



Probussouthpacific Club of the Upper Blue Mountains Inc

OUTINGS & TOURS PAYMENT POLICY

To book outings, tours, and transport the club is often required to make a financial commitment or to make an up-front payment.

Therefore it is important that the club is not left with a deficit if a person withdraws from an activity after making a booking.

The following deposit/payment policy will apply for day outings and tours:

Community Bus Transport

- If a day outing involves using community bus transport an up-front deposit of \$10 per person is required to book for the outing (*in addition to any other outing deposit that may be required*).
- The deposit will be credited against the total outing cost.
- The deposit will only be refunded if the seat is sold to another person or the outing is cancelled and the club obtains a refund.

Day Outings, Tours & Transport

- If required, a member will be asked to pay the service provider's booking deposit (*or if necessary the full cost*) to book an outing/tour/transport.
- And/or if the service provider requires a specific number commitment then a member will be asked to pay the proportional cost of that commitment to book for an outing/tour/transport.

Payment of the Balance

By booking for an outing/tour/transport a member commits to pay the balance of the cost promptly, when requested.

Waiting Lists

- No deposit will be required for those members / guests placed on a waiting list.
- A person on a waiting list will be required to pay the necessary deposit to be moved from the waiting list to the outing/tour list.

Refunds

- The club will always attempt to obtain a refund for a member if, for whatever reason, they need to withdraw from an activity for which they have booked.
- A refund will be made if:
 - The service provider provides a refund or waives a charge; or
 - If the place can be sold to another person (*club member or non club member*).
- In some circumstances the club may not be able to arrange either a full or a partial refund.
- Participants should consider obtaining travel insurance when booking for extended tours (*Probussouthpacific offers travel insurance, for details see their web page <https://www.probusouthpacific.org>*).