

# India

Temples, Textiles & Tastes of India  
with Morgan from The Crafty Squirrel





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# Trip Overview

Hi! I'm Nicole!

I design, plan and lead tours around the world. It's a tough job as I travel the world in the name of research!

The companionship of like-minded travellers, a thoroughly planned itinerary and the knowledge that you'll be fully supported every step of the way, will allow you to travel with total peace of mind.

India is a sensory overload in the best possible way. Prepare for spontaneity, a warm welcome and colour like you have never seen, If this sounds like your dream holiday, book today.

#noregrets

I look forward to travelling with you ...  
in INDIA!!!

## PRICE

AU \$5713  
twin share

AU \$1350  
single supplement

## DATES

22 January - 4  
February 2025

14 days  
13 nights

## STARTS & ENDS

Delhi

## UNESCO SITES

Taj Mahal  
Jaipur  
Red Fort



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# Hosts

Our guest host for this tour is Morgan Wills. An independent international tour guide in her own right, Morgan has been leading craft-based tours to Japan since 2017.

Working from her shop – The Crafty Squirrel, Morgan is a maker, a crafter, a creator and collector. She spends half her week behind the scenes in her studio; designing, making and working through her never ending ‘to do’ list; the other half, you’ll find her behind the shop counter where she loves to meet like-minded crafty visitors who travel the world over to visit her boutique shop in Ballarat, Victoria.

Red Door Tours are excited to be partnering with Morgan for this upcoming tour – Textiles, Temples and Tastes of India. Morgan herself is equally excited to meet the group of travellers joining us.



Morgan

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Nicole & Imran



# What's Included

India is a country of contrasts and colour and we've planned the ultimate Rajasthan adventure. You'll explore the must see sites, and venture off the tourist trail. From cities to villages, you'll have authentic experiences and make unforgettable memories.

## Highlights

- ✓ Experience sunrise at the Taj Mahal
- ✓ Explore Old Delhi, Mandawa and Jaipur on guided walking tours
- ✓ Craft museums, factory visits and artisan visits
- ✓ Block print workshop
- ✓ Explore the majestic forts and palaces of Rajasthan
- ✓ Experience Jaipur like a local in a tuk-tuk
- ✓ Discover Mandawa, once on the Silk Road

## Inclusions

- ✓ Private A/C Transport
- ✓ Airport Transfers
- ✓ Boutique Accommodation
- ✓ All meals and water
- ✓ Gratuities
- ✓ All workshops, experiences and entry fees

## Exclusions

- ✗ Flights
- ✗ Travel Insurance
- ✗ Alcoholic drinks
- ✗ Optional activities (on tuk-tuk day)





# Itinerary

## OVERVIEW

3 Nights Delhi

3 Nights Mandawa

4 Nights Jaipur

2 Nights Agra

1 Night Delhi



## DAY 1 - 22 JANUARY 2025

### Delhi



Welcome to India! Upon arrival at Delhi airport, you'll be met and transferred to the hotel. You'll begin your amazing journey with a welcome dinner at a local restaurant showcasing some of India's tastiest flavours. Meet Nicole, Imran and Morgan and get to know your fellow travellers. Please arrive in Delhi by 4pm. Transfers are included if you arrive on the day the tour commences.

## DAY 2 - 23 JANUARY 2025

### Delhi



Start with a visit to a 14th century stepwell, the first of a few for the tour. Each is unique and fascinating. Visit Qutab Minar, a 13th century UNESCO listed minaret and victory tower.

After lunch, visit the National Craft Museum of India and meet artisans who eagerly share their passion. This is a fabulous opportunity to purchase direct from the artisan.



DAY 3 - 24 JANUARY 2025

## Delhi



Enjoy a guided walking tour of Old Delhi. You'll visit the spice market, a Sikh temple and navigate the traffic in a rickshaw. Oh and of course some shopping for beautiful Indian ribbons. Enjoy paratha for lunch.

