

HOP IT PTY LTD

TERMS AND CONDITIONS

DUTY OF CARE & PASSENGER CODE OF CONDUCT

Our Hop It tours include alcohol, we therefore are legally required to have a duty of care. This ensures that all passengers are safe and able to enjoy their day, as well as our venue partners and drivers.

Before embarking on the bus, all passengers are required to sign Hop It's Duty of Care Agreement which can be accessed here.

ITINERARY & TIMELINESS

To be able to service all the stops in the Yarra Valley, we follow a strict timetable. We advise that all passengers are ready to be picked up at any of the stops 5 minutes prior to the departure time stated on the timetable. We are unable to make any additional stops.

Hop It Pty Ltd will make all efforts to adhere to the stated timetable, however Hop It Pty Ltd 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(s). Please allow additional travel time during peak periods and events.

To be able to make the most of your day in the Yarra Valley, Hop It Pty Ltd recommends that you make yourself familiar with our guide to all locations/stops.

Hop It Pty Ltd recommends that all guests bring sunscreen, water and wear comfortable clothes and footwear.

GROUP BOOKINGS

We welcome large group bookings of 7 or more people. Please contact our office on 0406 300 837. Hop It Pty Ltd reserves the right that not all venues will be able to accommodate groups of 7 or more people.

PRIVATE TOURS

We welcome private tour bookings such as hens and bucks parties. Please contact our office on 0406 300 837 for more information.

PAYMENT

All bookings and payments must be made on our website before your day of travel. We are unable to take bookings and payment details over the phone.

CANCELLATION & REFUND

48 hours prior tour start - 50% refund on ticket purchase price or transfer of ticket to a different date.

24 hours prior tour start - no refund on ticket purchase; transfer option available for another preferred date.

No-shows or change of mind are not eligible for a full refund.

Hop It Pty Ltd requires a minimum number of bookings to be able to operate. Hop It Pty Ltd reserves the right to change, cancel or re-allocate tickets to upcoming tours. Hop It Pty Ltd will make maximum efforts to notify all guests impacted 24 hours before tour start.

CLEANING

Any passenger on the bus who is physically ill will be charged a befouling fee of \$150. If the vehicle is out of commission for a considerable time, we may contact you to recover any costs for commercial cleaning and necessary repairs.

Please use the bins provided on the bus to dispose of your rubbish.

Hop It Pty Ltd does not accept any behaviour that includes verbal abuse or bodily harm and will be treated according to the law.

Hop It Pty Ltd reserves the right to terminate the tour if any actions are deemed threatening or dangerous to the driver or the passengers. Any unruly passengers will be removed from the bus by the driver and we reserve the right to inform relevant authorities.

SMOKING & ALCOHOL

It is not permitted to smoke on any Hop It bus.

It is not permitted to drink alcohol on any Hop It bus as we do not carry a license. All alcohol purchase from any of the venues will be marked with your name and placed in a secure storage box on the bus.

CHILDREN & MOBILITY

All our buses are fitted with seat belts. No child seats are required on Hop It busses.

We are unable to provide tours to any immobility passengers.

INJURY & LOST PROPERTY

Hop It Pty Ltd does not accept any responsibility for any loss or damage to personal belongings or luggage or for any injury or loss of any type whilst on tour.

Hop It Pty Ltd recommends that all passengers take out their own personal travel insurance to cover loss of property, illness or injury.

If you believe you have lost items on the bus, please contact our office on 0406 300 837.

