TRADE TERMS & CONDITIONS

AGRICULTURAL TOURS RIVERINA

TRADE FACT SHEET

Document Version December 2025

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. We organise agricultural-related 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 matter related to Australian agriculture. Tour arrangements are flexible – you may choose your own interpreters, 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:

- Farm and factory managers
- Policy makers
- Environmentalists
- Researchers and academics
- Industry representatives
- 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. Retail rates are commissionable in line with tourism industry conventions. GST at 10% is included in rates where required.

BOOKINGS

Post: Farm 202, 112 Canal Road, Merungle Hill, NSW 2705

Email: agtoursriv@gmail.com

Telephone: +61 (0)419 407 804

BOOKING TERMS & CONDITIONS

RATE VALIDITY DATES

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

CONTACT DETAILS

Post: Farm 202, 112 Canal Road, Merungle Hill, NSW 2705

Email: agtoursriv@gmail.com

Telephone: +61 (0)419 407 804

Website: www.agriculturaltoursriverina.com.au

PAYMENTS

All payments in Australian dollars.

Unless otherwise explicitly agreed in writing the following terms and conditions apply:

- 20% deposit invoiced 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 and caterers) will organise themselves to be available to your tour group – no meetings/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.
- First time clients may be asked to pay a nominal non-refundable portion of their 20% deposit before work commences on complex or lengthy itineraries.
- Established regular clients of ATR may wish to discuss credit or other arrangements.

CANCELLATION POLICY

The 20% 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 balance of fees quoted by us and agreed to by you. Please ensure members of your tour group have appropriate and adequate travel insurance.

HELP US TO HELP YOUR CLIENTS

If you can tell us what your clients want to know at the end of their tour that they did not know at commencement of the tour we are helped to select the very best sites for them to visit and people for them to meet.

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.

FREE OF CHARGE POLICY

Unless otherwise agreed retail tour fees including transport provided by ATR, accommodation or meal costs are waived for one interpreter or tour official in groups size 12 to 25 people.

Retail 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. Interpreters, 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.

Most site visits or meetings will be scheduled to last an hour. If you ask us to arrange meals, they will consist of two courses (entrée and main, or main and dessert) and tea/coffee unless you request otherwise.

CONFIRMATION OF GROUP NUMBERS

Generally at time of confirming booking. We can be flexible in most cases.

MINIMUM AND MAXIMUM GROUP SIZES AND TOUR DURATIONS

By negotiation. Note that our fees and charges are not normally dependent on group size.

TOUR CONDITIONS

Tours may 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. Some sites may require us to obtain from all members of your group (including drivers, guides and interpreters) evidence of full COVID vaccination protection.

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 your tour representatives.

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

DAMAGES AND RESPONSIBILITIES

Agricultural Tours Riverina cannot accept responsibility for lost, damaged or stolen property.

Tour members should arrange their own travel insurance.