
JAPANESE ALPS - SNOW MONKEYS & SNOW CORRIDOR

Trip Code: TRCX-1434

Duration:

Destination: TOKYO - MT. FUJI - JIGOKUDANI - TATEYAMA KUROBE ALPINE ROUTE - TOYAMA - KANAZAWA - SHIRAKAWAGO - AWARA ONSEN - KYOTO - OSAKA

INCLUSIONS :

First-Class Service

24/7 local assistance and travel guidance
Airport Meet-and-Greet welcome service with local tour guide
Small group with maximum 16 guests
A unique "local-host" experience exclusively offered by Tweet World Travel

Meals

Daily Breakfast, selected 2 Lunches & 7 Dinners
A Unique & Varied dining Experience
Welcome & Farewell Dinner

Sightseeing

Entrance fees at monuments
Tokyo Full Day Tour with Lunch
Mt Fuji and Hakone Full Day Tour with Lunch
Visit Jigokudani Monkey Park in Yudanaka
Visit Snow Corridor in Tateyama
Full Day Shirakawago Village & Kanazawa City Tour
Half Day Kyoto Tour: Gion and Arashiyama
Half Day Kyoto Tour: Nijo Castle & Golden Temple
Full Day Nara & Osaka Tour
Comprehensive sightseeing as per itinerary
All local government fees & tax

Tour Guide & Tour Leader

English-speaking local tour guides who live and breathe the destination – they will bring your itinerary to life
For a group of more than 10 people, on top of local tour guides, we will provide an experienced tour director. He or she will oversee your entire journey, accompany you every day and connect you to the people, places and encounters in a way you'll never forget

Transportation

Arrival and departure airport transfers in air-conditioned vehicles
All touring in air-conditioned vehicles
Locally based professional drivers

Accommodation

Stay at excellent hand-selected 4-star hotels with daily breakfast

DAY 1 TOKYO (NARITA AIRPORT or HANEDA AIRPORT) Welcome Dinner

?Welcome to Tokyo!

On arrival at the International Airport, you will be greeted by our Tour Guide and **transferred to your hotel.**

Check-in and the rest of the day is yours to explore at your leisure before enjoying a **Welcome Dinner.**

Check in – 15:00



DAY 2 TOKYO 1 DAY TOUR (B,L)

Today you will take a **sightseeing tour of Tokyo** by public transportation. We start the day at the **Imperial Palace**, the former site of Edo Castle and current residence of Japan's Imperial Family.

Afterwards, you will proceed to the **Asakusa Kannon Temple**, an active place of worship where you can see the largest paper lantern in Japan. You will also be able to explore the **Nakamise Shopping Street**. It is a traditional style shopping street.

In the afternoon, we will visit **Tokyo Tower** which is 333 metres high. You will be able to get a bird's eye view of the city from the 150 metres high observatory deck.

Then you will travel to Shibuya where we'll witness **Shibuya Crossing** which is the world's busiest pedestrian crossing.

Return to hotel.



DAY 3 MT. FUJI & HAKONE 1 DAY TOUR (B,L)

Your breath taking day tour today begins with a transfer to **Mt. Fuji** where we travel up to the **5th Station** and take in the panoramic view. Make sure you try one of the Mt Fuji cakes at the top cafe/ shopat 5th Station.



We then journey to the lakeside resort of Hakone renowned for its hot springs and make a stop at **Hakone Open Air Museum** which is an outdoor sculpture gallery that plays with nature.

Depending on weather conditions you will have a breath taking view of Mt Fuji as we climb aboard the **Hakone Ropeway**, an aerial cable car before we proceed to Owakudani, located in **an active volcanic zone**.

After a full day we head back to Tokyo and our hotel.

DAY 4 TOKYO – SNOW MONKEY – SHINANO OMACHI (B,D)

Today we are off to the remarkable **Jigokudani Monkey Park** in Yudanaka, home to the popular **snow monkeys**. Jigokudani is the best place to go in all Japan to see cute, furry snow monkeys bathing in the natural Japanese hot springs.



Unlike other breeds of monkey, the snow monkey is capable of handling much colder temperatures and are only found in Japan thanks to the abundance of natural Japanese hot springs. Although some monkeys prefer to stay in the mountains, tourists flock to Jigokudani to see snow monkeys bathing in specially designated hot springs meant just for them.

Later in the afternoon check into your hotel in Shinano Omachi Area.

DAY 5 TATEYAMA KUROBE ALPINE ROUTE (B,D)

The **Tateyama Kurobe Alpine Route** is one of the world's leading mountain sightseeing routes that run through Japan's Northern Alps, with its 3,000m mountains. We will cross the tourist route from Ogizawa Station in Nagano Prefecture, to Tateyama Station in Toyama Prefecture, for a total length of 37.2km and a highest point of 2,550m.

The majestic **Snow Corridor** is a masterpiece!