In the afternoon, Nicole will share her favourite textile street market and Imran will take you for chai and samosa.

DAY 4 - 25 JANUARY 2025

## Delhi to Mandawa



Drive to Mandawa, a town which was once on the silk road. Often called an open art gallery as the mansions are heavily decorated with art. Some are restored, while others have been left untouched.

Settle into your private havelli and spend a relaxed evening.

DAY 5 - 26 JANUARY 2025

## Mandawa



Explore the town and havellis on a relaxed walking tour. Visit an art studio to learn about miniature painting.

This afternoon there is time for some hand stitching. We'll have a couple of options with an Indian theme!

Tonight you'll enjoy dinner at the castle.





DAY 6 - 27 JANUARY 2025

## Mandawa

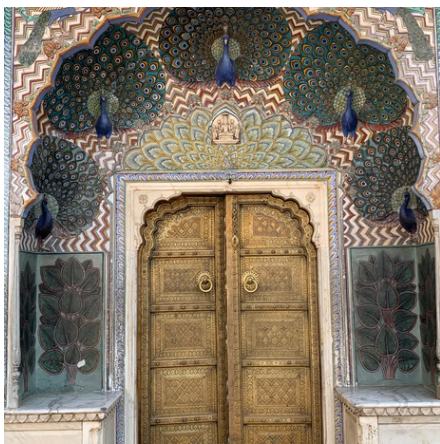


Today you'll explore more of the Shekhawati region and drive to a nearby town to explore more havellis, including a museum. Stop at a local farm to learn about rural life. Enjoy a free afternoon in your heritage hotel with optional henna.

Relax by the pool, in one of the outdoor lounge areas or take in the sunset from the rooftop.

DAY 7 - 28 JANUARY 2025

## Mandawa to Jaipur



Drive to Jaipur and enjoy Thalís for lunch. Visit the city palace, home to the Jaipur royal family.

Then it's time to start textile shopping. You'll visit a tailor with the option to get clothes made or purchase fabric.

DAY 8 - 29 JANUARY 2025

## Jaipur



This morning you'll enjoy a guided tour of the stepwell, temple and Amber Fort. Visit the Anoki textile museum to learn about the origin of block printing.

Tonight it's time to explore the city by tuk tuk. Whiz around the city, stop for dinner and visit a local ice cream parlour.



DAY 9 - 30 JANUARY 2025

## Jaipur



Drive to the village of Bagru for a private workshop where you will block print a bag and dye a scarf using natural dyes. Then visit the mastercraftsmen who carve the wooden blocks.

After a snack of samosa, you'll visit a paper factory which upcycles fabric scraps from local factories. Visit Patrika Gate and marvel at the patterns and colours and then relax at high tea at the Rambagh Palace.

DAY 10 - 31 JANUARY 2025

## Jaipur



Today you'll be exploring in tuk-tuks. Start with a visit to the wholesale flower and vegetable market (colour overload!). Then you'll have a choice of more than 40 activities: shopping, sightseeing, drinks at the palace, massages and more. (These are at your own expense)

Our trusted team of tuk-tuk drivers will take care of you.

DAY 11 - 1 FEBRUARY 2025

## Jaipur to Agra



Say goodbye to the pink city and drive to Agra with a stop at 8th century Abherneri stepwell. Enjoy a guided tour of one of Rajasthan's oldest stepwells.

Dinner is at a restaurant empowering women who have been victims of acid attacks.





## DAY 12 - 2 FEBRUARY 2025

### Agra



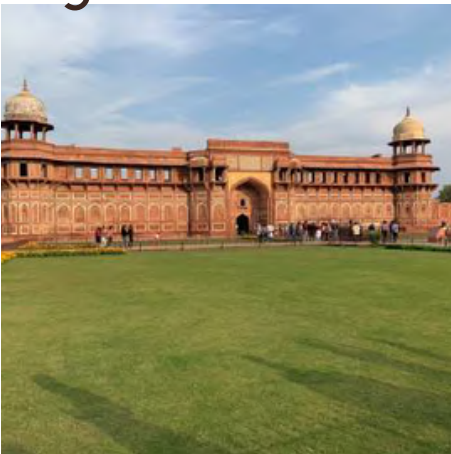
Enjoy sunrise at the Taj Mahal. Your hotel is within walking distance of the Taj allowing you the flexibility and freedom to stay for an extended visit if desired.

