



2023/2025 TERMS AND CONDITIONS



PEMBERTON DISCOVERY TOURS 2024/2025 RATES

ABOUT US:

Welcome to Pemberton Discovery Tours, a family-owned and operated business founded by Toni and Graeme over 23 years ago. Our passion for the unique environment and stunning natural beauty of the Southern Forests & Valleys region in Western Australia led us to create unforgettable experiences for visitors from around the world.

Our award-winning eco-tourism company offers small group 4WD adventures through the rugged wilderness, ancient Karri forests, and breathtaking coastline of this stunning region. We believe that travel should be about more than just ticking off boxes, which is why our tours are carefully crafted to immerse our guests in the culture, history, and natural wonders of the area.

From the towering old growth Karri Forests, to the unexpected Yeagarup Dunes, our tours offer a chance to explore the hidden gems of this area that are not usually accessible to visitors. Whether your guests are seeking adventure, relaxation, or a little of both, our itineraries can be tailored to suit their individual needs and interests.

As a company proud of its certified Advanced Eco-Tourism tours, we are committed to sustainable tourism practices and leaving a positive impact on the environment and local communities. Our knowledgeable and friendly guides are passionate about sharing their love of this area with your clients, and creating memories that will last a lifetime.

Join us on a Pemberton Discovery Tour and discover the best that the Southern Forests & Valleys region has to offer.

OUR VEHICLES:

Pemberton Discovery Tours offers a fleet of reliable and robust airconditioned vehicles that are well-suited to navigate the rugged terrain of the Southern Forests and Valleys. Our fleet includes a highly modified Toyota Arkana Landcruiser that can comfortably seat up to 13 passengers, a side door Toyota Landcruiser Troopcarrier, a Toyota Hilux dual cab, and a Toyota Hiace 13 passenger bus.

Our vehicles are regularly serviced and meticulously maintained to ensure a safe and comfortable ride for all our guests. With ample legroom, air-conditioning, and large windows perfect for taking in the stunning scenery, our tours are sure to be a comfortable and enjoyable experience.



GENERAL CONTACTS:

Pemberton Discovery Tours Pty Ltd
Trading as trustee for the Dearle Family Trust

Directors: Graeme & Toni Dearle
ABN: 76 746 069 372
Phone: +61 08 9776 0484
Mobile / WhatsApp / WeChat: +61 427 133 335
Postal: PO Box 316 Pemberton, Western Australia 6260

www.pembertondiscoverytours.com.au

Instagram: www.instagram.com/pemdisc

Facebook: www.facebook.com/pembertonwa

Youtube: www.youtube.com/pemdisc

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TERMS AND CONDITIONS:

RATE INFORMATION:

Prices include all entry fees, national park fees, and meals as indicated in itineraries.

Children rates apply to under 16 years.

Family tickets are valid for 2 Adults and 2 Children under the age of 16 years.

Children under 7 years old require a separate seat with child restraint or booster.

Child seats are available on request at no additional charge. Please advise 24hrs prior to departure if a seat is required.

If clients require walking aids, please advise 24hrs prior so we can adjust which vehicle is required for the tour.

Minimum 4 passengers required for all tours, and bookings are welcome with less due to the advanced nature of agent bookings advise flexibility.

9am tour is default – request 2pm tour.

Private tour pricing is for up to 13 passengers. Smaller private tour groups are on request (not available Christmas or Easter week).

GROUP TOURS:

Private rates are available for groups if required.

The minimum and maximum capacity of passengers per tour guide will be determined based on the group size.

Booking and payment procedures for group bookings will be provided separately, including notice requirements and deposit amounts.

A Free of Charge (FOC) policy for tour leaders or interpreters will be applied based on the group size and is generally 1:10pax.

OPERATIONAL INFORMATION:

Operates: Daily excluding Christmas Day

Pick Up: 09:00 or 14:00 from the Pemberton Crossings Bakery unless arranged otherwise.

Drop Off: 1300 to Pemberton Crossings Bakery (approximately).

