



Booking Terms and Conditions

Shark Bay World Heritage Discovery & Visitor Centre

Payment

Accommodation & Tours

Full payment must be made at the time of booking to secure your accommodation and/or tour.

In the event of a booking request, you will have 24 hours to pay the full amount once the accommodation has been confirmed by us.

Where a requested product is unavailable, an alternative product will be offered. A confirmation/tax invoice will be emailed to you itemising charges made to your credit card.

Credit card transactions will be processed via SecurePay (see below). If you experience payment difficulties, please contact the Shark Bay World Heritage Discovery & Visitor Centre on (08) 9948 1590.

Credit card details and email address must be correct and valid at the time of booking. The Shark Bay World Heritage Discovery & Visitor Centre takes no responsibility for any incorrect information submitted.

Once your credit card details are processed, relevant documentation and a booking confirmation will be issued to you. This confirmation will need to be presented to the service provider.

Accommodation costs are for room only and do not include transfer or breakfast cost, unless otherwise stated.

Tour operators reserve the right to alter or cancel itineraries at any time as a result of natural disasters, extreme weather conditions, minimum passenger numbers not met or any other circumstance beyond their control.

Validity of Rates

All prices listed on the www.sharkbayvisit.com.au website are in Australian Dollars (AUD\$).

Prices are either per room or per person as stipulated on the website.

Prices are inclusive of the Australian Goods and Services Tax.

Prices and conditions are current at the time of publication but are subject to change without notice.

Secure Pay

BookEasy™ Secure Payment Gateway is provided using SecurePay Secure Bill Product. Secure Bill uses high security levels, which are standard for internet banking and large-scale ecommerce sites and involve the use of 128-bit encryption. You can check the security level of a web page by clicking on your internet browsers padlock or key icon.

Refund, Amendment and Cancellation Policy

The Shark Bay World Heritage Discovery & Visitor Centre receives a commission directly from the operator. Therefore, our booking service do not occur an additional service fee, except in the case of changes or cancellations.

In the event of an amendment or cancellation to a confirmed booking made by the Shark Bay World Heritage Discovery & Visitor Centre, an administration fee of \$22.00 (inc. GST) may apply. An additional amendment or cancellation fee from the operator may also apply. Refer to your selected operator's policy statement in your itinerary.

We reserve the right to offer alternative accommodation/tour of a similar standard in the unlikely occurrence of the accommodation/tour operator overbooking or for any reason beyond our control. In the event of an amendment or cancellation to your booking, a refund may apply as per operator terms and conditions.

Unforeseen Changes/Travel Insurance

Where a customer cancels due to Government restrictions that are either not removed as expected, extended, or reimposed, the operator, at their absolute discretion, may offer a refund or credit note (to be used at a later date). In this circumstance the operator reserves the right to withhold some monies to cover administrative expenses and other losses, dependent on when notice of cancellation is given by the customer.

Travel Insurance is strongly recommended to protect against unforeseen circumstances.

Responsibility

The products on the Shark Bay World Heritage Discovery & Visitor Centre's website vary from one service provider to another, and it is the responsibility of the user to ensure any product booked is suitable for their needs.

While the Shark Bay World Heritage Discovery & Visitor Centre takes due care and diligence to check all information on www.sharkbayvisit.com.au regularly, the products and services offered on this website are the responsibility of the individual operator. No guarantee of the products and services advertised should be inferred or attributed to the Shark Bay World Heritage Discovery & Visitor Centre.

All maps and photographs are included for general purposes only and are not always indicative of the subject matter.

Privacy Policy

We are committed to protecting the privacy and security of any personally identifiable information (PII) you provide us. PII includes information that can be linked to a specific individual, such as name, address, phone number, or email address. We only record PII and other information that we are reasonably required to do business with you.

This privacy policy explains how www.sharkbayvisit.com.au handles and protects your PII in accordance with commonly accepted privacy principles. www.sharkbayvisit.com.au reserve the right to modify or amend this policy at any time and for any reason.

Shark Bay World Heritage Discovery & Visitor Centre collects PII when you:

- Make a booking. Your full name, address, email address and phone number are taken each time you make a booking with www.sharkbayvisit.com.au. We may also use this information to contact you about your stay for customer service purposes or to make any changes or cancellations to your booking. Our operators' suppliers also require this information in the event they need to contact you about the booking.
- Use the Contact Us webpage on the www.sharkbayvisit.com.au. PII such as your name, address, email address and/or telephone number will be collected whenever you submit a query or suggestion. These details are only for our customer service purposes to respond to your query or suggestion.

Legal obligations

Shark Bay World Heritage Discovery & Visitor Centre may disclose information about anyone who poses a threat to the Shark Bay World Heritage Discovery & Visitor Centre's interests (such as customer fraud) or whose activities could cause harm to others.

Shark Bay World Heritage Discovery & Visitor Centre

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Email: sbdc@sharkbay.wa.gov.au

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