Then it's time to explore the UNESCO listed red fort. Built in 1565, it's an architectural wonder.

Finish the day with a visit to the baby Taj and then a sunset dinner on the rooftop of the hotel.

## DAY 13 - 3 FEBRUARY 2025

### Agra to Delhi



This morning you'll observe master craftsmen practicing the intricate crafts of marble inlay and zardozi embroidery.

Take in the final sights of India as you travel by bus to Delhi where you'll spend the night conveniently close to the airport.

## DAY 14 - 4 FEBRUARY 2025

### Delhi



We'll arrange your airport transfer to suit your flight time.

Safe travels and thanks for choosing to travel with Red Door Tours.



**BOOK NOW**

# Testimonials



Julie  
Nov 2023

My tour of India was everything I wanted and so much more. Thank you to Nicole, she is so capable, organised and only hires the best guides and drivers. I learnt so much and fell in love with India and it's people.

Impossible to pick my favourite experience. Now that I home and asked almost everyday the same question I give a different answer. To experience Diwali, the stepwells, staying in a haveli, Taj Mahal, meeting the artisans  
I recommend Red Door Tours, Nicole and Imran, I always felt safe and I had the most amazing experience with them.



Tracey  
Nov 2023

The travel journalling India tour exceeded my expectations - thoughtful itinerary providing a slice of Indian history, culture, textiles, shopping, great accommodation and wonderful food.

Nicole and Imran are a great team looking to provide the best experience for everyone.



Cath  
Dec 2023

I have travelled with Nicole to India and Morocco and cannot recommend Red Door Tours highly enough.

Nicole has surrounded herself with an amazing fun loving knowledgeable team who with Nicole ensure everyone has the best experience possible.

Don't have any regrets. Just do it!!



# What to do next?

Follow the steps below to secure your booking.

1. Read and accept the terms and conditions
2. Complete the [online booking form](#)
3. You'll receive an invoice via email for the \$800 deposit
4. Pay the deposit by direct deposit or credit card
5. Purchase Travel Insurance

Get Excited!! Your adventure in India awaits!





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# Contact Nicole

I'm thrilled you are considering Red Door Tours for your India adventure. Please contact me via email with any questions.



[nicole@reddoortours.com.au](mailto:nicole@reddoortours.com.au)



+61 402 650 190



Message on Whatsapp  
+61 402 650 190



@reddoor\_tours



[www.reddoortours.com.au](http://www.reddoortours.com.au)





# India

your questions answered



RED DOOR<sup>®</sup>  
— TOURS —





Keen to visit India .... let me answer a few common questions.

### **Is it safe to travel to India?**

I always feel safe and warmly welcomed in India Visit the Australian Government website [Smart Traveller](#) for up-to-date, advise.

### **Do I need vaccinations?**

Check with your local doctor and consult the [Smart Traveller website](#) for advice to suit you.

### **Which airlines fly to India?**

AirIndia and Qantas fly direct to Delhi from some Australian cities. Singapore Airlines, Scoot and Emirates also fly to India.

### **Do I need a visa?**

Australians and New Zealanders need an e-visa to enter India. It's a simple online process costing around \$40.

