



# compass HELICOPTER SAFARIS

---

## TERMS & CONDITIONS

Lake Macquarie Helicopters Pty Ltd Trading as Compass Helicopters

1. The tours outlined are operated by Compass Helicopters in conjunction with restaurants, accommodation venues and other suppliers as nominated in the tour description.

2. Whilst Compass Helicopters will use its best endeavours to deliver a service, we reserve the right to alter the method of transport, route travelled, accommodation or services provided for any reason whatsoever, including but not limited to weather, aircraft or unserviceable equipment, operational conditions or requirements, Compass Helicopters will not be responsible for any additional expenses incurred as a result of any delays, cancellations or alterations arising from this clause.

2.2 Compass Helicopters require all Helicopter Safari passengers to:

Obtain **travel insurance** before any tour as many of the destinations are remote.

Disclose physical or medical conditions

Accept the risk they may suffer from travel sickness

3. Where Compass Helicopters does not operate a section of a tour, or directly provide a service incorporated as part of the tour (hereinafter called 'tour inclusions') then the company shall not be responsible for any loss, damage or injury occasioned to any person or property as a result of any such tour inclusion undertaken during the tour whatsoever or howsoever the same may be caused whether as a result of negligence or otherwise.

4. Compass Helicopters can give no guarantee of exact times of arrival or departure of any service and will not be liable for failure to make connections to other services.

5. The company reserves the right to vary the price of any tour as a result of any significant increase in prices, related supplier tariffs.

6. Passengers are reminded that all baggage and personal belongings are carried entirely at the passengers own risk.

**7. LUGGAGE ALLOWANCE** – Soft bags compulsory. Compass Helicopters guarantees to carry 10kg of baggage per person, to include a "Carry On" size bag plus a garment bag, purse or laptop. Maximum baggage dimensions ("Carry On" size): Length 48cm (19in) / Width 34cm (13in) / Height 23cm (9in)



# compass HELICOPTER SAFARIS

---

**8. CANCELLATION POLICY** varies dependent upon the tour booked.

**8.1** Helicopter Safari Tours: Cancellation 60 days or less 100% cancellation charge.

**8.3** Exclusive Charter flights: 14 days or less 100% cancellation charge. More than 14 days 100% refund. Full payment must be made at the booking stage.

**8.4** Group bookings: For groups of 4 or more passengers, full payment must be made at the time of booking. Cancellation can be made up to 45 days' prior with 100% refund. Less than 45 days a 100% cancellation fee will be imposed.

NB: If Compass Helicopters has to cancel due to the weather the group booker has two options:

- i. The event can be rebooked anytime within 18 months from the cancelled date
- ii. If tours are cancelled by Compass Helicopters, all payments will be refunded.

**DANGEROUS GOODS** Dangerous Goods are articles or substances which are capable of posing a significant risk to health. Further information on dangerous goods may be obtained by contacting the Civil Aviation Safety Authority on telephone 131757.

**PAYMENT** via bank deposit, Visa, Master Card, Debit or Amex card (3% surcharge applies) A valid credit card is required to secure the booking.

**DIVE POLICY** Flights cannot be taken by anyone who has conducted a SCUBA dive in the 12 hours prior to flight. Divers must notify Compass Helicopters pilot and ground crew if a SCUBA dive has been conducted in the past 24hrs. This is to ensure the safety of the passenger at all times.

**LIABILITY** Due to the remote locations our Helicopter safaris are conducted passengers may face dangers or discomfort. In the case this should happen passengers must be prepared to accept the risks involved with tours of this nature.

All care will be undertaken to avoid unnecessary risks, but the passenger is ultimately responsible for illness, accident, loss of property or death.

Compass Helicopters do not accept liability for any loss of enjoyment due to circumstances beyond our control. We accept no liability for breach of contract caused by, directly or indirectly, force majeure, war, industrial dispute, act of God or unforeseen circumstances will not be accepted by Lake Macquarie Helicopters Pty Ltd trading as Compass Helicopters and Slattery Helicopters.

Compass Helicopters will take all reasonable steps to provide an enjoyable tour.

## COMPASS HELICOPTERS POSTAL ADDRESS

14 Lucca Rd

Wyong NSW 2259

P: +61 408 434639

E: [bookings@compasshelicopters.com.au](mailto:bookings@compasshelicopters.com.au)

W: [www.compasshelicopters.com.au](http://www.compasshelicopters.com.au)