

3-DAY OUTBACK ODYSSEY: COOBER PEDY & THE MAIL RUN ADVENTURE

TERMS & CONDITIONS

1. The Agreement

- All bookings are made with South Australia Destination Management Co. This business is independently owned and operated by Sondra Jayne Stewart trading as South Australia Destination Management Co. ABN: 26 214 534 943 under license from MTA – Mobile Travel Agents Pty Ltd CAN 603 064 044 trading as MTA Travel and Mobile Travel Agents.

2. Validity

- Departure dates, itineraries and rates are valid from the 1st of December 2025 until the 30th September 2026.

3. Acceptance of Booking and Payment Terms

- If your booking is accepted, we will issue a confirmation invoice.
- Bookings are confirmed once full payment has been received by South Australia Destination Management Co. (SADMC).
- The person making the booking accepts these Terms & Conditions on behalf of all participants included in the booking.
- Participants are responsible for providing accurate information at the time of booking, including any mobility requirements, dietary needs, or special requests.
- Payment may be made via credit card or bank transfer, or other approved methods.
- Full payment is required at the time of booking unless otherwise stated.
- All prices are listed in Australian Dollars (AUD) and include GST unless specified.

4. Cancellation by the Traveller

- Cancellations more than 31 days before the tour departure date: Full refund.
- Cancellations between 15 and 30 days before departure: we will provide a 100% refund less booking fee of \$100 per person.
- Cancellations between 4 and 14 days before departure: we will provide a 50% refund less booking fee of \$100 per person.
- Cancellations within 3 days before departure or failure to board the tour will incur a 100% cancellation fee.
- Refunds are made to the original payment method.
- Separate cancellation rules may apply to third-party experiences, accommodation, charters, or partner-operated components.

5. Cancellation by SADmc

- SADmc reserves the right to cancel or amend a tour due to unsafe weather or road conditions, minimum numbers not met, supplier or guide availability, or events beyond reasonable control.

- If SADmc cancels a tour, guests may choose between a full refund or rescheduling to another suitable date.
- Liability is limited to the refund of the tour price; SADmc is not responsible for additional costs such as accommodation, flights, or travel arrangements. We recommend travel insurance with cancellation protection to cover such circumstances.
- Please note that if you choose to leave the tour after it has commenced, refunds for unused services cannot be provided.

6. Changes to Bookings

- Date changes may be allowed up to 7 days prior, subject to availability.
- Reductions in participant numbers are considered cancellations and may incur fees.
- Increases in participant numbers are subject to availability.

7. Traveller Responsibilities

- Travellers must arrive on time at designated pick-up points. Late arrivals may forfeit the tour without refund.
- Participants must follow instructions from guides, drivers, and operators at all times.
- SADmc reserves the right to refuse participation to anyone who is intoxicated, disruptive, or poses a safety risk.
- Guests are responsible for any damage caused to vehicles, accommodation, or venues due to negligent or reckless behaviour.

8. Health, Fitness & Medical

- This tour operates in remote regions where medical facilities may be limited. It is each traveller's responsibility for assessing their suitability for the tour and to seek appropriate medical advice before booking.
- Travellers with medical conditions or who take medication must advise us of the details when booking so this can be passed on to the Guide, including any medication being taken before departure.
- There's no upper age limit for this tour; however, travellers are responsible for ensuring they are comfortable with the physical requirements. Our adventure itineraries suit those who enjoy the outdoors, including nature-based activities and hiking. A moderate level of fitness is recommended, as walks may be over uneven terrain.
- SADmc is not responsible for injury, illness, or medical expense incurred while participating in a tour.
- SADmc recommends comprehensive travel insurance that covers medical treatment, evacuation, and cancellation for all passengers.

9. Weather Conditions

- Tours proceed in most weather conditions; however, SAdmc may modify itineraries for safety or comfort.
- Weather-related changes do not constitute grounds for a refund unless SAdmc cancels the tour.

10. Itinerary Changes

- Itineraries, inclusions, or timings may change due to availability, road closures, safety considerations, or seasonal variations.
- Changes will be made with guest experience and safety as the priority.

11. Tour Safety

- We carry a satellite phone on remote tours to be used by our guide in an emergency. All guides are First Aid trained and certified.

12. Travel Insurance

SAdmc strongly recommends all travellers purchase comprehensive travel insurance covering cancellation, medical expenses, personal liability, and luggage and person effects.

13. Liability Waiver

- Travellers participate at their own risk.
- SAdmc and its partners accept no liability for personal injury, loss, damage, delays, or additional expenses beyond our control.

14. Photography & Media

- Travellers may be photographed or filmed during tours.
- SAdmc may use images for marketing unless advised otherwise in writing prior to the tour.

15. Privacy

- Personal information is collected solely for booking management and tour delivery and is handled in accordance to our privacy policy and the Privacy Act 1988 (Cth).
- By booking with us, you consent to your information being shared with service providers (eg accommodation, activity operators, transport providers) as required to operate the tour.

16. Third-Party Operators

- SAdmc works with trusted partner operators across South Australia.
- Some components are delivered by third-party suppliers subject to their own Terms & Conditions.

17. Governing Law

- These Terms & Conditions are governed by the laws of South Australia.
- Any disputes will be handled within South Australian courts or tribunals.



SOUTH AUSTRALIA
DESTINATION MANAGEMENT CO.
CREATING EXTRAORDINARY EXPERIENCES



MOBILE
TRAVEL
AGENTS

