



CONTRACT TERMS AND CONDITIONS BETWEEN:

(You)	
	and
	West Coast Wilderness Railway (WCWR)
Validity dates:	1 April 2024 – 31 March 2026

The below terms and conditions apply to all journeys made available by WCWR. You agree to be bound by them, subject to such changes notified by WCWR from time to time.

GENERAL BOOKINGS

- By making a booking for a journey, You warrant that You have provided [WCWR's Terms and Conditions](#) to a representative of the booked party and note that these terms may be subject to change without notice.
- All bookings must provide the details of the booked party, including name, contact phone number and email address (Contact Details).
- If the Contact Details provided are not for the booked party directly, You indemnify WCWR from any refunds and additional costs associated with missed departures or other factors that may have otherwise been communicated in WCWR's pre-arrival communications.
- All bookings must be paid in full at the time of reservation unless a credit facility exists. Payment may be made by bank transfer or via secure payment gateway.
- By providing credit card details for payment, You warrant that You have the authority to use the credit card and You authorise WCWR to charge this credit card accordingly.
- Gross rates are non-negotiable. An updated rate card will be provided annually and will include gross and nett rates. Unless otherwise agreed by WCWR, all rates published to the general public must reflect the rate card gross rate.
- If WCWR cancels a booked journey, then all monies paid in advance will be refunded in full within 14 days of the cancellation. The liability of WCWR arising from any cancellations of journeys is limited to the amount paid for the tour booking.
- WCWR reserves the right to refuse requests and bookings due to insufficient or excessive numbers of requests.

CANCELLATIONS

- Cancellations made 72 hours or more prior to scheduled journey departure time do not incur a cancellation fee.
- Cancellations made less than 72 hours prior to scheduled journey departure time incur a cancellation fee of the full ticket price for journey booked unless cancellation is aligned to the COVID Safe Conditions of Carriage.
- No refund will be given for any non-used services or non-arrival. Cancellations must be made by notifying WCWR email at qt2@wcwr.com.au. Emails received after 4pm will be considered as having arrived the following business day.

DEPOSITS

- If the amount of the deposit is more than the cancellation fee then the cancellation fee will be deducted from the deposit and the balance of the deposit will be refunded.



- If the amount of the deposit is less than the cancellation fee then the deposit will be taken in part payment of the cancellation fee and the balance of the cancellation fee will be payable on invoice.

CHILDREN

- Children 17 years and under are entitled to child fares with WCWR when accompanied by a paying adult.
- Children under 2 years of age are classified as infants and travel free (maximum of one infant per paying adult). Infants are not guaranteed a seat.
- WCWR reserves the right to request proof of age for children travelling on child and family tickets. Should proof of age not be available, the full adult fare may be charged or carriage may be refused.

MARKETING

- You agree that You will not bid on the *West Coast Wilderness Railway* registered brand name within the Australian domestic digital marketplace.
- You consent to WCWR sending you product updates from time to time.

GROUP BOOKINGS

A group booking is considered any booking with over 10 paid passengers.

- Contracted rates apply to all group bookings
- 1x tour leader or accompanying staff member may travel FOC for bookings of at least 10 adult full fare passengers (maximum 1 FOC per booking)
- Group bookings may be held up to 21 days prior to journey departure
- At 21 days prior to arrival, passenger lists must be provided
- All remaining tickets (without passenger names) will be released for public sale
- Cancellation of the group within 14 days is subject to a 50% cancellation fee
- Cancellation of the group within 7 days is subject to a 100% cancellation fee

Signature:		Name:	
Date:		Position:	
Agent office address			
Agent office phone			
Agent email (bookings)			
Agent email (updates)			
Agent email (accounts)			
WCWR Signature:		Name:	Emily Hopwood
Date:	25 June 2024	Position:	Sales & Marketing Manager