### **What kind of people join our tours?**

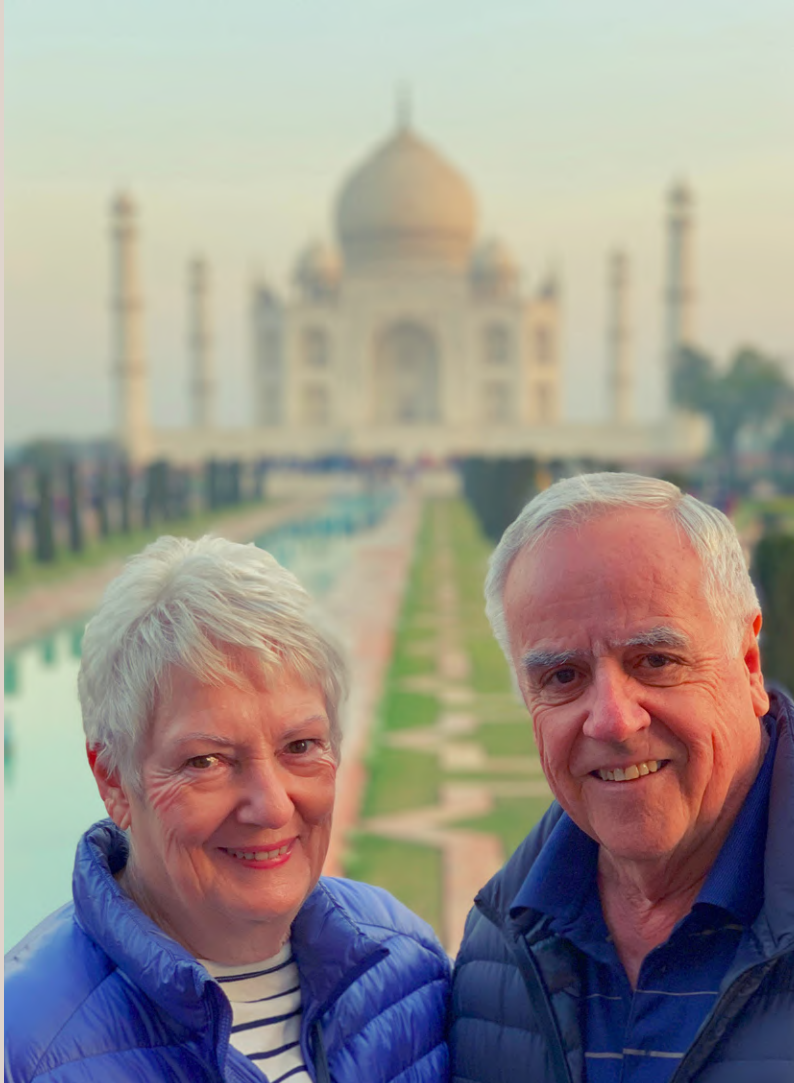
Our travellers are typically mature, well travelled people who have are looking to explore some of the more unusual destinations. They enjoy culture, history and textiles but don't want a history lecture! They are flexible, easy going and enjoy meeting like minded travellers. A sense of humour is always welcome!

### **Is the food and water safe?**

It's recommended to drink only bottled water. We provide plenty of water, including water to brush your teeth. Avoid salad and raw vegetables.

### **Can you recommend a travel agent to book our flights?**

We recommend Michelle Young, an independant travel agent. She charges a \$100 booking fee (reduced fee from \$200 for RDT guests) [myoung@mtatravel.com.au](mailto:myoung@mtatravel.com.au)







### **Do I need travel insurance?**

Yes it is a requirement for travelling on our tour. It is recommended you take out a policy upon booking the tour as your deposit is non-reundable as per our terms and conditions.

### **Can you organise accommodation if I arrive before or stay after the tour?**

We are happy to arrange additional accommodation either side of the tour.

### **Are transfers included in the tour cost?**

If you arrive/depart on the day the tour starts or ends, transfers are included in your tour. Otherwise, we can organise transfers for you at an additional cost.

### **Is the tour only for women?**

No, everyone is welcome on our tours. If you are travelling solo and interested in sharing a room, we'll try and assist.

### **Is the tour only for Australians?**

Many of our travellers are Australian but we welcome travellers from all countries.

### **How many people will be on the tour?**

This tour caters for up to up to 15 people. This gives us flexibility to cater for the group's needs and interests.

