

KIMBERLEY

EXPERIENCES

2026-27 FIT Terms and Conditions

**** Updated 23 April 2026**

These terms and conditions apply to all free independent travellers (that is, not 'group bookings') that book (You, Your or Guest) with Northern Experiences Pty Ltd (ACN 605 977 142) trading as Kimberley Experiences (Company).

1. GUEST INFORMATION FORMS

A Guest Information Form is required to be returned before any itinerary can be confirmed, this form includes the following information:

- Full Names
- Individual body weights (for flight components)*
- Date of Birth
- Residential Address
- Contact details whilst travelling including mobile number and email address
- Dietary requirements
- Preferred Bedding configuration
- Fitness level and any medical conditions which may affect you on tour
- Next of kin details (to be kept on file for all bookings in the event of an emergency)
- Australian Seniors Card Number (if applicable, for Seniors Discount)

* Please be aware that payload restrictions apply to all flights. Passengers' accurate weights are required at the time of booking if a flight is included in your package. Providing the incorrect weight may result in the Captain in Charge denying passage or boarding as aircraft payloads (maximum combined total weight of passengers and luggage) are regulated by CASA.

2. PRIVACY

Information given on your booking form is kept secure with Kimberley Experiences. Only your interests, mobile phone contact (when required), bedding, medical requirements (if relevant), and dietary preferences will be shared with third-party providers.

3. PAYMENTS

DEPOSIT: A 20% deposit is required within 7 days of booking unless the first day of the itinerary starts in 35 days or less (Arrival Date), in which case 100% payment is required. Tickets for Ord Valley Muster Events must be paid in full upon booking and are not refundable regardless of when cancellation occurs.

FINAL PAYMENT: All outstanding amounts are required no later than 35 days prior to Arrival Date. Please be aware that failure to pay by the due date may result in the cancellation of your booking and forfeit of any deposit. Some exceptions to the payment policy may apply, please see the following list of alternate payment terms.

3.1 Bookings which contain El Questro Homestead Accommodation require full payment by no later than 65 days prior to arrival.

3.2 For itineraries containing a Cruise Booking, the payment due date will be 5 days earlier than the payment date stated in the terms and conditions set out by the Cruise Operator.

3.3 For itineraries containing Extended Group Land Tours and/or Rail Journeys, the payment due date will be 5 days earlier than the payment date stated in the terms and conditions set out by the Tour or Journey Operator.

This list is not exhaustive and additional operator payment terms may apply specifically to your booking. Please refer to the full list of our third-party operators' Term and Conditions at the following ["T&Cs for Third Party Operators"](#) .

BANK DETAILS:

Bank: Commonwealth Bank of Australia

Name: Northern Experiences Pty Ltd

BSB: 066 530

Account #: 10404234

Payment Reference: KE000XX + surname

Swift Code for International Payments: CTBAAU2S

Prices are quoted, and must be paid, in Australian dollars.

CYBER FRAUD RISK WARNING: Please be aware that there is a significant risk posed by cyber fraud, specifically affecting email accounts and bank account details. Please note that our bank account details will not change during the course of a transaction, and we will NOT notify you of any changes to our bank details via email.

Always independently confirm bank account details and transfer instructions with us in person or via a telephone call to a trusted and verified phone number.

4. AMENDMENTS

The Company may charge a \$50 fee per amendment if changes are requested to a confirmed booking and your deposit has been paid. Additional fees may be incurred through third-party operators. Amendments must be requested in writing.

5. ACCOMMODATION RATES

Accommodation is on a twin share basis unless otherwise stated. Single Supplement rates are available on request.

6. CANCELLATION POLICY

If a booking is cancelled:

- 32 days or more prior to the Arrival Date the Company will provide a full refund minus a cancellation fee equating to 5% of the originally confirmed itinerary total; and
- 31 days or less prior to the Arrival Date the Company will not provide any refund.
- Some exceptions to the cancellation policy may apply, please see the following list of alternate cancellation policies. This list is not exhaustive and additional operator cancellation terms may apply. Please refer to the full list of our third-party operators' Term and Conditions at the following link ["T&Cs for Third Party Operators"](#) .

6.1 Tickets for Ord Valley Muster Events are fully non-refundable regardless of when cancelled.

6.2 Cancellations for bookings which contain El Questro Homestead accommodation, the following terms will apply:

- Cancellations made 62 days prior to arrival, no cancellation fee will apply
- Cancellations made 61-32 days prior to arrival, 50% cancellation fee equivalent to accommodation value applies, based on original booked dates
- Cancellations made 31 days or less prior to arrival, 100% cancellation fee equivalent to accommodation value, transfers and pre-booked day tours applies

6.3 The cancellation policy of the booked Cruise Operator will apply for all itineraries containing a Cruise booking.

6.4 The cancellation policy of Extended Group Tour Operator and/or Rail Journey Operator will apply for all itineraries containing one or more of these types of tours.

