



Terms & Conditions

Booking Confirmation and Cancellation Policy:

Direct Bookings by phone or email are tentatively confirmed by email as soon as possible after contact, and *confirmed only after receipt of at least 50% of the total tour cost*. Preference is given to bookings that have paid in full, either direct or through our online booking system.

Gift Vouchers:

- People holding Gift Vouchers must book to secure the preferred date. These bookings will be honoured and a Booking Confirmation will be emailed immediately.
- Expiry Dates on Gift Vouchers will be strictly adhered to.

Cancellation Policy: If a tour is cancelled by Kiah Wilderness Tours due to unfavourable conditions, a full refund will be provided.

For tours cancelled by the customer:-

- 7 days or more prior to tour date - full refund
- 3-6 days prior to tour date – 50% refund
- 1-2 days prior to tour date – no refund

Limitations:

Persons participating in kayak tours must be less than 120kg in weight. No children under the age of four (4) years can participate in our tours. Children under 16 must be accompanied by a responsible adult.

Tour Season: Kiah Wilderness Tours operates from September until June and only offers Tours in July or August if specifically requested and if weather conditions are deemed safe (and warm enough).

Banking Details:

Commonwealth Bank, Eden Branch

BSB: 062-647

Account No: 1015 3203

Account Name: Kiah Wilderness Tours

ABN: 31 634 307 843

1167 Princes Highway, KIAH NSW 2551, Australia

ph: +61 (0) 429 961 047

email: office@kiahwildernesstours.com.au

www.kiahwildernesstours.com.au