### **Can you cater for dietary restrictions?**

Check prior to booking if you have dietary requirements. In most cases, they can be catered for.

### **Are tips included?**

We've added tips into the tour cost (except tuktuk day - around \$20)

### **How will we travel?**

You'll travel in a private air-conditioned bus.

### **Is the WIFI reliable?**

The wifi at all hotels is free and reliable.





## Is there time for independent exploration?

All activities are optional. Our tuk tuk day in Jaipur is always a favourite. You have the reassurance of knowing you are in safe hands and the flexibility to choose from more than 40 activities ... massage, textile museums, shopping, sightseeing, markets and more.

We always allow time in our daily itinerary for spontaneity which India offers!

## Do you use local guides?

We have a local tour guide and we employ local guides in each city to share their knowledge and expertise.

## Are ATMS reliable?

Yes, ATMS are reliable. Local currency is rupee and not readily available outside India.

## What's the weather like?

We plan our tours to India to avoid the extreme heat. Sightseeing and sweating are not a great combination!

## How can I pay for the tour?

You can pay the \$800 deposit by credit card or direct deposit. The final payment is due 95 days prior to departure.

## How do I book?

To secure a place on the tour, simply complete the [online booking form](#) and pay \$800 deposit.

## Still have a question?

Email me. I love to chat about India! Nicole [nicole@reddoortours.com.au](mailto:nicole@reddoortours.com.au)

**#noregrets #unforgettablememories**

**SIGN ME UP! I'M OFF TO INDIA**



**RED DOOR**  
— TOURS —





RED DOOR  
— TOURS —

# TERMS AND CONDITIONS – Group Tours

**Please take the time to read and understand the Terms and Conditions, prior to booking a tour with us.**

## 1. TERMS

All bookings and engagements for travel services and tours are made with Authentic Global Travel Pty Ltd trading as Red Door Tours (ABN. 23 624 982 510) (“we” / “us”), whether for yourself or on behalf of others (“you” / “your” / “traveller(s)”).

By making a booking with us, it becomes a legally binding agreement on the basis that it has been accepted by us, and you are deemed to be in acceptance of the Terms and Conditions outlined herein (which constitutes the entire agreement). The services to be provided are those referred to within your booking confirmation. You are responsible for reading our Terms and Conditions prior to making payment for your booking.

## 2. VALIDITY

Dates and itineraries are valid until 31 March 2025. Beyond 31 March 2025, dates and itineraries are indicative only.

We reserve the right to update and / or amend these Terms and Conditions at any time.

## 3. DEPOSIT

You are required to pay a deposit per person per tour, in order for your booking to be secured.

If a booking is made within 95 days of the planned departure date, full payment is required at the time of booking.

## 4. BOOKING CONFIRMATION AND FINAL PAYMENT

Once your booking has been accepted, we will issue you with a confirmation email. A separate invoice will be issued to you in relation to the final payment. The final balance for your booking is due 95 days prior to the planned departure date. Should this balance not be received on or before the due date, we reserve the right to treat your booking as cancelled and all payments already made will be forfeited by you to us. Subject to these Terms and Conditions, once the final payment is received, there are penalties for cancellation.

## 5. PRICES AND SURCHARGES

Tour prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. Tour prices may vary at any time in accordance with demand, market conditions and availability.

Prices may vary depending on which currency the booking is made in. We reserve the right to impose surcharges up to 45 days before departure due to unfavourable changes in exchange rates, increases in airfares or other transportation costs, increases in local operator costs, taxes, or if Government action should require us to do so. In such instances, we will be responsible for the amount (up to 2% of the tour price), and you will be responsible for the balance. If any surcharge results in an increase of more than 10% of the tour price, you may cancel the booking by notifying us in writing, within 14 days of notification of the surcharge, and obtain a full refund.

All prices quoted by us are in Australian Dollars, unless otherwise stated. Any additional fees associated with currency exchange and currency fluctuation will be your responsibility.

