

## **TERMS & CONDITIONS**

### **PASSES**

You must show or purchase your wristband as you board. You should keep your wristband safe as replacements will not be issued. Passes are valid only for the day of purchase.

### **PASSES ARE NOT TRANSFERABLE**

Look after your wristband. If you lose it, you lose your ride. Passengers travelling without a valid wristband will be charged the full fare.

### **DEPARTURE POINTS AND TIMES**

The Company endeavours to provide departure points and times for the service which are as accurate as possible. However, the Company reserves the right to vary such departure points and times without notice to you, as circumstances require. Variations will be advised as soon as possible.

### **ROUTE**

The Company reserves the right to deviate from the route of a service in the event of disruption to the local traffic conditions due to sporting and community events, road works, or where reasonably prudent to do so in the light of circumstances beyond the Company's control.

### **BUSES**

The Company operates a timetabled service and reserves the right, for safety reasons, to refuse you access to travel on a particular departure. For safety reasons you are required to remain seated while the bus is in motion. As we operate a hop-on hop-off service, seats are allocated on a first-in-first-served basis up to the maximum carrying capacity of the bus.

### **SERVICE**

The company reserves the right to cancel the tours in bad weather.

### **REFUNDS**

In the event that the Company is unable to operate a service throughout the period of the validity of your wristband through circumstances totally within its control, you shall be entitled to a full or part refund of the price of your wristband.

### **ACCIDENT OR LOSS**

Please take care of all personal property while travelling. The Company will not be liable for any loss, theft, damage, delay, inconvenience, or direct or consequential loss, however caused, unless due to our employees' negligence, in which case our liability is limited to damages (except for death or personal injury) to a maximum of the refund of the wristband price. There will be limited space on the bus for wine purchases. Most wineries offer delivery options.

### **ALCOHOL**

The consumption of alcohol is prohibited on the bus.

### **GENERAL CONDITIONS**

We may at our discretion require any person to alight from a tour if we deem his/her conduct offensive or a nuisance to other passengers, or if behaving in such a way as to constitute a risk to his/her safety or to the safety of other passengers, and we shall have no further liability. If you have any comments about the RIDGE RIDER HOP ON HOP OFF service, please email to [info@ridgerider.com.au](mailto:info@ridgerider.com.au)