



Terms and Conditions for Bondi to Manly Walking Tours

Cancellation and Refund Policy for Multi-Day Walking Tours

Multi-day walking tours are any tours which involve an overnight stay.

Please note that the Bondi to Manly Walk passes through some of the most popular tourism destinations in Australia. As a result, many of the accommodation bookings are subject to the strict cancellation policies of the local accommodation providers.

We make every effort to make bookings as flexible as possible, however all bookings are subject to the following booking and cancellation policy:

- All purchases are subject to re-confirmation within five business days after purchase, customers will be fully refunded if the orders cannot be confirmed.
- Deposits are strictly non-refundable and non-transferable (unless the tour does not proceed).
- Cancellations received 90 days (or more) prior to the date of departure are fully refundable (minus the 6% handling fee, and bond - if applicable).
- Cancellations received between 45 days to 89 days prior to the date of departure are eligible for a 50% refund
- Cancellations received between 31 days and 44 days before departure are eligible for a 25% refund.
- Cancellations received 30 days (or less) before departure are non-refundable.
- Unused features are non-refundable. No shows forfeit entire payment.
- We reserve the right to cancel a scheduled trip and fully refund affected customers although we will make every effort to maintain the normal operation.

- Customers may request to change the dates of their tours, and Bondi to Manly Walk Supporters will make reasonable efforts to meet these requests, however we cannot guarantee requested dates will be available.

Refund Procedure: Customers requesting a refund are required to email Bondi to Manly Walk Supporters with a detailed explanation to: contact@bonditomanly.com

Cancellation and Refund Policy for Single Day Walking Tours and Bag Transfers

Single-day walking tours are any tours for the duration of 9 hours or less.

We make every effort to make bookings as flexible as possible, however all bookings are subject to the following booking and cancellation policy:

- All purchases are subject to re-confirmation within 24 hours after purchase, customers will be fully refunded if the orders cannot be confirmed.
- Deposits are strictly non-refundable and non-transferable (unless the tour does not proceed).
- Cancellations received more than 24 hours prior to the date of departure are fully refundable (minus the 6% handling fee).
- Cancellations received 24 hours (or less) before departure are non-refundable.
- Unused features are non-refundable. No shows forfeit entire payment.
- We reserve the right to cancel a scheduled trip and fully refund affected customers although we will make every effort to maintain the normal operation.
- Customers may request to change the dates of their tours, and Bondi to Manly Walk Supporters will make reasonable efforts to meet these requests, however we cannot guarantee requested dates will be available.

Refund Procedure: Customers requesting a refund are required to email Bondi to Manly Walk Supporters with a detailed explanation to: contact@bonditomanly.com

Insurance

- Guests should have their own Travel Insurance in place.

Luggage

- Bondi to Manly Walk Supporters are not responsible for lost or damaged baggage
- All customers are responsible for the insurance of their baggage and personal property.