From time to time, we may receive fees, commissions, gifts, or financial incentives from suppliers and other third parties in relation to your travel arrangements.

Obtaining fully comprehensive travel insurance, which is mandatory, remains the sole responsibility of each traveller. It is your responsibility to ensure that the policy provides coverage for such instances, but not limited to, personal accident, death, medical expenses, repatriation, emergency evacuation, personal liability, loss of luggage, personal effects, flight cancellations etc. We are not responsible, for any costs

associated with a traveller missing the start of a tour. If you miss a connecting flight, or are otherwise delayed, any additional costs incurred by you, in addition to any inclusions in your tour which are missed, are to be borne solely by you. We encourage you to speak with your travel insurance company about this risk.

## 6. YOUR DETAILS

In order to confirm your travel arrangements, you must provide all requested details. They include but are not limited to: full name as per your passport, date of birth, nationality, passport number, passport issue and expiry date, any pre-existing medical conditions such as mobility issues, visual and / or hearing impairments, allergies, dietary requirements, or food intolerances.

We will aim to accommodate any special needs; however, this cannot always be guaranteed.

## 7. CANCELLATION BY THE TRAVELLER

Any changes and / or cancellations must be advised in writing. If you change and / or cancel some or all of your booking:

- a. *Your deposit is nonrefundable.*
- b. *60 to 94 days prior to commencement of your trip: cancellation fee 75% of tour price*
- c. *Less than 60 days prior to your tour, we will retain 100% paid by you in connection with the booking.*

You acknowledge that the retention by us of all or part payment is a fair remuneration for, and commensurate with the work conducted by us in arranging your travel arrangements at that point in time. You also acknowledge that funds are sent to secure your accommodation and services in the country of travel.

**Note:** the cancellation policy can vary from tour to tour, including higher charges and additional services. Any tour-specific policy overrides these Terms and Conditions.

You are strongly advised that your mandatory and fully comprehensive travel insurance policy provides adequate cover in the event of a tour cancellation. If you leave a tour for any reason after it has commenced (including but not limited to a cancellation as a result of COVID-19, a pandemic or a force majeure event), there will be no refund. If you fail to join a tour, join it after departure, or leave it prior to its completion, there will be no refund. The above cancellation fees are in addition to fees which may be imposed by accommodation providers, travel agents or third-party tour and transport operator fees.

Whilst we will do all that is possible to assist you, you are responsible for any additional costs incurred, and / or making arrangements other than those we originally stated we would provide.

*“For the abundance of clarity, if we incur any costs on your behalf, we are entitled to pass those on to you, or retain any amounts pre-paid by you, to apply to such third-party costs, in addition to our own cancellation fees described in further above.”*

**Please consider implications from cancellations by virtue of Government mandates relating to pandemics when making enquiries regarding your travel insurance.** You may need to cancel your bookings because you are prohibited from travel, and refunds may not be available to you. This clause shall apply whether you elect to cancel your tour, or you are required to cancel your tour by Government mandate (subject to any regulatory provisions to the contrary which may be imposed at the time).

There will be no refunds for any part of the tour not used, including (but not limited to) meals, activities, or any other services.

## 8. CANCELLATION BY US



Tour cancellations made by us at any time, including during a tour, will only happen due to circumstances out of our control, such as political instability, strikes, accidents, pandemics, or outbreaks of infectious diseases, acts of war or terrorism, civil or military disturbances, natural disasters, force majeure (Acts of God), or other such circumstances where it is not viable for us to operate the planned itinerary. In circumstances where the cancellation is due to external events outside of our reasonable control, refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance or non-refundable flights.

## 9. BOOKING AMENDMENTS

Any changes and / or cancellations must be advised by you in writing, in order for it to be assessed and actioned.

## 10. INCLUSIONS

The expenses summary of the tour listed in your itinerary includes:

- a. accommodation;
- b. transport;
- c. sightseeing and meals;
- d. the services of a group leader as described in the itinerary.

