



Booking and Cancellation Policy – RoamWild Tours

Thank you for choosing RoamWild Tasmania for your next Adventure! Your experience is important to us both pre, during and post tour. To ensure your tour experience is seamless, we kindly ask that you familiarise yourself with our booking and cancellation policy:

1. Booking Confirmation:

- All tour bookings are confirmed via email.
- A valid contact mobile number and credit card details form part of the confirmation process.
- We will call you or if you feel more comfortable please call us with credit card details.
- Once your tour has been confirmed with us, time has been invested as we've scheduled and reserved a time, vehicle and guide for you.

2. Cancellation Policy:

- For cancellations made 48 hours or less before your scheduled tour departure time, we (RoamWild Tasmania - Tours) reserve the right to apply a cancellation fee of 50% of the said tour cost.
- A no-show on the day will be considered a cancellation without notice and will result in the full tour fee being charged.

3. Cancellation Procedure:

- Cancellations made more than 48 hours before the scheduled tour time can be processed without penalty.
- Kindly notify us of cancellations via email at: info@queenstowntasmania.com.au or by calling: 0407 049 612 during normal business hours 9am to 5pm Monday to Friday

Again, thank you for your cooperation and understanding.