We will see where the road between the towering snow walls has been carved out for about 500m. These walls of accumulated snow can reach 20m in height, right after the opening of the Alpine Route.

There are many kinds of vehicles to enjoy, like:

?The **Tateyama Cable Car**, which climbs at an altitude of about 500m in 7 minutes.

?The **Tateyama Kogen Bus**, which takes you through beautiful scenic views.

?The **Kanden Tunnel Trolleybus**, which takes you through the tunnel used when the Kurobe Dam was built.

?The **Tateyama Ropeway**, also called the "Moving Observatory," which offers a spectacular panoramic view.

?The unusual **Kurobe Cable Car**, which runs along a steep course underground.

?The **Kanden Tunnel Electric Bus**, which moves underground between Kurobe Dam and Ogizawa.

Overnight at Toyama.



DAY 6

TOYAMA – SHIRAKAWAGO – KANAZAWA – AWARA ONSEN AREA (B,D)

Drive to **Shirakawa-go** (UNESCO World Heritage Site) which is hidden away in the mountains. This harmonious village is famous for its gassho-zukuri-style houses with their thatched-rooftops designed to resemble two hands joined in prayer. You will visit Wada House, which was owned by one of the wealthiest families in Shirakawa-go and is now a public museum.

We then journey to **Kanazawa** to visit **Kenrokuen Garden**, one of three most beautiful strolling gardens of Japan. The name Kenrokuen literally means a garden combining the 6 attributes of a perfect landscape: spaciousness, seclusion, artifice, antiquity, water features and panoramas. Here, you'll find the oldest fountain in Japan and Kotoji-toro, the two-legged stone lantern that is the icon of Kenrokuen and Kanazawa.

Decorate your own souvenirs with **Kanazawa's famous gold leaf**. Production of gold leaf in Kanazawa started 400 years ago. Today the city produces 99 % of Japan's gold leaf.

Continue to **Awara Onsen Area** and your hotel.



DAY 7

AWARA ONSEN AREA – KYOTO (B,D)

This morning a group of cliffs with rugged honeycomb-shapes and tall columns called **Tojinbo** create a picturesque scene on the coast of Fukui Prefecture.

These rock formations were sculpted millions of years ago by erosion and strong waves from the Sea of Japan.

Kyoto awaits! The former Imperial capital of Japan is now one of the nation's top cosmopolitan cities. At the same time, Kyoto's connection with its past is strong; you won't need to look far to see one of its 2,000 temples and shrines.

This afternoon, during a visit to **Arashiyama** to see **Tenryuji Temple**, you can have a glimpse of a traditional Zen landscape garden design. Then we proceed through a dense **bamboo grove**, past several small shrines, tea shops and private houses before arriving at the **Togetsukyo Bridge** over Hozu River.

Lastly, we will tour **Gion, the old Geisha Quarter** and **Pontocho**, whose cobblestone alleys vibrate with night life.

Tonight we will enjoy a **dinner with a Maiko Lady**.



DAY 8

KYOTO (B,D)

Firstly today we will visit **Nijo Castle** which was built in the early 17th century.

Ninomaru-goten Palace within the castle grounds was renovated in 1626. This building is renowned as a priceless example of the architectural style of that period.

At the **Nishijin Textile Centre**, you can view displays of kimonos and even watch a kimono fashion show.

We then visit the **Kinkakuji Temple (Golden Pavilion)** covered with 18 carat gold leaf. This three story structure was originally built by the Shogun Ashikaga Yoshimitsu in 1397.

Return to your hotel.

DAY 9

KYOTO – NARA – OSAKA – KANSAI AIRPORT (B, Farewell Dinner)

In the morning, we travel to **Nara** to see the city's most famous landmark - **Todaiji Temple**. The immense temple hall was, until recently, the largest wooden structure in the world and houses the **massive Great Buddha of Todaiji**.

The temple is in a corner of **Nara Park**, which is home to over a thousand free-roaming, adorable **Sika deer**. These friendly creatures are protected by Nara, even recognized as an official symbol of the city. Stalls around the park sell special crackers to feed the deer and some of the wild deer have even learned to bow when asking for food.

On the way back to Kyoto, we stop in **Katsuragi, the birthplace of Japanese sumo wrestling**. This facility promotes the national sport of Japanese sumo and even offers a special sumo experience in a real sumo ring.

After travelling back to Osaka we will spend some time in **Dotonbori**, a popular shopping, entertainment and food district. It is known for the hundreds of neon lights and mechanized signs that line its streets.

Our group will also stop by **Shinsaibashi**, one of Osaka's **oldest shopping destinations**.

You will then be transferred to your hotel in Kansai Airport before enjoying your **Farewell Dinner**.

DAY 10

KANSAI AIRPORT (B)

After breakfast we will assemble in the hotel foyer and **walk to the airport** where you will proceed to your airline check-in counter for your next destination.

Farewell Japan.

