



EARN
YOUR VINO

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TERMS AND
CONDITIONS

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Hosted Experiences
Earn Your Vino
and Travel Better DMC Pty Ltd
ABN: 41652610038

Please read the following terms and conditions carefully as payment of your deposit will constitute your agreement to all of the terms and conditions set out below within this document.

Earn Your Vino General Terms and Conditions

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1. Pricing and Information Validity

All prices are quoted in Australian Dollars (AUD) and are current at the time of publication. Earn Your Vino reserves the right to amend any pricing if the cost of services increases more than 2.5%. Increases may be incurred through alterations in exchange rates; taxes or other price rises beyond the norm and control of Earn Your Vino. We reserve the right to increase prices at any point up until full payment has been made prior to departure.

2. Special Requirements

All vineyard, winery and outdoors activities are conducted at locations requiring full mobility and appropriate fitness level from each participant. These are suitable for most ages and fitness levels. Some hiking will be included, may have short steep sections, rough surfaces and natural and manmade steps. Hikes generally less than between 2 – 7 km. Mountain Biking activity suits all ages, with fitness required low to medium. Tour conducted by a national accredited Level 1 mountain bike coach.

Appropriate footwear and dress code for activities will be advised in advance and it is highly recommended to follow strictly to ensure your safety.

Please advise us of any medical conditions we should be aware of, to ensure your safety.

Please advise all dietary requirements, so these could be catered for.

No special provision is made for travellers with physical or mental disabilities. Some accommodation and sightseeing will require walking and/or gentle physical activity. Any special requests must be outlined in writing before the deposit is paid and Earn Your Vino has the right to decline access to the tour if we feel it is dangerous or inappropriate for the guest with a special need to attend.



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3. Guest Participation

Earn Your Vino reserves the right to refuse a reservation or to exclude a passenger from an experience or an element of an experience if she feels it appropriate. Refusal will not be questioned or justified. Earn Your Vino may also limit a guest participation in an activity within a tour if we believe any behaviour is socially unacceptable or if a medical condition is likely to effect the smooth operation of a service and or will adversely affect the safety or enjoyment of other passengers. Any decision to refuse a guest or exclude a person on these grounds will be made without recourse, refund or compensation. Guests who are disruptive to the group may also be requested to leave the group early.

4. Experience Variations

There may be changes in itinerary due to weather, availability of a winemaker, availability or access to a producer or restaurant. Earn your Vino reserves the right to change, cancel or modify services beyond our control including a lack of sufficient participants or adverse weather conditions.

5. Accommodation

All guests will stay in a private luxury villa at with a king size bed and ensuite and private living area or a luxury lodge style boutique accommodation, pending each region.

A single supplement is available upon request, (\$1,409 single supplement).

6. Children

Due to the nature of this experience and the visitation to wineries, restaurants and tastings the minimum age of guests must be 18 years of age. With respect, strictly no children will be accommodated on the tour.

7. Travel Insurance

Travel insurance is not included in our prices but it is a condition of booking this tour that you take insurance for this trip. Please read your policy carefully and take it with you on your holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.



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8. Payment Terms

A non-refundable deposit of 25% will be required to secure your place on the tour. The balance is to be paid no later than 60 days prior to departure, **unless otherwise specified.**

The date for full payment to be received will be provided in Payment Reminder Emails.

Payment plans can be arranged to suit your requirements. Please note that once full payment has been received, this is non-refundable due to the nature of tour.

If full payment hasn't been transferred by the deadline, Earn Your Vino reserves the right to allocate spots to another guest due to high demand. Deposit is non-refundable in this case.

9. Cancellations

All cancellations must be made in writing to Earn Your Vino. **Unless otherwise specified,** a cancellation fee of 25% is retained if cancelled more than 61 days prior to the departure date. 50% of the experience price will be charged for cancellations made 21 days before departure date. 100% of experience price will be retained for cancellation made less than 21 days prior to departure date.

10. Refunds

No refund will be given for any service that you are unable to attend, including but not limited to late arrival, early departure, poor health, or by choice not to participate. This includes failure of any transportation to run and deliver you to your destination to commence the experience as planned.

In the event that services are impossible to fulfill due to natural disaster, state of emergency, pandemic, personal illness, or similar – all payments paid will act as a credit towards future experiences.

In the case of COVID imposed isolation and the restrictions to travel, all payments paid will act as a credit towards future experiences less sundries, consumables and supplier expenses that cannot be returned or reallocated at the point in time of notification to Earn Your Vino.

11. Additional Charges

Visa and MasterCard fees will attract a 1.75% surcharge. AMEX will be 2.5%

12. Invoice Errors

We reserve the right to correct any errors in rates quotes or calculated for any service, notwithstanding that the invoice may have been paid in full. All confirmed bookings are issued with an invoice detailing the tour booked.



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13. Costs not included in prices show

Airfares are not included. Earn Your VINO's guests are to meet at designated accommodation/pick up address and all accommodation and activities will take place from there. Any additional accommodation either side of the tour dates are not included. Included is accommodation as per the itinerary, all transfers in the location to and from all activities, all meals and wine with meals where indicated. The client will pay for any additional purchases at tastings or supplements to meals. Guests will be provided with a standard number of alcoholic beverages per evening as inclusive. This will of course include quality wine. Items of personal nature, tips, laundry and beverages not on the package list are to be paid for by the client. Any travel outside of that organised in the itinerary is also at the cost of the client.

14. Responsible Consumption

Guests who are breaching a responsible consumption of alcohol and are affecting the health and safety of themselves or the comfort of other guests may be excluded from activities at the discretion of the tour operator. The tour operator reserves the right to refuse alcohol service where it deemed in line with responsible service of alcohol.

15. Client's Responsibility

You should familiarise yourself with any health, passport or visa requirements that may be application in the areas we are visiting. You will be responsible for all entry, exit, health and other documents required by law, regulations, orders, demands or requirements of visas for countries we are entering. We will not accept any liability for loss or expense due to your failure to comply. The making of a booking constitutes your acceptance of all booking terms and conditions as described herein and forms the basis of your contract with Earn Your VINO.

16. Private experience/tour booking

Any private experience/tour booking requires a minimum of 12 guests. After transferring the deposit, it is your responsibility to gather that number of people. Any cancellation must be handled on your side and we would expect full payment to be made 8 weeks prior to departure, based on a minimum 12-people quote

17. Image and Video Consent

By booking and attending the experience, you agree and provide consent for images and video content featuring you to be used in social media posts and for other commercial purposes by Earn Your VINO (Travel Better Pty Ltd).