

PRIVATE GROUP 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. Visitors 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: Visitors 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 visitors must comply with the safety directives issued by Harbour Trust Volunteers, Guides, Rangers and Security staff.

Visitor 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.

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 the Group Organiser, 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.

Booking changes: It is the tour group's responsibility to attend and arrive on time for a tour as advised in the Harbour Trust's Tour Confirmation correspondence. Changes to the group booking, including but not limited to the tour date, start time and cancellations, are required to be made to the Harbour Trust in writing 7 business days prior to the agreed tour date. Cancellations made by the Group Organiser within 7 business days of the agreed tour date will be charged for the cost of the Guide/s.

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.

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.

