



Terms & Conditions

Booking Agreement

By providing your email address to Uluru Audio Guide you consent to receiving emails from Uluru Audio Guide in regards to the confirmation, update or any other information relevant to your booking. In addition to this, by providing your email address to Uluru Audio Guide you also consent to receiving emails about Uluru Audio Guide via third parties, like Trip advisor.

Cancellation Policy

Our cancellation policy is 24 hours. You are free to amend or cancel with no additional charge if we have been given more than 24 hours notice. If you cancel or alter your device hire within 24 hours of the confirmed pick up time no refund will be provided.

Refunds will not be provided in the event of a “no-show” for device collection. Refunds will not be issued once a device has been taken from the hire booth. Gift certificates are not transferable for cash, however bookings made using a gift certificate can be rescheduled until 24 hours before the device hire pick up time. Extenuating circumstances requiring tour refunds will be assessed on a case-by-case basis.

Uluru Audio Guide reserves the right to cancel or alter device hire where necessary due to operational restrictions, electronic defects or any other changes to operational conditions. In such instances participants will be either – rescheduled to a suitable time or issued a refund. Other than this participants will have no claim to any additional compensation relating to the cancellation of the activity.

Device Hire Agreement

Through hiring the device you accept and take on full risk and liability. Whilst using the device:

- You must not use the device in a manner contrary or inconsistent with applicable law and regulations, including driving laws surrounding the use of mobile devices whilst operating a vehicle and National Park regulations.
- You agree that you use the service at your own risk and that you accept full liability for any actions or occurrences that happen as a result of using the device or listening to its commentary.
- Uluru Audio Guide is not responsible nor is it liable for actions or judgements that users make in connection with content or device hire and that users assume any and all liability for any harm, injury or loss as a result of using the services.
- Through using Uluru Audio Guide you agree that Uluru Audio Guide, it's Owners, Officers, Directors, Staff, Agents and Affiliates are not liable for any loss, harm, damage, cost or injury suffered, without limitation to direct or indirect damages. Users are solely responsible for liability or consequence that may result from their activities, tours, or actions that occur from or in relation to device hire.
- Uluru Audio Guide makes no warranties or guarantees related to recommendations in connection with walks, routes, tourist attractions, tours, viewing areas or items of other such nature. All information is provided for general use only and is not a guarantee.

Uluru Audio Guide

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Email: reservations@uluruaudioguide.com.au

Website: www.uluruaudioguide.com.au



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- Users are solely responsible for determining whether or not, or how to engage in an activity, walk or driving route discussed in this service; and accept full responsibility and liability for actions that may occur as a result.
- Uluru Audio guide and it's content is not to be used as a substitute for your own reasoned decision-making. You must not rely on Uluru Audio Guide in isolation from your own personal judgement.
- Through device hire you agree to indemnify and hold harmless Uluru Audio Guide, it's officers, Directors, Staff and Agents against all claims, actions, demands or losses without limitation.
- Services are provided without implied or express warranties, we cannot guarantee that services or content will function without defect, error or interruption.
- You must not reproduce, record or copy content provided on the Uluru Audio Guide, nor shall you subsequently hire the device for personal reward.
- You must not distribute virus, malware, spyware or similar software on or through Uluru Audio Guide devices.

Device Return – Late/Not Returned/Damaged

Devices must be returned to Uluru Audio Guide at the designated time stipulated in the booking agreement and in the same condition as when they were hired. Devices that are not returned, are returned late or are returned with damage will incur a fee as stipulated in Table 1.

Table 1

	Fee
Device and kit returned late	\$40/24 hour period/device for the first 48 hours. \$80/device /24 hour period after the first 48 hours
Device and kit returned broken or damaged (included damage to screen)	Maximum of \$400/device and kit

I _____ understand the device hire agreement and return policy.

I accept the conditions and understand that if the device is not returned as per the agreed upon time of _____ it will result in charges in line with those specified in Table 1. If required the charges will be deducted from:

My cash deposit / The credit card I booked with

Signed: _____ Date: _____

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