BOOKINGS AND PAYMENT:

All bookings are made with Pemberton Discovery Tours Pty Ltd ("the Company") and are subject to these terms and conditions.

The Company reserves the right to decline any booking at their discretion.

Any booking made by you is considered an offer to purchase the relevant tour or activity subject to these booking conditions. A contract between you and Pemberton Discovery Tours Pty Ltd will only come into existence when Pemberton Discovery Tours Pty Ltd issues a confirmation invoice.

All payments for tours and activities must be made in Australian Dollars.

Preferred payment option: Payments can be made using Rezdy as a gateway. Specific instructions for agents regarding booking names, passenger names, and invoicing details will be provided.

Payments from overseas bank accounts must be made in full, and any bank and/or transaction fees are not payable by Pemberton Discovery Tours.

BANKING DETAILS:

Payable to: Pemberton Discovery Tours Pty Ltd

Bank: ANZ

Branch: Busselton, 6280

BSB: 016580

A/C No: 4328884450

Swift Code: ANZBAU3M

CANCELLATIONS AND REFUNDS:

Cancellations made outside of 14 days of tour departure will receive a full refund.

Cancellations made within 14 days of tour departure will result in a 50% cancellation fee.

Cancellations made within 72 hours of tour departure or if the client failed to show will result in a 100% cancellation fee

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REFUND POLICY:

Pemberton Discovery Tours reserves the right to cancel tours due to extreme weather conditions, insufficient minimum numbers, or any other unforeseen event or circumstances.

In the event a tour is cancelled, clients will be rebooked onto an alternative tour of their choice OR offered a refund of the full ticket price.

Pemberton Discovery Tours reserves the right to refuse carriage when guests are believed to be affected by alcohol or drugs for the safety of all guests. Full ticket fares will be forfeited under these circumstances, and no refund will be provided.

TOURS AND SAFETY:

Guests are responsible for their own safety and must follow all safety instructions provided by the tour guide. If they do not understand instructions, they must be advised to question their guide. Our guides love questions, and safety is our highest priority.

Tours are subject to change or cancellation due to weather conditions or other unforeseen circumstances.

The company reserves the right to substitute vehicles, guides, or other elements of the tour.

The company is not responsible for any loss, damage, or injury sustained during the tour.

LIABILITY:

The company, its employees, and contractors will not be held liable for any loss, damage, or injury sustained during the tour, except in cases of negligence or willful misconduct on their part.

The company, its employees, and contractors are not liable for any loss, damage, or injury resulting from circumstances beyond their control, including acts of nature, war, or terrorism.

Any legal action arising from these terms and conditions or the tour itself must be pursued in Western Australia under Australian law, and the client agrees to submit to the exclusive jurisdiction of the Western Australian Courts.

GENERAL:

The client acknowledges that any claim or legal action against the Company must be brought within three (3) months after the date of the tour or activity.

The client agrees to indemnify the Company, its directors, employees, and agents from and against any claims, actions, suits, or proceedings, including any legal costs and expenses, arising from the client's use of the Company's services.

The Company reserves the right to cancel or modify any tour or activity due to circumstances beyond its control, including but not limited to weather conditions, natural disasters, civil unrest, or strikes.

The Company reserves the right to use any photographs or videos taken during tours or activities for promotional purposes. Should your client wish no images to be taken please advise when booking.

The client agrees to comply with all rules and regulations of the Company and its guides and agrees to always follow their instructions during the tour or activity.

The Company is not responsible for any valuables left behind on tours or activities.

The client acknowledges that the Company recommends that all clients take out comprehensive travel insurance, including cancellation cover, prior to their tour or activity.

The client acknowledges that Pemberton Discovery Tours Pty Ltd is based in Western Australia and that tours and activities may involve travel to remote locations where medical facilities may be limited or unavailable.

The client assumes all risks associated with such travel and releases the Company, its employees, and contractors from any liability for injuries or illnesses sustained during the tour with Pemberton Discovery Tours Pty Ltd.