

To avoid any misunderstanding please read our [Terms and Conditions](#) and if you have any further queries please do not hesitate to contact us, we would be happy to assist.

Terms and Conditions

Updated February 2023

Australian Elements Tours & Charters (AETC) reserves the right to amend prices or itinerary, (i.e. alter travel routes or itinerary) due to road, weather or traffic conditions; or if required by the size, behaviour or other condition of the group.

All of our services are calculated by either the distance travelled (transfer) or the length of time a vehicle is booked (hourly). The actual rate is calculated electronically and is further dependent on the type of vehicle you require and the suburbs you are travelling to and from. While in the vast majority of cases we are able to provide you with a fixed price quote for your particular journey, there are instances where the actual cost will vary. Some examples of such variations include stops at your request, unplanned stops, change in route, waiting time on arrival and a change in the number of passengers. Further variations include the amount of luggage you intend to carry in a vehicle, which may require hiring a trailer.

All reservations for a transfer include 15 minutes' grace from the time the bus arrives or time of booking, after which a waiting time charge applies. The exact amount varies with the type of vehicle you have requested.

It is recommended that Passengers re-confirm their booking at least 24 hours prior to departure.

If you have pre-paid for a service for a particular time frame or distance, and that time or distance is exceeded, the driver will ask for payment of the extra service provided.

AETC accept no responsibility for any loss or damage to personal belongings or luggage or for any injury or loss of any type whilst on tour (please read section 'Lost Property Procedure' below for more information).

AETC recommend that all passengers have personal travel insurance to cover loss or damage to property, illness, injury or not being able to travel on the confirmed date of departure.

Please be aware that while we would like to cater for your every need, not all requests can be accommodated.

Seat belts/ General behaviour

All our buses are fully equipped with seat belts.

As per Australian Road Rules, seat belts must be worn at all times.

All passengers must be seated and wearing seatbelts when the vehicle is moving. This is for your safety in the event of an accident.

Passengers are not permitted to place any part of their body outside the vehicle, whilst the vehicle is moving.

Child Seats

All our buses are deemed as public transport vehicles and therefore child seats are not required.

If you prefer the usage of a child seat you need to bring your own, as AETC does not provide child seats. You are responsible for the fitting of child seats in a vehicle using the anchor points indicated by the driver.

Please note that no personal items can be kept on the bus between transfers – unless by prior arrangement - and we ask our customers to take all their belongings, including child seats, when leaving the vehicle.

Wine Tours

To ensure that you are able to relax and enjoy your tour, and to ensure the wineries are able to provide the best possible experience, our groups need to be booked with wineries.

We can book them for you as this is part of our service; simply let us know where you want to go and we will try to get them booked for you (all bookings are subject to availability at wineries).

If we cannot get you in to your choice then we can find a similar experience for you. Some venues require pre-payment via credit card from the customer in order to make a booking. We can make that payment for you, the cost would then be included in your tour cost.

We may not book small groups; e.g. groups of 4 or less, or where the wineries being visited are staging a major/ticketed event.

Alternatively, if you prefer, you can book them yourself while researching where you would like to tour. If you arrange your own itinerary, it needs to be sent to info@australianelements.com at least one week prior to departure, or even earlier if possible. AETC will review the itinerary and we may suggest some changes where we know it will improve your experience. AETC will confirm your booking with each winery.

Alcohol

We encourage responsible behaviour, particularly when passengers have been consuming alcohol before they board the bus.

During a wine tour we recommend that you drink plenty of water between each winery.

Our business relationship with all wineries requires that no alcohol is consumed on the bus during a wine tour. In any event, the consumption of alcohol in vehicles is illegal without the appropriate liquor license.

AETC vehicles are not licensed, therefore no consumption or the carrying of open alcohol containers is permitted on buses.

