



TERMS AND CONDITIONS OF RESERVATION & BOOKING

PLEASE READ THESE TERMS AND CONDITIONS FOR OUR TRAVEL SERVICES CAREFULLY.

INTRODUCTION TO OUR SERVICES

Bottega Ventura specialises in curating, designing and hosting bespoke cultural & culinary Hosted Travel Experiences. We are responsible for hosting and managing your guest experience. We offer a variety of services including but not limited to arranging and hosting tours, experience and event bookings, as well as arranging accommodation and transport services (together the 'Services'). From time to time, we may use third-party facilitators to manage additional travel, sightseeing, transport and accommodation bookings for local, regional and international events. We will advise you of any third-party terms and conditions that you need to be aware of before making bookings and it's a good idea familiarise yourself with these when we share them.

By engaging our Services, you are agreeing to comply with and be bound by the following terms and conditions of use ('Terms'), which together with our privacy policy and website disclaimer, govern Bottega Ventura's relationship with you in relation to your use of our Services, website, online marketing pages and social media channels.

By engaging our Services or using our website and online marketing pages, you signify your acceptance to be bound by these Terms.

For the purposes of these Terms, 'Us', 'Our' and 'We' and 'Bottega Ventura' refers to:

A Mendes and F Nicol, t/a Bottega Ventura | ABN 61 404 918 866; and

the website www.botttegaventura.com.au

'You', 'Your' and the 'Client' refers to you, the client, visitor, website user or person using our website or Services as relevant. If you do not agree to be bound by these Terms, we ask that you do not engage our Services or use our website. "Hosted Travel Experience" means any event, tour, excursion, concert, or other such experience that may be offered from time to time by Bottega Ventura

You must be 18 years of age or older to book and use our Services.

RESERVATION AND DEPOSIT

Following your initial enquiry, you will receive an online Ventura Travel Reservation Request form relevant to the Travel Experience package and travel dates you are interested in. This form requires you to fill in the full contact details for the nominated contact person for your group, the dates you wish to travel and the number of guests in your group, contact details for all members of your group, as well as any dietary requirements, levels of fitness and existing medical condition details of all guests. You may receive a call or email from your Bottega Ventura Host on receipt, to ensure you have selected the right tour for you before we proceed.



Once participation has been approved you will receive an invoice for the non-refundable deposit of AUD\$1,000 per person. You will have a 30-day 'cooling off' period to change your mind should anything happen, but otherwise please make a careful and considered decision to join us before payment of the deposit. Places on our Hosted Travel Experiences are limited and subject to availability, and while we endeavour to accommodate all requests to participate in our individual Hosted Travel Experiences, places are reserved on a first-come first-served basis and are secured with payment of a non-refundable Reservation Deposit of AUD\$1,000.

This deposit can be transferred to alternative tour dates, valid for a period of two years.

A note on requesting refunds for deposits – we understand that circumstances change, however we are a small business and have personally invested a great deal in developing our business and our Travel Experiences. We will strictly enforce our non-refundable deposit terms. Please make an informed decision before securing your place on one of our Travel Experiences with a deposit.

We are happy to transfer your deposit to an alternative tour date with advance notice (valid for two years) - but it will not be refunded at any stage outside of the initial 30-day 'cooling off' period.

OUR BOOKING PROCESS & TERMS

We have written our Booking Process and Terms of Service to reflect the constantly changing nature of travel during these times. We understand that a greater level of flexibility is required, and we have an ethos of always remaining transparent, open and honest. No booking for any Bottega Ventura Hosted Travel Experience is finalised until the full balance payment is received and confirmed by receipt. If a payment has not been made by the date advised by us, your booking may be cancelled and payments forfeited (more details below).

Our focus is very much on ensuring we can assist you to reschedule Hosted Travel Experiences where necessary rather than incur fees, however, please note that the closer we are to the travel period we are constrained by third-party supplier costs and arrangements. We will endeavour to support you as best we can throughout the booking process.

We have a Flexible Payment Plan process for our travel experiences. We provide our invoicing in a payment plan format following the invoiced Initial Deposit, with two (2) equal instalments sent six months and three months before travelling with us - with no added management fee cost (usually 25% of total balance through other tour operators). This makes it easier for everyone if there are any cancellations or rescheduling required – it minimises the potential cost impact to our guests and our business. It's a win-win solution!

If you wish to make payment in full in advance, we offer a AUD\$100 administration fee discount on the total package cost. Please advise us at time of booking.

ADVERTISED PACKAGE COSTS

The final package cost indicated on our website may change prior to bookings opening due to fluctuations in the exchange rate and local supplier increases. However, once bookings have opened and the first Reservation Deposits have been received for the tour dates, we will honour the advertised package cost.



*We hold all payments in an escrow account until the commencement of each Hosted Travel Experience.

OUR BOOKING & FLEXIBLE PAYMENT PLAN PROCESS

RESERVATION DEPOSIT

We require an initial upfront AUD\$1,000 non-refundable Reservation Deposit per person to secure your place on our Hosted Travel Experiences. If you change your mind within 30 days of your Reservation Deposit payment being received, your deposit is refundable with written notice. Following the expiry of this 30-day 'cooling-off' period, please note that your Reservation Deposit is non-refundable however it is completely transferable to an alternative tour date in future [valid for two years].

Please note that your place is not secure until we receive the payment of your deposit, meaning that services may become unavailable

A copy of these Terms and Conditions of Booking & Service document is provided to each guest on receipt of the initial deposit prior to the payment process commencing and is available to view prior to making any booking enquiries or payments through our website [www.bottegaventura.com.au].

