



## Uluru Camel Tours Terms & Conditions

### Tour Itinerary

> Uluru Camel Tours and our cameleers reserve the right to alter or cancel tours for safety reasons. This could be for reasons such as weather conditions, camel and guest safety or for any unforeseen circumstances beyond the control of Anangu Waai!

### Weight Restriction – 95kg

> Uluru Camel Tours has weight restrictions for how much each camel can carry. Two guests travel per camel and the maximum permissible weight per person is 95 kg. The cameleers' discretion must be respected at all times in the interest of the welfare of the camels and the comfort and safety of guests.

### Tour Participation

> Uluru Camel Tours reserves the right to refuse carriage to anyone it feels cannot cope with the requirements of the tour and who may require services and facilities that can't be guaranteed to be available.

> All guests ride at their own risk. Riders must sign the disclaimer form before riding camels.

> Guests are required to wear safety helmets (supplied) when riding on camels. Refusal to wear helmets will result in refusal to carry guests on tour.

> For safety reasons, Uluru Camel Tours will refuse to carry guests who are intoxicated, under the influence of drugs or alcohol. Refunds will not be given in these instances.

> While every reasonable precaution will be taken to prevent accident and injury, the operator and owner will not be responsible for any accident or injury however arising which may happen to any person in charge of, in association with, or in contact with any camels irrespective of the extent of injury, damage or loss sustained and this condition of contract may be pleaded by the operator and owner as a bar to any action claim proceeding for breach of contract, negligence or any other liability sustaining such injury, damage or loss.

> Guests are not permitted to carry bags, bumbags (fanny packs) or large camera bags whilst riding and are requested to remove any items from their pockets that may potentially fall out during the tour. We recommend all guests leave all valuables at their hotel. We can, however, place valuable items in the safe at the camel farm if requested.

### Guests with Disabilities & Medical Conditions

> Guests with disabilities will be accommodated where possible, however in the interest of guest safety it should be noted that all guests must be able to mount the camel unaided. The decision to allow disabled guests to ride is solely at the discretion of the cameleer.

> Guests with medication (such as inhalers, adrenalin, insulin etc.) will be placed close to the lead camel and all medication will be carried in the saddlebag.

### Child Rates & Conditions

- > Child fares apply to children who are 5 - 15 years of age (inclusive).
- > Children under the age of five years are not permitted to ride camels.
- > Children under 16 years must be accompanied by a paying adult.

### Cancellations and Amendments

- > Full Refund – if we have been given more than 24 hours' notice for the cancelled tour.
- > No refund will be provided for cancellations within 24 hours of tour departure.
- > Refunds will not be given to passengers who are 'no shows'.
- > Extenuating circumstances requiring tour refunds will be assessed on a case by case basis.
- > Amendments to bookings with more than 24 hours' notice are free of charge.

### Photography & Media

> Photography & filming for commercial purposes may not be taken without prior permission from Anangu Waai! Media groups are encouraged to advise and approach Anangu Waai! when planning tours for media purposes.

### Smoking

> Government regulations prohibit smoking inside tour vehicles and inside our premises.

### Insurance

> Uluru Camel Tours will take all reasonable care to protect the property of guests, but will accept no responsibility or liability for the loss or damage of items left on the buses or properties prior to, during, or after the tour. We suggest that travellers arrange their own insurance and/or security for valuable items.

### Accounts

> Anangu Waai's payment terms are **30 days**.

Please do not hesitate to contact us with any queries:

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