Tips are included in the expense's summary; however, you are entitled to give additional tips at your discretion.

## 11. EXCLUSIONS

The price of your tour does not include international or internal flights unless specified, airport transfers (unless stated), excess baggage charges, meals other than those specified in the itinerary, visa and passport fees, travel insurance, optional activities, and all personal expenses such as alcohol, laundry, and shopping.

## 12. AGE AND HEALTH REQUIREMENTS

### Minimum Age:

A minimum age of 18 years applies to travellers on most tours. Please enquire at the time of booking.

We have no upper age limit, although we remind you that our tours can be physically demanding, and passengers must ensure that they are suitably fit to allow full participation. At a minimum, travellers must be able to walk up several flights of stairs unaided.

### Medical:

In travelling with us, you warrant that you are medically fit to do so, having considered the rigors of the tour you are to undertake.

You should ensure you have all required documents before booking, and regularly monitor the latest health requirements and recommendations of your destination.

We can provide details on mandatory health requirements; however, we are not medical experts. You are ultimately responsible for obtaining all proper and detailed medical and inoculation advice, and travel-related documentation required by state, federal or international authorities that allow entry or exit into their state, territory, return to your country of residence, or overseas travel from your country of residence to another country.

Certain state, federal or international authorities require travellers be vaccinated against specific infection (including, but not limited to COVID-19) and / or diseases, as well as evolving responsibilities around PCR testing and isolation requirements.

Travellers accept that medical services and / or administrative facilities may not be readily available or accessible during some or all of the time during the tour, however, should there be the need, we

endeavour to assist to the best of our ability.

Our group leader will carry a basic first aid kit, and travellers are advised to bring their own personal medications.

## 13. GROUP SIZE

Our tours are guaranteed to depart once they have six fully paid travellers, unless a minimum group size specifically states otherwise.

## 14. PASSPORT AND VISAS

You must carry a valid passport and have obtained all of the appropriate visas, permits and certificates for the countries which you will visit during your tour. Your passport must be valid for six (6) months beyond the duration of the tour. It is your responsibility to ensure that you are in possession of the correct visas, permits and certificates for your tour. Please refer to the itinerary or relevant Government website for details. We are not responsible if you are refused entry to a country due to an incorrect passport, visa, or other insufficient travel documentation.

## 15. TRAVEL INSURANCE

Fully comprehensive travel insurance is mandatory for all our travellers and should be taken out at the time of booking. Your travel insurance must provide cover against personal accident, injury, death, medical expenses, medical emergencies, and repatriation with a recommended minimum coverage of \$100,000 for each of the categories of cover. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects. Whilst it is difficult, we recommend you make enquiries about pandemics and the effect of the same on your insurance policy.

You must provide proof of your travel insurance at the time of making the final payment, and you will not be able to join the tour without it.

## 16. CHANGE OF ITINERARY AND FLEXIBILITY

While we endeavour to operate all tours as described we reserve the right to change the itinerary. We will endeavor to find a suitable substitute to the best of our ability within the given timeframe and conditions at hand. No refund or compensation to the traveller will be provided. If we make a major change, we will inform you as soon as reasonably possible.

We reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. In such emergency circumstances, the additional cost of any necessary itinerary alterations will be covered by you. **Note:** we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations, accommodation, or non-refundable flights.

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility, and you should allow for alternate event, activity, or arrangement. The itinerary provided for each tour is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities, and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

## 17. AUTHORITY ON TOUR

Our tours are run by a group leader. The decision of the group leader is final on all matters that are likely to affect the safety or well-being of any traveller or staff member participating in the tour. If you fail to comply with a decision made by a group leader or interfere with the well-being or mobility of the group, the group leader may direct you to leave the tour immediately, with no right of refund. We are not liable for any costs and / or expenses incurred by the traveller resulting from exclusion from the tour. We may also elect not to carry you on any future tours booked.

