



ROVE NUMBY Terms & Conditions

These terms and conditions form a contract between you, our customer, and DB & LE Crawford ABN 22 838 361 798 trading as Rove Numby (Rove Numby, we, us, our) as the tour operator. By completing, signing, and submitting the Booking Form, you agree to be bound by these conditions, which constitute the agreement between Rove Numby and yourself.

Bookings & Payments

A **non-refundable deposit of \$500 per person** is required to secure your booking, covering pre-tour costs.

- **Final Payment:** The remaining balance is due **30 days before departure**.
- **Bookings within 30 days:** Full payment is required at the time of booking.
- Payments are in **Australian Dollars (AUD) and include GST**.

Cancellations & Transfers

All cancellations must be submitted in writing (email).

- **More than 30 days before departure** – Deposit is forfeited OR transferred to another date within 18 months of your original booking, OR transferred to another person
- **Less than 30 days before departure** – 100% of the tour price is forfeited OR transferred to another person

We will attempt to **transfer your booking** to another available tour within **18 months**, but this is not guaranteed.

We **strongly recommend** obtaining travel insurance covering personal liability, cancellation, curtailment, medical expenses, and loss of luggage or personal effects.

Health, Fitness & Medical Clearance

Our tours require **moderate to high fitness levels** and **mental stamina**. To ensure safety:

- Guests **75+ years** must obtain medical clearance before participating.
- If clearance is denied, your deposit will be refunded.
- If you have a medical condition, consult your doctor before booking.

If you are not physically prepared, you may be asked to skip certain walks. It is **your responsibility** to inform us of any medical conditions that may affect you during the tour. Disclose all medications, allergies, and past injuries on your **Booking Form**.

Itinerary Changes & Tour Cancellations

Itineraries may be adjusted due to **weather, road conditions, cultural considerations, or unforeseen circumstances**. We aim to provide the best experience and may alter the itinerary for safety or to take advantage of special opportunities.

If we cancel a tour due to **low participant numbers**, you will receive:

- **At least 30 days' notice**, and
- The option of a **full refund or transfer** to another available tour.

We reserve the right to cancel a tour due to **force majeure events** (e.g., natural disasters, government restrictions, or illness of a tour leader). If this occurs, **no refunds** will be given, but we will assist in rescheduling where possible.

Assumption of Risk & Liability Waiver

Participation in hiking and adventure activities involves **inherent risks**, including but not limited to **uneven terrain, extreme weather, injury, and limited medical assistance**.

- You accept these risks and participate at your own responsibility.
- You acknowledge that **medical evacuation costs are your responsibility**.
- In remote locations, delays in medical assistance are possible.

To the fullest extent permitted by law, Rove Numby **excludes liability** for personal injury, loss, or damage, except in cases of reckless misconduct. You are responsible for your **own belongings**, and Rove Numby is **not liable** for lost or damaged property.

Photography Consent

By participating, you agree to be photographed or filmed for promotional use unless you **notify us in writing** before the tour.

Liability Waiver To the fullest extent permitted by law, Rove Numby excludes liability for injuries, death, or damages arising from your participation, except where caused by reckless conduct. Our liability is limited to refunding fees paid.

Farm Biosecurity

Rove Numby operates on a working farm. To protect our environment, we require:

- **Clean footwear** upon arrival.
- **No animal products** (e.g., raw meat, dairy) to be brought onto the farm.

You must notify us if you:

1. Have visited another **farm within 48 hours** of arrival.
2. Have been in contact with **sick livestock within 48 hours** of arrival.
3. Have recently traveled to a **country with a foot-and-mouth disease outbreak** (e.g., Bali, Indonesia).

Sustainability

We adhere to Leave No Trace principles and expect participants to respect the environment. Waste disposal and conservation practices must be followed.

Dietary Requirements

We accommodate dietary needs where possible but cannot guarantee an allergen-free environment. Please inform us of any restrictions **when booking**.

Wi-Fi and mobile reception

Wifi and mobile reception is not available at the basecamp and very limited on the hiking trails.

Governing Law & Agreement

These Terms & Conditions are governed by the **laws of New South Wales**. If any clause is found invalid, the remaining terms remain enforceable.

By booking, you confirm that you have **read, understood, and accepted these Terms & Conditions**