

# General Information – 5 day walks

## How to book

Either phone us or email us to confirm availability. Once a tentative booking has been made we will forward a confirmation of tentative booking along with a booking form which the client must complete within 2 weeks of the booking being made. The form can be returned by fax, post or a scanned copy via email. Bookings are not confirmed until a deposit has been received (see below) and availability on the walk requested confirmed.

## Payment Detail

All pricing is in Australian dollars and quoted on a per person basis. Payment may be made by direct deposit, cheque (AUD only) or credit card.

Bookings are not confirmed until a deposit of \$525 per person has been received, if the booking is made more than 60 days prior to departure. For reservations made 60 days or less from departure date, full payment is due at time of booking. Deposits must accompany the booking form.

## Pricing

Pricing for our 5 day walk is \$3,495. A deposit of \$525 is required with booking.

Pricing includes transport to Falls Creek on Sunday afternoon, and transport back to Bright on Friday; all accommodation during walk, including lodges at Falls Creek & Mt Hotham; all food; national park passes; use of day pack, sleeping bag, tent, sleeping mat, Gore-tex jacket (if required) for duration of walk; and qualified guide(s) for the duration of the walk.

## Cancellation by Guest

If the cancellation is made more than 60 days from departure, a fee of \$150 per person will be charged. For cancellations made between 60 and 21 days prior to departure, a fee of \$300 per person will be charged. For cancellations within 21 days of departure, no refund is available. The date of cancellation is the date that Alpine Walking Guides receives written notice of the cancellation.

Cancellation will take effect if you fail to arrive at the pre-arranged meeting place at the time stipulated.

No refund will be paid if you voluntarily leave your walk after it has commenced. No refund will be paid if you need to leave the walk for reasons of bereavement, injury or illness. ***Travel insurance and medical insurance are therefore strongly recommended.***

## Cancellation by Alpine Walking Guides

In the event of natural disasters, threats, or acts of God (e.g. bushfires, impassable snow, flooding etc), Alpine Walking Guides reserves the right to cancel walks or re-route the walk for the safety of our clients. We will under no circumstance knowingly place at risk the health and well-being of our clients and guides. In the case of natural threats, acts of God and the like we may need to cancel a walk with very little notice. In some cases, this can occur after the walk has commenced. If we need to cancel for any reason, Alpine Walking Guides will do our best to provide a replacement walk at a later date convenient to both parties, if no date can be agreed upon, we will fully refund the unfinished portion of the walk, less an administration fee of \$150. ie If 3 days of the trip have already been, 2 days will be refunded. Any other costs associated with travel to the designated pick up point, overnight accommodation, meals, etc will not be covered by us and therefore we strongly recommend travel insurance be taken out prior to travel.

## Evacuations

In rare circumstances, due to injury or unforeseen illness, we may need to evacuate you from a remote part of the walk. All evacuations are expensive and will be at a cost to the client. We strongly advise our customers to have Ambulance membership.

*It is also strongly recommended that our customers take out travel insurance to cover (amongst other things) the costs associated with evacuation.*

## Travel Insurance

*We recommend Travel Insurance in the strongest possible terms.*

When selecting a Travel Insurance product, please ensure that it provides cover against personal accidents or injury, medical expenses, emergency repatriation and personal liability, cancellation for any reason including bereavement, delayed flights, lost luggage and personal effects.

## Indemnity Form

We require that all walkers sign the indemnity form which is part of the booking form. This form indemnifies the company, its servants and agents from and against all costs, claims, actions, demands and liability whatsoever and howsoever arising from or in any way connected with the walking tour (including any transportation to or from the area in which the tour is to take place) including such costs, claims, actions, demands or statutory duty or otherwise on the part of the Company, or any of its servants or agents, and including any liability in respect of or related to your death, personal injury or loss of or damage to any property owned or possessed by you.

By signing this form you will also give us various acknowledgements including confirmation that you have been informed of the most appropriate form of footwear for the walk you are undertaking.

## Footwear

On Alpine Walking Guides 5 day walks, clients are required to wear lace up walking boots which have ankle support and firm treaded soles. We highly recommend that new boots are worn in before beginning a walk. Waterproof or water resistant boots are recommended. Walking shoes, elastic sided boots, runners, sand shoes, sandals, thongs and similar footwear are not acceptable on any of our multi day walks

Arriving on the day of departure for any walk with inappropriate footwear will result in forfeiting your walk without refund.

As part of our duty of care these recommendations are made in the interests of giving you the best chance to have the most enjoyable experience possible.

## Health and Fitness Requirements

Walkers must be in good health and be moderately fit in order to undertake a walk. Some training and preparation work is required prior to departure. The more physically prepared you are, the more enjoyable your walk will be. Speak with our staff for more information about health and fitness requirements and walk preparation.

Alpine Walking Guides walkers will be required to walk an average of 14km per day for 5 days over varied terrain, with the longest day being 14km.

## Medical Forms and Doctors Certificates

Anyone with a pre-existing medical condition is required to disclose it on their booking form and may be required to supply a doctor's certificate or complete a confidential medical questionnaire.

This step assists us to ensure an enjoyable and trouble free walk for all involved.

## Exclusion of Liability

1. You acknowledge that walking in a wilderness area of a National Park is potentially a dangerous undertaking and you are undertaking such an activity at your own risk.
2. You acknowledge and agree that you will undertake the walk freely, voluntarily and absolutely at your own risk and with a full appreciation of the nature and extent of all risks involved in the walk.
3. You hereby to the full extent permitted by law waive all of your legal rights of action against and fully release the Company from all liability

arising from or connected with your death or personal injury howsoever arising out of or in relation to the participation by you in the Walk including without limitation, liability for a negligent or tortuous act or omission, breach of duty, breach of contract or breach of statutory duty on the part of the Company, its officers, directors, employees, agents or consultants.

4. This waiver shall bind you and your legal personal representatives.

## Jurisdiction

The law of Victoria shall apply to the Contract between AWG & its clients.

## Definitions

**“Alpine Walking Guides”** means Everest Sports Pty Ltd t/as Alpine Walking Guides ABN 16 007 449 407

**“Booking Form”** means the document described as “Booking and Client Information Form” or such similarly described document recording the details of the client and the guided walk chosen by the client.

**“Company”** refers to Alpine Walking Guides.

**“Contract”** refers to the agreement between us and you comprised in the booking form including the terms and conditions.

**“Client”** means the person(s) so described in the booking form.

**“Indemnity”** means the form of indemnity which forms part of the booking form

**“Terms and Conditions”** means the terms and conditions which form part of your booking form.

**“Walk”** means any guided walk operated by Alpine Walking Guides.

**“We / us”** is, where the context permits, a reference to the Company.

**“You / your”** is, where the context permits, a reference to the client.