All cancellations must be made in writing to info@kimberleyexperiences.com.au

7. FORCE MAJEURE EVENTS

The Guest recognises that the Company books third-party tours and accommodation within the Purnululu National Park, as managed by the Department of Biodiversity, Conservation and Attractions, and closure of the national park is outside of the Company's control. In the instance that Purnululu National Park is closed and your bookings are forced to cancel, you will be offered:

- Future credit for the total monies paid to use towards any tourism product of their choosing provided by the third-party operators' group of businesses inclusive of, Aviair, HeliSpirit, Bungle Bungle Savannah Lodge, Bungle Bungle Guided Tours or Freshwater East Kimberley Apartments (each a third-party operator) valid for up to 3 years from their original booking date; or
- a 70% refund on total monies paid,

to the extent permitted or provided for by the terms and conditions of the relevant third-party operator as applicable.

8. FORCE MAJEURE- CREDITS FOR FUTURE TRAVEL

In the event that you cannot reach the destination of the booked Itinerary or your itinerary or part thereof is cancelled due to a Force Majeure Event or the third-party operator is unable to provide a product or service as a result of a Force Majeure Event and the booking is cancelled within the period where cancellation fees will apply, the Company will use all reasonable endeavours to provide you with a credit for future travel based on the following terms:

The value of the future credit (if any) will be dependent on the third-party operators who provide the products or services contained within the itinerary. Where the third-party operator will waive their cancellation fees or provide a future credit, the value of the third-party operator's product or service (or relevant part of the fee, where only a part waiver or credit is given) will be provided to you as a future credit. This may involve multiple products, services and third-party operators, however the future credit note will be provided by Kimberley Experiences who will facilitate the future re-booking where the credit must be used for products from the originally booked third-party operators.

'Force Majeure Events' are acts of God (such as storms, cyclones and other severe weather), fire, flood, government directions, war (and the effects of war), terrorism, civil commotion, pandemics and industrial action.

9. INSURANCE and LIABILITY

To the extent permitted by law, the Company takes no liability for any matter whatsoever beyond the Company's negligence.

We strongly recommend that at the time of booking you take out Comprehensive Travel, Medical and Cancellation Insurance. Due to the remote location of your Kimberley Experience, a medical evacuation may be necessary in the case of an emergency, and it is the responsibility of the guest to ensure that you have insurance to cover such an event. Weather conditions and operational issues may also arise and cause cancellation or delays.

10. Further, cancelled or delayed commercial flights in (or out) of the region may affect effect your itinerary. If you are concerned about your itinerary being impacted by commercial flight schedules, please allow additional travel time prior to your itinerary commencement (and consider insurance).

UNFORSEEN CHANGES

While our intention is to deliver the itinerary of your choice, unforeseen circumstances ('force majeure') such as nature of the terrain, unseasonal weather, government decisions, National Park closures and so on, may affect your itinerary, and therefore, make it necessary to alter touring with little or no notice. The Company is not responsible for cancellations of this nature; however, will endeavour to inform you of changes, recover any deposit and recommend alternative activity options.

11. OVERNIGHT PACKAGE LUGGAGE RESTRICTIONS

Where overnight tour packages include transfer by helicopter or small plane, Guests may be restricted to a maximum weight per bag, per Guest. You will be advised at time of booking of any luggage restrictions. All care is taken, but no responsibility is accepted for damage to passenger's personal items and so Guests are encouraged not to pack fragile items for overnight stays. The Company can provide luggage storage at its Kununurra hangar. In Broome, your accommodation provider may offer luggage storage.

12. THIRD PARTY OPERATORS

Activities and accommodation within an itinerary will be booked by the Company with third-party operators.

Information featured on our website and in our brochures has been supplied by the third-party operators providing the various goods and/or services. In supplying this information to Guests, the Company attempts to ensure it is accurate. However, we do not have control over the products.

Please be aware that you will be bound by any terms and conditions of third-party operators utilised for an itinerary. For additional information on each third-party operators Terms and Conditions, please visit the Company's ["T&Cs for Third Party Operators"](#) or request the terms from the Company's agent. Where there is an inconsistency, the Company's terms and conditions prevail.

Minimum numbers may be required for some third-party tours and flights. The Company will make every effort to book Guests only on tours that are likely to meet the minimum number requirements however if by the time of the Guests travel, minimum numbers have not been met, the third-party may cancel the tour or flight. Where this occurs, the Company will endeavour to inform you of changes, recover any payments and recommend alternative activity options.

The Company is not a principal and acts solely as an agent between the third-party operator and the Guest and the Company it is not responsible for monies paid in advance to the third-party operator by the Company on behalf of Guests if the third-party operator is unable to provide that service either by default, insolvency, liquidation, change of ownership or operation difficulties.

13. RISK ACCEPTANCES & WAIVERS

Your itinerary may expose you to inherent personal risks which may be greater than those present in your everyday life. This could be because of the adventurous nature of the journey, travelling through and visiting remote destinations, and interactions with wildlife. You travel on the basis that you accept these inherent risks and that to the fullest extent permitted by law we will not be responsible for any personal injury or death resulting from the materialisation of an inherent risk.

Third-party operators may also require you to agree to a waiver before participating in certain activities in your itinerary. You need to consider those waivers carefully as the Company takes no responsibility for activities conducted with a third-party operator.

14. REMOTE AREAS

Your itinerary will likely include overnight accommodation and activities in remote areas which are located considerable distances from hospitals, medical centres or other forms of medical facilities.

15. CAPTAIN IN COMMAND

The Captain of an aircraft is in command at all times and Guests must follow the Captain's instructions.