TOURS TERMS & CONDITIONS

I. DEFINITIONS TOURS

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 Tours (collectively referred to in this document as “Tweet Tour Operator”, “we”, “our” or “us”).

These Booking Conditions set out the terms on which you contract with us for the arrangement and delivery of travel arrangements (“Arrangement”) including 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 YOU AND TWEET TOUR OPERATOR

The Services of Tweet Tour Operator 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 Tour Operator constitutes your agreement to all such terms, conditions, and notices.

III. MODIFICATION OF THESE TERMS OF USE

Tweet Tour Operator reserves the right to change the terms, conditions, and notices under which the services of Tweet Tour Operator are offered, including but not limited to the charges associated with the use of the Tweet Tour Operator’s 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 Tour Operator 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

Tour Operator reserves the right to correct any error.

- Tweet Tour Operator 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 Tour Operator reserves the right to substitute hotels, vessels and other forms of accommodation with properties or vessels of a comparable or higher standard.
- Tweet Tour Operator provides live availability of the Service, and the price is updated daily according to the exchange rate.
- Tweet Tour Operator is not a principal supplier of any Service, and when you make a booking via the 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 Tour Operator, these Terms & Conditions shall prevail.
- Tweet Tour Operator 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.
- Airport transfers are included on the first and last day of all Tweet Tours 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 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:
 - All persons are fit and physically able to partake unaided in their chosen Service
 - 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.
 - 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 Tour Operator 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.
 - 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 7 days (unless otherwise stated) of us accepting your booking. A deposit will secure your booking/seat, 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 65 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 Tour Operator 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 is per-person basis 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 Tour Operator. Tweet Tour Operator shall not be liable to you if prices change due to currency fluctuations.
- 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 Booking Portal, Tweet Tour Operator collects your payment information and processes your payment. In doing so, Tweet Tour Operator 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 consultant or our websites will advise you of how much that will be. Subject to your rights under the Australian Consumer Law, all deposits are non-refundable for changes of mind or cancellations by you.
- Deposit payment:
 - ? For FIT and Small Group bookings: \$500 per person
 - ? For Large Group & School Group bookings: \$700 per person
- A deposit will secure your booking/seat, however prices may change before you make the final payment.
- The final balance is due no later than 65 days prior to the confirmed tour 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.
- Some trips may require payment (including full payment) earlier or in additional instalments and this will be advised with the booking confirmation.
- We are under no obligation to remind you of a payment becoming due. If we fail to receive a payment from you by the due date for payment in clear funds, then this will be deemed a cancellation 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 Tour Operator 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. If you make payment by credit card, the following Card Fees apply:
 - ? Visa Credit Card - 1.8% fee and MasterCard Credit Card ? 1.76% fee applies.
 - ? American Express (Amex) ? 2.8% fee applies.
 - ? PayPal – 2.6%

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

5. CANCELLATION & CHANGE FEES

5.1 CHANGE 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.

Change Fee:

- + **Name changes to Domestic/Trans-Tasman bookings** will incur a fee of \$69 per person in addition to travel service provider fees.
- + **Name changes to International bookings** will incur a fee of \$99 per booking in addition to travel service provider fees.
- + Any date change for tour 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 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 Tour Operator 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 general cancellation policy will apply if the booking is cancelled by you.
- **FIT & Small Group Tour Cancellation Fee:**
 - * More than 65 days prior to departure: loss of deposit
 - * Between 64 days to 40 days prior to departure: 55% of total price
 - * Between 39 days to 31 days prior to departure: 75% of total price
 - * Within 30 days of departure: 100% of total price
 - * Any 'no show': \$100% of total price
 - + 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.
 - + 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
- **LARGE GROUP & SCHOOL TOUR (from 15 pax and more)**
 - * More than 115 days prior to departure: loss of first deposit
 - * Between 114 days to 65 days prior to departure: loss of all deposit
 - * Between 64 days to 55 days prior to departure: 85% of total group price
 - * Within 54 days of departure: 100% of total group price
 - * Any 'no show': \$100% of total group price
 - 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 TOUR OPERATOR

- For group set departure, if the minimum number of the group is not reached, we reserve the right to cancel or vary our tour 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 Tour Operator 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 Tour Operator will either change your travel arrangements as reasonably practicable to ensure your safety and invoice you for any additional costs. Tweet Tour Operator 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 Tour Operator 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 Tour Operator will offer credits to any unused part of your holiday package for future travel up to 24 months. Tweet Tour Operator 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 Tour Operator 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 Tour Operator 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 Tour Operator 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 Tour Operator 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 Tour Operator 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 Tour Operator 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 1 hour. 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 Tour Operator 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 Tour Operator, 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 Tour Operator's Terms & Conditions by 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 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.

After a booking is made, travel agents need to send a scan copy of the travellers/passengers' passport together with a Passenger • 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 Tour Operator, 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 Tour Operator 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 Tour Operator, the laws of Australia will apply.