



Snowy Mountains Express Pty Ltd - Terms and Conditions

Revised 1st May 2008

CARRIAGE

The Passenger agrees to travel with *Snowy Mountains Express Pty Ltd* (the company) subject to the following Terms and Conditions.

LIMITATION OF LIABILITY

a) Payments accepted by the Company in respect of a Ticket are subject to the Fare Rules applicable to the category of ticket purchased;

b) The Company will not be liable to the Purchaser, the Passenger, or to any other person for costs or losses resulting from diversion, substitution, alteration, cancellation or delay, whether caused by but not limited to weather conditions, road traffic delays or airline delays.

c) The Company will be not liable for consequential or other loss of any kind, arising directly or indirectly from negligence or any act or omission or any other cause in connection with provision or non-provision of Carriage or any transport or service.

d) The Company will not be liable for inaccuracy in any information concerning transport, services or their pricing whether referred to in the e-ticket or any other document.

e) The company will not be liable for the loss, damage or delay of baggage.

f) The reservation is non-refundable if cancelled within 28 days of travel.

BOARDING REQUIREMENTS

In the interest of on-time departures the Passenger must be ready for boarding by the time fixed by the Company, and in any case not less than 10 minutes prior to the scheduled departure time from relevant pickup location.

At the time of boarding, the Passenger must present their paperwork, or a suitable form of identification, and comply with all lawful instructions given by our staff or agent.

A passenger who fails to board or present themselves at the pickup location within the stipulated time may not be permitted to travel, and may be deemed a "no show".

This may result in the Passenger's booking under the Ticket being cancelled. Any of the following events constitutes a cancellation:

- a) Failure to board or present themselves at pickup location within the stipulated time;
- b) Request to cancel part or the entire ticketed journey within 28 days of travel; and
- c) Breaking any of these agreed Ticket Terms & Conditions.

In these circumstances, the ticket will be deemed cancelled by the company, and is non-refundable.

VEHICLES

The company reserves the right to change the type of vehicle at any time without notice. The company also reserves the right to alter mode of transport at any time without notice.

GOVERNMENT AND OTHER TAXES AND CHARGES

The price of the Ticket includes any taxes and fees which are imposed on entry to Kosciuszko National Park by the relevant government authorities.

INSURANCE

Personal and baggage insurance is highly recommended and should be obtained separately. The Company does not offer travel insurance. Please contact your travel agent for details.

SMOKING

In accordance with Company policy, smoking is not permitted at any time during travel with the Company.

DRUGS & ALCOHOL

The company reserves the right to refuse travel if the passenger is under the influence of drugs and/or alcohol.

The company also reserves the right to remove passengers that are considered to endanger the safety of themselves and other passengers.

FOOD AND DRINK

Passengers are not permitted to consume any food or drink whilst on board.

CHANGE OF TERMS AND CONDITIONS

The Company reserves the right to change the Terms & Conditions of Travel at anytime.