

LIFETRAIL — TEEN MULTIDAY HIKING ADVENTURES

Booking Conditions

LifeTrail (ABN 67 658 838 920) | Denmark, Western Australia

By submitting a booking request, you confirm that you and all participants have read and agree to these conditions.

HOW BOOKING WORKS

Teen Multiday Hike places are not instant-book. Before a place is confirmed, LifeTrail will have a conversation with the parent or guardian to discuss the participant's goals, Duke of Edinburgh Award level, physical capability, medical considerations, and available dates. A place is only confirmed when LifeTrail sends written confirmation by email. These booking conditions apply from the date of that written confirmation.

BOOKINGS ARE BY REQUEST ONLY

Your booking will appear as pending until LifeTrail reviews and confirms it. You will be notified by email when your booking is accepted or declined. No payment is processed until the booking is confirmed.

PAYMENT TIMELINE

To ensure group sizes are locked in before departure, the following payment schedule applies:

- **Deposit:** To secure a place, a non-refundable deposit must be paid within 7 days of written confirmation (or immediately if booking close to the deadline). Deposits can be paid up to 60 days before the hike departure date. The deposit amount depends on the length of the hike:
 - 3-Day Hike: \$100 per participant
 - 5-Day Hike: \$200 per participant
 - 7-Day Hike: \$300 per participant
- **Full Balance:** The full remaining balance must be paid in full by **60 days** before the hike departure date.
- **Reminders & Grace Period:** Three automated payment reminders will be sent at 60, 58, and 55 days before departure if a balance remains outstanding.
- **Cancellation for Non-Payment:** If the full balance is not received by **55 days** before departure, LifeTrail reserves the right to cancel the booking. In this case, the deposit is forfeited and any balance already paid will be refunded.

MINIMUM AND MAXIMUM NUMBERS

Hikes require a minimum of 10 and a maximum of 12 participants. The absolute deadline for a hike is **50 days** before the departure date. LifeTrail will confirm whether a hike will proceed no later than 50 days before departure, based on confirmed bookings with full balances paid at that time.

CANCELLATIONS AND REFUNDS

- **More than 60 days before departure:** Deposit is forfeited; balance already paid is refunded in full.
- **60 days or less before departure / no-show:** All monies forfeited. No refund.

No date or name transfers are available. Teen Multiday Hikes run infrequently and Duke of Edinburgh participants require a specific hike level at a specific time of year.

Cancellations must be submitted in writing to LifeTrail via email. The date of written notification determines which policy tier applies.

Travel insurance with cancellation cover is strongly recommended for all participants at the time of booking.

IF LIFETRAIL CANCELS

If LifeTrail cancels a hike for any reason, including minimum numbers not being reached by the 50-day deadline, all monies paid to LifeTrail will be refunded in full, including the deposit and any pre-committed third-party costs. LifeTrail is not responsible for any other outside costs incurred by participants or families, including travel, accommodation, or personal equipment.

PRE-COMMITTED THIRD-PARTY COSTS

Some hikes require LifeTrail to pre-commit to third-party transport or accommodation costs. Where these apply, they will be stated on the hike booking page.

- If a **participant cancels**, these costs are non-refundable regardless of when the cancellation occurs, as they are paid directly to third-party providers and cannot be recovered.
- If **LifeTrail cancels** the hike, these costs will be fully refunded to the participant by LifeTrail.

DUKE OF EDINBURGH AWARD FUNDING

If a participant is awaiting DoE funding that affects their ability to pay the balance by the due date, they must notify LifeTrail in writing before the balance due date. LifeTrail will consider short extensions on a case-by-case basis. Funding delays or non-approval are not grounds for cancellation with refund once a deposit has been paid.

PARTICIPANTS UNDER 18 AND PARENTAL CONSENT

All Teen Multiday Hike participants are under 18. Bookings must be made by a parent or legal guardian who accepts full responsibility for the participant's enrolment and participation. LifeTrail acts as a guide only. A signed participant waiver including parental or guardian consent is mandatory and must be submitted before the hike commences.

ELIGIBILITY AND SUITABILITY

Participation is subject to the participant's ability to meet the physical and behavioural requirements of a guided multiday hike. LifeTrail reserves the right to decline or discontinue participation at any time if, in the

guide's professional assessment, a participant's health, behaviour, or capacity presents a safety risk to themselves or others.

HEALTH AND MEDICAL DISCLOSURE

All relevant medical conditions, medications, dietary requirements, and physical limitations must be disclosed in full before the hike. Failure to disclose may result in exclusion without refund and may affect insurance coverage.

MANDATORY PRE-HIKE BRIEFINGS

Attendance at two mandatory pre-hike briefings delivered online via Microsoft Teams is a condition of participation. If a participant cannot attend a scheduled group briefing, a private briefing must be booked and completed before the hike. Private briefings are charged at \$70 per hour. Failure to attend required briefings may result in exclusion without refund.

GUIDE AUTHORITY AND CONDUCT

- **Guide Authority:** All safety, route, and operational decisions made by the guide are final. The guide may alter, shorten, or end a hike at any time. Participants must follow guide instructions at all times.
- **Conduct:** Alcohol, illegal drugs, smoking, and vaping are strictly prohibited. Participants must treat guides, other participants, and the natural environment with respect and follow Leave No Trace principles at all times. Participants who breach conduct requirements may be excluded without refund.

SCHOOL AND PRIVATE GROUP BOOKINGS

Private and school group bookings are subject to a separate written quote and agreement and are not governed by these conditions.

PHOTOGRAPHY

LifeTrail may photograph or film hikes for promotional use. Advise in writing before the hike if you do not consent.

PERSONAL PROPERTY

LifeTrail is not responsible for loss, damage, or theft of personal belongings during a hike.

QUESTIONS? CONTACT DIDIER

0410 756 065 | hello@lifetrail.com.au | lifetrail.com.au

Governed by the laws of Western Australia. Nothing in these conditions excludes rights available under the Australian Consumer Law.