Cancellations are designed to cover the cancellation fees charged by overseas tour operators as well as Natural Focus loss of profit and to cover our time and effort for work completed.

Please note that employees of our overseas tour operators are not authorised to make any undertakings on behalf of the company regarding refunds or other matters. After travel has commenced, any costs incurred due to changes in your itinerary (eg due to airline schedule changes) must be settled directly by you and any requests for refunds must be made directly to your return.

Amendments
Due to the extra administrative costs, there will be an automatic minimum charge of $75 per amendment, in addition to the cancellation fees levied.

Deferring Travel
Normal cancellation fees apply if you wish to postpone your departure.

Late Bookings
Bookings made less than 30 days before departure from Australia must be accompanied by full payment. Late bookings will incur a minimum $50 charge to cover extra administrative expenses.

Minimum Stay
The company is a specialist tour operator and not a hotel booking service. We therefore will not normally accept reservations under 5 nights for any one booking. Exceptions may be made at our discretion and subject to a booking fee being charged.

Brochure "From" Prices and Tour Costs
The expression of contract prices stated in this brochure means prices are based on entry level twin share cabins on a per person basis in Australian Dollars, and are intended as a guide only (unless otherwise stated). This price is subject to change, and based on ground costs, airfares and exchange rates as at 19/07/2019. Actual prices will vary with changes in costs and exchange rates. Natural Focus uses a strategy of hedging (purchasing Forward Exchange Contracts) to stabilise prices. No adjustments will be made for exchange rate variations once full payment is received by the company. However, price may vary up to the date of departure based upon variations in airfares, park fees, departure taxes, hotel rates, government charges or other costs.

Airlines
We charge a service fee of 5-10% on airfare taxes and surcharges to cover our costs associated with the collection and administration of these mandatory fees.

Included in the price
Please note that our tours generally include transportation, accommodation with private facilities, sightseeing, park fees where applicable and services of expedition leader/guide/driver. Where these items are not included we advise accordingly. All meals are provided for the duration of the cruise.

Not included in the trip cost
International and domestic flights and airport/hotel transfers unless specifically stated. Passports, visas, passenger taxes, insurance, emergency evacuation costs, extra meal service, tips for meals, entry visa, trip fees, items of personal nature including medication and excess baggage charges.

2020/2021 Prices
Prices are based on Australian Dollars (AUD) and are generally valid from 01/01/2020 - 31/03/2021 although some tours and lodges have different periods of validity and where possible these are highlighted in the brochure. 2021/22 prices will be available approximately July 2020.

Airlines
Air New Zealand, LATAM and Qantas do not by virtue of this expression include their services. All other airlines used in this brochure (all of which carriers, hotels, tour operators and the suppliers of the travel services are called “the other suppliers”).

All bookings with the company are subject to the terms and conditions and limitations of liability imposed by the other suppliers some of whom limit or exclude liability in respect of death, personal injury, delay and loss of or damage to baggage and may require the participant to complete a release of indemnity form prior to commencing the arrangements.

5. All tickets, vouchers and documents are issued subject to the terms and conditions under which the other suppliers provide their services and the company is not responsible for carrier or other supplier errors and omissions. The terms of your contract are those terms and conditions under which the other suppliers provide their services.

6. The company is not liable in any way for the acts, omissions or negligence of any one of the other suppliers pursuant to a contract between the other suppliers and you (who may be evidenced by a ticket or other document) because the company has no control over the other suppliers.

7. The participant is aware that the tours may operate in remote or inaccessible areas, and that wildlife and potentially dangerous animals move freely in the areas where the tours are conducted. These areas are not zoos and wildlife viewing is not guaranteed.

8. The participant further acknowledges that where the tour takes place in such an area that medical services the company and its servants and agents are expressly authorised to take such action as they deem necessary for the provision of medical services and all associated costs are to be paid for by the participant.

9. Should the company or its other suppliers deem it desirable for political, climatic, overtouring of hotels/ lodges or other reasons to amend or vary any itinerary it may do so by shortening, varying or completely re-routing the trip in which case no objection or claim for compensation will be made by the participant. The company advises that you take out travel insurance against the above mentioned risks for your protection.

10. These terms and conditions are incapable of alteration except by agreement: (whether verbal or written) on the part of the company or of any person providing services on the tour.