

TRADE TERMS AND CONDITIONS



TRADE FACT SHEET

AGRICULTURAL TOURS RIVERINA is the registered trading name of Education and Training Services and Projects Pty Ltd (ACN 073 141 161), engaged in business, industry and educational tourism since 1996. Based in the NSW Riverina Region, we organise agricultural tours across eastern Australia. Tour leaders are experienced communicators in various aspects of Australian agriculture and hold Working With Children Checks.

OUR TOURS satisfy clients seeking high quality information about any aspect of Australian agriculture. Tour arrangements are flexible – you may choose your own transport, accommodation and meals, or ask us to arrange them as part of a total package. We can collect your tour group from any agreed point in eastern Australia and return them to any destination. ATR staff or associates accompany every tour group. Tours are characterised by face-to-face meetings with

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| * farm and factory managers | * researchers and academics |
| * policy makers | * industry representatives |
| * financiers | * other experts appropriate to the objectives of your tour. |

ACCOMMODATION and MEALS If you ask ATR to arrange your group's accommodation we will select three star or higher rated accommodation unless you specify otherwise. You should also specify single or twin share. For lunchtime meals we usually suggest licensed clubs or local hotels. For evening meals we usually suggest motel restaurants. Please indicate special dietary requirements at time of booking your tour.

AVAILABILITY ATR conducts tours on demand, 365 days of the year.

RETAIL AND NETT RATES We will quote nett rates unless you ask for retail rates. Rates are current to dates specified on invoices. GST at 10% is included in rates where required.

BOOKINGS Post: Farm 202, 112 Canal Road, Merungle Hill, NSW 2705
Email: riverineagtours@gmail.com
Telephone: +61 (0)419 407 804
Facsimile: +61 (0)2 6955 7473

BOOKING TERMS AND CONDITIONS

RATE VALIDITY DATES

All rates quoted are current until the date of payment indicated on your invoice.

CONTACT DETAILS

Post: Farm 202 112 Canal Road Merungle Hill NSW 2705
Email: riverineagtours@gmail.com
Telephone: +61 (0)419 407 804
Facsimile: +61 (0)2 6955 7473
Website: agriculturaltourssriverina.com.au

PAYMENTS

All payments in Australian dollars.

20% deposit payable at time you confirm the tour itinerary we propose to you. Payment of this deposit by the date indicated on the invoice locks in our quote and ensures farm and other site managers (including accommodation and transport providers) will organise themselves to be available to your tour group -- no meetings or visits will be secured prior to receipt of the deposit. Balance of fee must be received by ATR twenty business days before tour commencement. Failure to meet this deadline may affect provision of transport, accommodation or catering services.

Repeat and regular clients of ATR may wish to discuss credit or other alternative arrangements.

CANCELLATION POLICY

Deposit is non-refundable but will be honoured for 12 months. A penalty of 50% of fees paid applies to cancellations within five working days of tour commencement date and a penalty of 80% of fees paid applies for cancellations within 48 hours of tour commencement date. By "fees" is included all professional charges and outgoings that constituted the total fee quoted by us and agreed to by you. Please ensure members of your tour group have appropriate and adequate travel insurance.

Agricultural Tours Riverina will always apply cancellation policies fairly, in the spirit that we want to do repeat business with serious clients and their agents.

TRAVEL AGENTS: HELP US TO HELP YOUR CLIENTS

The more information you give us about your clients, the better we can tailor a tour itinerary that meets their expectations. If we know details about the characteristics of your clients and what they seek, we can design a tour to provide the very best visits, meetings and experiences for them.

FREE OF CHARGE POLICY

Unless otherwise agreed:

Tour fees including transport provided by ATR, accommodation or meal costs are waived for one interpreter or tour official in groups up to 25 people.

Tour fees including transport provided by ATR, accommodation or meal costs are waived for a second interpreter or other tour official accompanying groups larger than 25 people.

INCLUSIONS

Our quoted fee will include all disbursements to farmers or other site managers, accompaniment by a knowledgeable representative of Agricultural Tours Riverina and introductions to senior site managers who regard all questions as fair questions. Airport transfers, tour transport, meals, am/pm refreshments and single or shared room accommodation are included at your request and will be included in the quoted overall fee.

Unless you request otherwise and we agree in writing a day's activities will include visits to at least four farms or other sites of interest. If you ask us to arrange lunches or evening meals, they will consist of two courses (entrée and main, or main and dessert) and tea/coffee.

CONFIRMATION OF GROUP NUMBERS

Generally at time of confirming booking. Flexibility will be shown wherever possible.

MINIMUM AND MAXIMUM GROUP SIZES

Minimum 1, maximum 55 unless otherwise agreed in writing.

DEPARTURE DAYS, TIMES AND PICK-UP POINTS

ATR conducts tours 365 days of the year. See "Tour Conditions" below regarding access to sites.

Pick up points, times and destinations anywhere in eastern Australia by written agreement prior to confirming booking.

TOUR DURATION

By written agreement.

TOUR CONDITIONS

Tours visit operational farms, factories and other industry sites. Safety inductions may be required at some sites. Protective or safety clothing may be provided and required to be worn at some sites.

Clean, sturdy, fully enclosed footwear is required at all times. People with dust or pollen allergies should take their normal precautions. Some visits may involve walking over rough ground or up and down industrial staircases. If operational, weather, road, biosecurity or any other conditions make it impossible or inadvisable to visit a particular farm, factory or other site on any occasion, an alternative arrangement will be negotiated with tour representatives.

DAMAGES AND RESPONSIBILITIES

Agricultural Tours Riverina cannot accept responsibility for lost, damaged or stolen property.
Tour members should arrange their own travel insurance.

BANKING DETAILS

Institution:	Westpac Bank
Address:	109 Pine Avenue, LEETON NSW 2705
SWIFT Code:	WPACAU2s
BSB:	032757
Account Name:	Education and Training
Account Number:	207157

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