If the group leader or tour escort is unable to accompany the tour, we will arrange a suitable alternative person. You must always comply with the laws, customs, foreign exchange, and drug regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines. Smoking is not permitted within the vicinity of the tour group.

## 18. ACCEPTANCE OF RISK

You acknowledge that the nature of the tour is adventurous, and participation involves a degree of personal risk. You will be visiting places where the political, cultural, and geographical attributes may present dangers, and challenges greater than those that are present in your daily life. We monitor and utilise information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate.

Similarly, there remains a risk associated with pandemic related illnesses. It is your responsibility to acquaint yourself with all relevant travel information and guidelines regarding the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information, and you accept that you are aware of the personal risks associated with such travel. We strongly recommend that you familiarise yourself with current travel advice from [smartraveller.gov.au](http://smartraveller.gov.au) or a similar advisory body prior to travel.

You acknowledge and agree to adhere to the luggage restrictions outlined within the tour communication.

## 19. LIMITATION OF LIABILITY

We contract with a network of companies, government agencies and individuals to assist in the running of our tours as agent for these third parties. We are not responsible for the acts and omissions of these third parties:

### To the fullest extent permitted by law:

- a. *any liability for any loss, death, injury, or damage which you may suffer (directly or indirectly) in connection with, or arising out of, your participation in a tour or any breach of these Terms and Conditions, is excluded;*
- b. *you release us and our officers, employees, agents, and representatives from any liability and expressly waive any claims you may have against us arising out of or in connection with your participation in a tour; and*
- c. *any condition or warranty which would otherwise be implied by law into these Terms and Conditions (implied warranty), is excluded.*

*To the extent an implied warranty cannot be excluded, our liability in respect of the implied warranty is limited to (in our absolute discretion):*

- i. *the provision of a similar tour to an equivalent value; or*
- ii. *a refund of the total amount received by us from you in connection with your booking.*

Any claim by you is excluded to the extent that it is for indirect or consequential loss, loss of profits or economic loss, however it arises, or for indirect, special, punitive, or exemplary damages.

## 20. OPTIONAL ACTIVITIES

Optional activities not included in the tour price do not form part of the tour or this agreement. You accept that any assistance provided by your group leader or local representative in arranging optional activities, does not render us liable in any way. The contract for the provision of the activity will be between you and the activity provider.

## 21. COMPLIMENTS, CLAIMS AND COMPLAINTS

We are committed to being responsive to the needs and concerns of our travellers, and to resolve any possible complaint as quickly as possible. We hope not to have any claims or complaints about your tour, but should you feel that something did not meet your expectations please inform your group leader or our local representative at the time, in order to attempt to rectify the matter.

## 22. SEVERABILITY

In the event that any Term or Condition contained in this agreement is unenforceable or void by operation of law, or as being against public policy, or for any other reason than such Term or Condition shall be deemed to be severed from this agreement with us amending it accordingly, only to such extent necessary to allow all remaining Terms and Conditions to survive and continue as binding.

Our agreement made under these Terms and Conditions and any contract to which they apply, are governed in all respects by Australian law and they shall be subject to the exclusive jurisdiction of the courts of New South Wales, Australia.

Any claim or matter arising under, or in connection with, such agreement will be in respect to Australian law and be subject to the exclusive jurisdiction of the courts of New South Wales, Australia.

## 23. PHOTOS AND MARKETING

You consent to us using images of you taken during the tour for advertising and promotional purposes, in any medium. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.

You further release and indemnify us from any loss, damage, costs, expense, or claim arising out of the use of images of you including action for defamation, libelous material, breach of privacy and / or copyright.

## 24. PRIVACY POLICY

Any personal information that we collect about you may be used for a purpose associated with the operation of a tour, or to send you special offers or marketing material in relation to our events. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the tour. We will otherwise treat your details in accordance with the privacy laws of Australia unless other laws apply. Please consider our privacy policy which is available on our website at [www.reddoortours.com.au](http://www.reddoortours.com.au)