The carrying of wine/alcohol purchased during a tour is exempt. Bottles or cans purchased during a tour must be sealed for the entire duration of the tour. The driver has the right to terminate a tour if alcohol consumption or unruly behaviour occurs on the bus. No alcoholic beverages from other venues are permitted into Cellar doors or on winery grounds

AETC reserves the right to decline any intoxicated passengers to board the bus. This also applies to wineries who may decline entrance to their premises. The driver may terminate the tour and/or remove individual/s from the bus.

Liquor License

Please note that many wineries will not accept groups that have come off a licensed bus so there may be limitations on which venues you could visit.

Therefore, generally Limited Liquor Licenses are rarely accepted on Wine/Beer Tours. For any other tours or A-to-B transfers, AETC can apply for a liquor license.

We require at least 30 days' notice, otherwise late fees apply.

Additional costs of \$170.00 for the Liquor License apply and the cost of the bus hire increases by 20%.

A refundable bond of \$400.00 (unless otherwise advised) is also required and must be paid when making the booking. This bond will be refunded once the driver has agreed that the travel has been completed successfully, without any damage or cleaning required to the bus. If a liquor license is requested within two weeks' (14 days') notice, respective costs increase from \$170.00 to \$220.00.

Last-minute applications for liquor licenses may not be allowed and are at the manager's discretion.

Passengers on licensed buses must not carry more than two cans of alcohol with them (unless otherwise advised). No glass is allowed. Any alcoholic beverages need to be stored in a small soft-pack esky or bag when not consumed.

Hens and Bucks Tours

Charters for Hens and Bucks tours require a bond of \$200.00, payable upon booking. Provided the bus has been left behind in a clean, tidy condition the bond will be refunded the following business day.

In case the bus has been left behind in a condition that required cleaning/repairs, the full bond may be retained. Additional fees may apply at the manager's discretion if the vehicle is severely befouled and/or damaged.

Please read section 'Befouling / Cleaning / Damages' below for more information.

Befouling / Cleaning / Damages

A befouling fee will apply to passengers who cannot control bodily functions.

Passengers are requested to remove any rubbish from the bus or place in bin supplied at the door.

A cleaning fee will apply if passengers spill drinks / food or leave rubbish behind for the driver to clean up. Please respect the condition of the bus for the next passengers.

Passengers are reminded that any unacceptable behaviour, i.e. oral abuse or bodily harm, will be treated strictly in accordance of the law; damage fees will apply.

The driver reserves the right to terminate a charter, if any actions are deemed threatening or dangerous to the driver or other passengers. The driver is authorised to have an unruly passenger who is threatening or placing the driver or passengers in a dangerous situation removed. The matter may be reported to the Police or relevant authority if deemed necessary by the driver or management.

The befouling fee starts from \$100, depending on the degree of cleaning required. Similarly AETC may contact you to recover any cost for commercial cleaning or repairs where damage to a vehicle is caused by you or one of your guests.

Smoking

No smoking is permitted on any of our buses. It is against the law in South Australia to smoke in Public Transport Vehicles.

Cancellation Policy

Tours (eg Red White & Brew)

Cancellations up to 48 hours (2 days) before the booking – full refund

Cancellations within 2 days of the tour date will incur a \$30 Admin fee.

Cancellations notified on the day or 24hrs before date of booking will lose all monies paid.

Charters cancellation Policy

Cancellations up to one week (7 days) before the booking will incur a minimum \$40.00 Admin fee.

Cancellations less than 6 days before the booking will incur a \$150.00 fee.

Cancellations notified on the day or 24hrs before date of booking will lose all monies paid.

Payment Options

All transport bookings require payment prior to travel and payments can be made via EFT or through our online booking system.

All transfers require full payment upon booking, unless otherwise advised.

All customised charters and tours require a deposit payment upon booking with balance payable at least two weeks prior to travel, unless otherwise advised. If a charter is booked within 6 days of travel, full payment is required upon booking.

Gift Vouchers

Gift Vouchers must be used in accordance with the details on the website and are valid for 3 years from the date of purchase. Vouchers can only be used on new bookings. They cannot be exchanged for cash.

Any original voucher must be handed over to the driver on the day.

