

2018 TERMS AND CONDITIONS- ELITE SHOPPING TOURS

1. BOOKING AND DEPOSITS

Our Telephone bookings fill fast and are held for 14 days. Your booking is confirmed when we receive your Booking Form and your deposit of \$100. Deposits can be paid via B Pay, cheque or cash to our office direct. Deposits for tours are **non-refundable** but may be transferable to another date if 2 weeks notice is given.

We Make It Easy For You! When you have made your Booking and paid your deposit, then telephone for an appointment. Get to know us, we like to hear about your Group and discuss your tour day in person or ½ telephone appointment can be made.

2. COACHES

Coaches are booked for specific times and your Tour **must leave promptly** on time! We are sorry but cannot wait for late arrivals – your tour is precision timed! It is also **not** encouraged to be late home from your Tour and we would appreciate your Group taking direction as to timings on the day. We don't encourage 2nd pick ups – they take away from your shopping time but can be done if really necessary!

The Coach companies we use have strict standards -- '**No Smoking and No Alcohol**' whilst on the Coach.

NOTE: Should your Group book 2 Coaches for your Tour – each Coach will be treated as a **separate Booking**. Each coach must have a Hostess and Driver, so the price applicable to each coach is as per the Elite Brochure. Example : if you have 68 passengers the cost will be calculated for two (2) coaches of 34 at the 26 – 35, 36 – 44 category – not 68 passengers at the 45 - 56 category. In the case of an overflow of extra passengers – you may be given 1 large Coach and 1 Mini Coach and Trailer and prices will be accordingly.

If you have over 55 guests it may be that you will require a further Coach - these are options we are happy to discuss with you.

3. FARES

■ Please be aware that prices, in our Elite package, are based on actual number of FULL ADULT paying passengers on the day of your Elite Tour – completing the tour from the first outlet and staying all day.

■ **CHILDREN-** do not count when assessing your category for payment. Although we do not encourage children (as it's a long day) – we appreciate that as an example - breastfeeding may carry into the factor of a shopper mother being able to go on the day We leave this to your Tour Organiser and group to liaise with the passenger. Passengers **12 years and under – will be charged at full price** and also if Hotel/Restaurant luncheon is required, then the day will be charged at **full price**

■ **INDIVIDUAL PASSENGERS (“Hop Ons”)** - Refer to Elite Office for a price.

In the past we have found some Organisers pay the rate of a higher category with full knowledge they haven't actually that number of passengers. If on the Tour day your group has insufficient passengers to qualify for the fares nominated, your group will fall into the next price bracket & you are eligible to pay for the price bracket applicable on that day. For example: Paying for the 36 - 44 category knowing you only have 35 passengers is not permitted.

The difference will be deducted from your Gratuity Statement if fundraising. If not fundraising the additional monies are due on the morning of your tour. Should your number rise and we are not made aware (2 weeks in advance) then you are charged at the same price originally quoted. However, we make available for you the option of latecomers joining in on the day and paying cash. We suggest you aim as close as possible to your numbers for the day. We advise you, as the Organiser, to charge your group the higher price bracket regarding numbers you anticipate coming on tour to cover any last minute cancellations

*******NOTE: FULL PAYMENT OF YOUR FARE IS DUE AND PAYABLE AT OUR OFFICE 2 WEEKS PRIOR TO YOUR TOUR. PAYMENT CAN BE MADE BY CHEQUE OR MONEY ORDER OR BPAY. CASH MAY BE BROUGHT INTO THE OFFICE.*******

A TOUR IS NOT PERMITTED TO GO AHEAD UNLESS FULL PAYMENT HAS BEEN RECEIVED. Any monies owing **MUST BE PAID FOR ON THE DAY OF YOUR TOUR PRIOR TO DEPARTURE** or it can be deducted from your Gratuity (commission) if doing a Fundraising tour. (Please liaise with office)
Payment on the day of the tour is only acceptable in very special circumstances & must be approved by the office prior.

4. TOURS

Should there be a reason why your Tour cannot go ahead on the day requested and you have paid your deposit, although we do not issue refunds we are happy to transfer your deposit to another date in the same year. During the months of October, November, December, should a tour be cancelled, all monies will then be non-refundable and non-transferable as we have allowed you that day and as it's high season we may have had to turn away another Booking. (Cancellations **must be notified in writing** 2 weeks prior to tour).

5. MAP OF AREA – CITY LIMITS AND OUTER AREAS WITHIN VICTORIA

Please refer our website – www.eliteshoppingtours.com.au for our Map of Area – alternatively telephone Elite Office for a copy.

Elite has been generous with boundaries, however if you are outside these it is imperative that an extra charge occurs – example + \$1-\$5 per passenger (for outside our Elite map boundary) – depending on where you are wanting your Pick Up. Please liaise with Elite Office staff to check your area pricing.

If you are providing your own coach there **must be 20 ADULT passengers on board** for the whole day, otherwise there will be an additional cost even if you have paid for 20 passengers.

5. ITINERARIES - TRANSFERABLES

We enjoy the opportunity of you coming to visit us or organising a telephone appointment for your tour day and outlets and have a closer liaison with your group so you have the best day. This is your time to state **exactly** what you would like on your Itinerary and Invitation. Elite office offers suggestions and advice.

Your Tours are usually booked 4 weeks prior to Tour date and cannot be changed. While we endeavour to be flexible, it is not possible to make Itinerary and Invitation changes once outlets have been booked.

6. COMMISSIONS – FOR FUNDRAISING

As Elite Shopping Tours liaises with over 50+ outlets, shops, warehouses etc. for you it may be that at times a percentage on some may be lower than another tour company. Elite Shopping Tours percentages vary 5% or 10%. **No Commission will be paid to a group when numbers drop below 18.** All Outlets and Commissions are itemised on your Gratuity Statement posted with Fundraising cheque approx. 2-4 weeks after tour

7. OUTLET GIFTS / RAFFLE PRIZES

Raffle Prizes are donated by the majority of outlets. Elite Shopping Tours has no control over the value or quality of the prizes given.

Outlets Visited

It has been mentioned to us at times that groups may feel they are travelling to and fro. The reason for this can be any of the following:

- * Because of location
- * So all your outlets can fit into your time frame
- * Because of time eg. some outlets open later than others or close earlier than others
- * Outlets are booked out and will not take any more bookings at certain times

On the odd occasion we may give you another outlet rather than your first preference because of location and also as mentioned above. On an Elite Shopping Tour Invitation **"A Choice Means"** if you are in a particular area, there may be one or several outlets in close proximity. You can either choose one if **time permits** or do all outlets.....

9. OFFICE HOURS FOR ELITE SHOPPING TOURS

Monday – Thursday

10.00AM – 4.00PM

Friday

**CLOSED – Answering machine on & call returned promptly
Staff busy preparing for tours on weekends**

Saturday & Sunday

Answering machine on & call returned promptly as on tour

If for some reason the office is unattended at any time, our answering machine is always on and we ask you to please leave the date and a clear message with your Name and Contact Telephone Numbers and if booking a tour, then please leave details of date required or reference for your Tour.