



Terms and conditions

1. Dispute resolution policy

In the event of a dispute between a client and No Limit Adventures it is our policy to resolve any such matters in as timely manner as is possible. Primarily we will attempt to resolve any dispute through direct contact with the unsatisfied party either in person, by phone or through written correspondence ie. fax, e-mail, post. Should this process fail the client has the right to contact and take this matter to the Fair Trading Commission of Queensland or report this matter, and/ or ask for further steps, to the Department of Tourism Queensland. Thereafter the client has the right to take legal steps through the Court and Judicial System of the State of Queensland and/ or the Supreme Court of Australia.

2. Quotation and pricing policy

Any quotation is subject to change, within reason, until confirmed by payment of a deposit after which the price is fixed as per initial quote. Where a price is quoted according to a minimum number of participants in a group for a tour the price is only valid once the minimum number of participants is attained otherwise the price is subject to change.

3. Payment policy

A deposit of 10% of the quote is required to reserve a place on the trip and secure the quoted price. Payment conditions thereafter are established individually depending on the timeframe of the tour commencement directly with all participants. In any case full payment must be received by No Limit Adventures no later than 21 days prior to commencement of the tour. If you book a trip within one month of the commencement date full payment is required.

4. Cancellation and refund policy

Where a trip is cancelled 2 months or more from departure you get a full refund minus \$300, being for administration costs. Where a trip is cancelled within 2 months of departure, but more than 1 month you lose your deposit and 40% of any progress payment made (50% in total). Where a trip is cancelled within 1 month of commencement, but more than 14 days 85% of all payments are non-refundable. Any cancellations within 14 days of commencement are subject to no refund. In cases where "force majeure" is involved and a trip must be cancelled or changed No Limit Adventures will attempt, at our sole discretion to refund payment, where possible depending on circumstances and availability of refund from local service suppliers. Any losses in such cases can be claimed on personal travel insurance.

5. Liability disclaimer

Clients traveling with No Limit Adventures are made aware of any risks related to participating in activities on tour and the availability of medical and evacuation services, especially when traveling in remote areas, however participate at their own risk. Although safety is No Limit Adventures' primary priority no responsibility will be taken for any accident, injury, loss or misfortune while on any trip. As an Inbound Tour Operator No Limit Adventures will use the services of local tour, transport and accommodation operators/ providers. In cases where the contracted 3rd party fails to provide the service No Limit Adventures will do everything possible to organize an alternate to fill this part of the tour. Any losses in such cases can be claimed on personal travel insurance, but No Limit Adventures cannot be held accountable, responsible or liable for any associated losses.. Payment for a trip means the client understands and accepts these conditions.

No Limit Adventures

3/105 Collins Ave. Edge Hill, QLD 4870 AUSTRALIA

ABN 40 072 970 200

(+61) 7 40 533882; info@nolimitadventures.eu; www.nolimitadventures.eu