Lost Property Procedure

If you have lost items on the bus, please contact our operators immediately. Please be aware that our fleet are constantly moving throughout Adelaide during the day/night. In order for us to find your item we need accurate information – if possible please provide the following details:

- The booking number
- The bus type, or driver's name
- Date and time of transfer
- Addresses of pick up and destination
- Description of the lost item
- Best contact number or email

The more information we have the easier it is for us to find your lost item. Our drivers bring in items they find on the bus whenever they head to the depot - which can be a few days after your transfer.

If you have lost a smart phone, it has been proven that phones can be easily located if you have installed a GPS App.

Privacy Policy

updated February 2023

Your privacy is important to us

The policy below outlines Australian Elements Tours and Charters general philosophy in relation to privacy and is intended to provide a brief yet clear statement about how we manage personal information.

What information do we collect?

We will only collect information about you that we believe is necessary to undertake our legitimate business activities.

For quote enquiries, both online and over the phone, the personal information comprises of your name and, if a return email or phone call is required, your phone number and/or email address. In order to provide a quote, we will require travel details (times and addresses of departure and destination, dates, number of passengers, luggage, special requirements).

For bookings we will require your full name, telephone and email contact details, travel details. The latter may also include additional information around your event that we deem necessary in order to provide adequate services, including but not limited to flight details for airport pickups, detailed itineraries for winery tours and charters and start time of wedding ceremony and/or reception. Further specific information may be required for different types of transport.

Where payments are made via Debit or Credit card, AETC collects card details which are directly entered into our secure Eway system online. Card details cannot be accessed and used outside this system for your safety. Transactional histories will be retained for approximately six (6) months for audit purposes.

Why is the information collected and how is it used?

Generally, we collect the information to be able to communicate with you before, during and after your travel to ensure your enquiry or request can be actioned efficiently and effectively. The collection of personal information is necessary to provide services offered by Australian Elements Tours and Charters.

How do we collect your information?

In most cases we collect all necessary information about you, directly from you over the phone, via mail or through our online booking system. However, in some circumstances, we will require the contact information of a third person although this person is not directly involved in the booking process, i.e. the name and contact mobile number of the person in charge on the day such as a bus captain for wedding transfers or a responsible teacher for school transfers.

What if you don't want to provide certain personal information?

AETC only seeks information that we believe is necessary to ensure smooth provision of our services. Therefore, refusal to supply required information may prevent us from providing satisfactory services to you or/and incur a surcharge for services where lacking information results in unexpected waiting times for the driver, extensive and unexpected detours, delayed departures and/or arrivals.

Disclosure of personal information

All personal information collected by AETC is kept strictly confidential and is only accessible by authorised staff and drivers or service providers in the course of them undertaking their legitimate duties in providing a booked service. Only information necessary for the particular function is provided to the respective driver or service provider. Your information will not be given, rented, sold or traded to any external party and will only be made available to an outside entity that is directly involved in the provision of booked services. This includes but is not limited to wineries and venues in South Australia to make and confirm bookings and, in rare cases, to external transport service providers if hired to support our own fleet.

Accessing personal information

AETC respects the rights of individual customers to access and correct their personal information. You can contact us for simple access over the phone on 0422980773.

Marketing and Promotional Offers

AETC respects and honours any request not to receive personally targeted promotional material in any way. If you wish to change your preferences at any time you can contact us on info@australianelements.com

Any comments or images provided to us by you can be used for marketing and advertising purposes, unless otherwise stated upon provision of the comment or image. If provided comments or images are used as part of our marketing collateral in a way that represents you as a person, only the first name will be shown unless you publicly provided your full name, i.e. in a Facebook post.

Comments and complaints regarding Privacy Policy

If you are concerned about how AETC has used or will use your information, or about any other aspects of this Privacy Policy or procedures, please contact us. All privacy related comments or complaints may be directed to us via email on info@australianelements.com

You may also lodge any comments or complaints about this Privacy Policy over the phone on 0422980773. The matter will be investigated and a response will be provided as soon as possible.