

SCHEDULED HARBOUR TRUST TOURS: TERMS AND CONDITIONS

Accessibility: Each Harbour Trust tour has a different level of access based on the site conditions where the tour will take place. Ticket holders are encouraged to read the accessibility requirements for each tour to make an informed decision about whether the tour is suitable for them.

Filming / Photography: Tour participants are welcome to take personal photos and videos around most parts of the Harbour Trust's sites. However, we kindly ask that you avoid filming during the tour. If taking photographs, please focus on the sites' points of interest only and avoid capturing fellow tour participants, to help respect everyone's personal privacy.

Safety: All ticket holders must comply with the safety directives issued by Harbour Trust Volunteers, Guides, Rangers and Security staff.

Tour participant behaviour: To ensure the safety of participants and Harbour Trust staff, at the discretion of the Harbour Trust, any participant(s) who appears intoxicated, disruptive or displays consistently unsafe behaviour, will not be permitted to take part in the tour, and / or may be asked to leave the tour at any time. Refunds will not be provided.

What to Bring: Each tour information page includes a recommended list of items to bring, based on the tour duration and site conditions. Whilst these recommendations are a guide only, ticket holders are solely responsible for bringing and wearing appropriate footwear, clothing, and other necessities, such as but not limited to sunscreen, water and a torch (where indicated). The Harbour Trust accepts no responsibility for any injury or loss arising from a ticket holder's failure to follow these recommendations.

Cancellation / Rescheduling: The Harbour Trust reserves the right to cancel, reschedule or alter tour dates and routes at its discretion. In instances where tours are cancelled or rescheduled, the Harbour Trust will endeavour to contact all pre-booked ticket holders, within a reasonable amount of time prior to the scheduled tour date and time. If the tour is cancelled by the Harbour Trust at its discretion, the Customer may contact the Harbour Trust and reschedule or seek a refund.

Weather conditions: Tours will proceed regardless of weather conditions except in the event of dangerous weather. If your tour is cancelled due to dangerous weather, as determined by the Harbour Trust at its discretion, we will make every effort to contact all pre-booked ticket holders as soon as reasonably practicable. In this case, a refund will be issued.

Tickets - Refund / Exchange: It is the ticket holder's responsibility to attend and arrive on time for a tour. The Harbour Trust will not exchange or refund a ticket holder, where the ticket holder arrives late, or is unable or chooses not to attend. The Harbour Trust reserves the right not to exchange or refund a pre-booked ticket, or a proportion of a ticket price, that has been incorrectly purchased by the ticket holder. If a ticket holder wishes to request a refund due to extenuating circumstances, they are required to contact the Harbour Trust in writing and provide all details including proof of purchase.



The Harbour Trust will review requests on a case by case basis and advise the ticket holder of the outcome. Requests should be emailed to tours@harbourtrust.gov.au.

Privacy policy: Your personal information is being collected by Bookable, a brand of Attekus, and the Sydney Harbour Federation Trust for the purposes of processing and providing this Tour service. The information you provide will be handled in accordance with the Privacy Act 1988 (Cth) and each party's respective privacy policy. For more details on how your personal information is collected, managed and used, including how you can access or correct it, or make a complaint, please refer to the privacy policies below:

- <https://attekus.com.au/wp-content/uploads/2024/08/PrivacyPolicy.pdf>; and
- <https://www.harbourtrust.gov.au/privacy-policy/>

By providing your personal information, you acknowledge and consent to its collection and handling as outlined above.