It is your responsibility to ensure that all invoice, itinerary details and documentation issued by Tweet Cruises, your travel agent or the Supplier(s) are received and correct, and that the customer is aware of amendment and cancellation conditions and other clauses in these Booking Terms & Conditions. You acknowledge that you fully understand and agree to Tweet Cruises' Terms & Conditions at the time of booking. • After a booking is made, if the Supplier(s) require information of your legal documents, you will need to provide us or the Supplier this information via your online account, Passenger Online Booking Form or via email to us or your travel agents. If these required documents are not received within 3 working days, the respective booking will be void.
- Travel voucher may be issued instantly depending on the Service you book, or will be issued and sent to you or your travel agents from 7 -15 days prior to departure. Make sure all travellers have obtained their travel voucher before travelling. The Supplier may require you to present the travel voucher to participate in the Service.
- If the traveller(s) travels without our provided travel voucher, they might be denied embarking/joining the Service. It is your responsibility to contact to obtain all necessary travel documents.
- Please make sure you read and understand the travel vouchers, and that the travel voucher matches your booking. If there are any un-booked services / mistakes, you have to contact us or your travel agent immediately to rectify. Once the traveller has already embarked or joined the Service at the destination, we are not liable for any un-booked services / mistakes.
- It is the customer's responsibility to make sure that the travellers have the valid passport and visas and/or correct visa type to enter the destination country they are travelling to. Travellers might need to present the visas at multiple checkpoints and may be refused to fly out of their countries, if the visa documents cannot be presented. If such event occurs, we won't be liable and the travellers will be deemed as "no-show". The respective service booking will be cancelled with the applicable cancellation charge.
- Visa and other entry and exit conditions (such as currency, customs and quarantine regulations) change regularly.

Contact the nearest Embassy or Consulate for up-to-date information.

VII. PASSPORT & VISA

- All travellers must have a valid passport for international travel and most countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. When making a booking, all travellers on the booking must have a valid passport. It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. It is your sole responsibility if any fines, penalties, payments or expenditures incurred as a result of such documents not satisfying the requirements of those authorities.
- It is your responsibility to make sure that the travellers have the valid visas and/or correct visa type to enter the destination country they are travelling to. Travellers might need to present the visas at multiple checkpoints and may be refused to fly out of their countries, if the visa documents cannot be presented. If such event occurs, we won't be liable and the travellers will be deemed as "no-show".
- Visa and other entry and exit conditions (such as currency, customs and quarantine regulations) change regularly. Contact the nearest Embassy or Consulate for up-to-date information.

VIII. HEALTH

- Please ensure that you are aware of any health requirements and recommended precautions relevant to your travel, and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation may deny your entry into a country.
- We recommend that you consult with your local doctor or health specialist before commencing your travel. General health advice for the destination you wish to visit is also available from the Department of Foreign Affairs and Trade.
- We recommend that you contact the Department of Foreign Affairs and Trade ("DFAT") or visit their website at <https://www.smartraveller.gov.au> for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.
- We strongly recommend that you familiarise yourself with the current status and updates to Australia's immigration and border arrangements during the COVID-19 outbreak, available at <https://covid19.homeaffairs.gov.au>.
- You also acknowledge and agree that:
 - + All persons are fit and physically able to partake unaided in their chosen Service etc. as outlined in the itinerary.
 - + All parties acknowledge the physical demands and hazards involved in the Service they will be undertaking and have chosen to participate at their own risk.
 - + All parties understand that any medical or dietary information provided to us DOES NOT, under any circumstances, make Tweet Tour Operator liable if a particular condition exacerbates while on the trip which might affect their ability to participate in any portion of the trip

IX. TRAVEL INSURANCE

- The Service you book DOES NOT include Travel Insurance
- For your protection, we strongly recommend that you purchase comprehensive travel insurance for your travel arrangements (without limitation) that include coverage for medical expenses, loss of luggage, cruise, land content and airfare charges that may occur.

X. PUBLICITY

- When you book with Tweet Cruises, you agree that we or our Supplier(s) may use images of you taken during the trip and any comments made in writing or in video by you regarding the trip, without recourse to you and without compensation to you, for publicity and promotion purposes only through whatever medium we or our Supplier so choose.

- If you do not want your images to be displayed or taken during the trip, you have to advise us and Supplier in writing at the time of booking, or when you collect your travel documents.
- If you didn't advise us during your booking or during your trip, we or our Supplier may use your image for promotion purposes. You reserve the right to request us to remove your images from online publications, however we cannot remove your images from any printed promotion materials. You cannot take legal action against these printed materials as we did not have your advice at the time of print.

XI. PRIVACY

- Tweet Cruises collects information about you (including health information where necessary) to process your travel arrangements, facilitate your participation in loyalty programs and conduct marketing activities and market research. If the information is not provided, we may not be able to make travel arrangements for you.
- We may disclose your personal information to our related companies, carriers, travel service providers, organisations which provide services to you.

XII. GOVERNING LAWS

- If any dispute arises between you and Tweet Cruises, the laws of Australia will apply.