SIX MONTHS PRIOR TO TRAVEL - 50% BALANCE PAYMENT DUE

You will be issued with an invoice for an initial 50% of the remaining balance payment (less the reservation deposit) for your total Hosted Travel Experience package at least six (6) months prior to travel. If this payment is not received within 14 days of invoice receipt, your reservation will be subject to cancellation.

CANCELLATIONS OR RESCHEDULING AT SIX MONTHS PRIOR TO TRAVEL

If you need to cancel your Bottega Ventura Travel Experience for any reason following payment of the initial 50% balance and prior to making the final balance payment, you are eligible to receive a refund less a 25% Administration & Transfer Fee* and less the \$1,000 Reservation Deposit (transferable for a period of two years) if the request is provided in writing at least six (6) months prior to travel and more than three (3) months prior to travel.

At this stage of booking (more than three to six months prior to travel), we are happy to offer you the ability to reschedule your Cultural Travel Experience booking for an alternative date in the future to avoid incurring the administrative fee and to transfer your Reservation Deposit. All funds will be held in an Escrow account until such time as you can redeem them.

Please note: if the cost of the Cultural Travel Experience you have selected increases in the meantime, any additional payment required will be added to your final balance payment. This applies to all rescheduled Cultural Travel Experiences.

* Administration & Transfer Fee is 25% of the full value of the Bottega Ventura Travel Experience Package less the deposit

THREE MONTHS PRIOR TO TRAVEL – FINAL BALANCE PAYMENT DUE



We highly recommend having Travel Insurance in place before payment of your final balance invoice. The final balance payment will be due at least three (3) months prior to your Bottega Ventura Travel Experience. You will be issued with an invoice for the remaining balance payment at least three (3) months prior to travel. If this payment is not received within 14 days of invoice receipt, your reservation will be subject to cancellation and will incur a 25% Administration Fee.

CANCELLATIONS OR RESCHEDULING AT THREE MONTHS PRIOR TO TRAVEL

Once full payment has been made, if a cancellation request is made in writing with less than three (3) months' notice and more than 31 days prior to travel, you are eligible to receive a refund less a 50% Administration & Transfer Fee* and less the \$1,000 Reservation Deposit (transferable for a period of two years) if the request is provided in writing with more than 31 days and at least three (3) months prior to travel. This is due to third-party supplier booking arrangement costs we have already incurred (advance hotel, transport, events and experiences payments, insurance cover), plus the complex administration delivered over the reservation period and the genuine time-constraints in attempting to replace guests to fill your place.

If you are able to reschedule your Bottega Ventura Travel Experience booking with us to an alternative date in the future, you can transfer your Reservation Deposit plus the initial Balance Payment with just a 25% Transfer Administration Fee to cover incurred costs payable and invoiced on transfer. Please note however, if the cost of the Bottega Ventura Travel Experience you have selected increases in the meantime, any additional payment required will be added to your final balance payment. This applies to all rescheduled Travel Experiences.

* Administration & Transfer Fee is 50% of the full value of the Bottega Ventura Travel Experience Package less the deposit

CANCELLATIONS OR RESCHEDULING LESS THAN 31 DAYS PRIOR TO TRAVEL –

PLEASE READ CAREFULLY

Please note that NO REFUND is available for cancellations made in writing with less than 31 days' notice prior to travel.

We strongly recommend having Travel Insurance in place before your payment of the final balance of your travel package (if not earlier) and ensure that your insurance policy will cover the costs of trip cancellations due to unexpected illness or injury, flight cancellations or delays, or other impacts.

In this case, we are willing to reschedule your Bottega Ventura Travel Experience booking with us to an alternative date in the future (within a two-year timeframe) for a 50% Administration & Transfer Fee* to cover third-party supplier booking arrangement deposits and costs we have already incurred (advance hotels, transport, events and experiences, insurance cover) and this will be invoiced on transfer. The transfer to an alternative date will not be confirmed until the Administration & Transfer Fee is received. If the cost of the Bottega Ventura Travel Experience you have selected increases in the meantime, any additional payment required will be added to your final balance payment. This applies to all rescheduled Bottega Ventura Travel Experiences.



Please note: if you are unable to reschedule within the two-year timeframe the cost of your Bottega Ventura Travel Experience Package will be forfeit.

*50% of full value of Bottega Ventura Travel Experience Package less the deposit

OTHER CANCELLATIONS

In these Reservation Conditions, the term Force Majeure means an event or events beyond our control and which we could not have reasonably prevented, and includes but is not limited to:

- (a) natural disasters (including not limited to flooding, fire, earthquake, landslide, volcanic eruption), adverse weather conditions (including hurricane or cyclone), high or low water levels;
- (b) war, armed conflict, industrial dispute, civil strife, terrorist activity or the threat of such acts;
- (c) epidemic, pandemic;
- (d) any new or change in law, order, decree, rule or regulation of any government authority (the events in (d) being "**Government Restrictions**").

Force Majeure – Prior to travel

If:

- in our reasonable opinion we (either directly or through our employees, contractors, suppliers or agents) determine that your travel arrangements cannot safely, lawfully or reasonably proceed due to a Force Majeure event; or
- you give us notice no more than 14 days prior to commencement of your booked travel arrangements that you cannot reasonably make use of them due to Government Restrictions (for example due to border closures)

then we may:

- reschedule your travel arrangements, but only if you are agreeable to the rescheduled arrangements; or
- cancel your travel arrangements, in which case our contract with you will terminate.

If we cancel your travel arrangements, neither of us will have any claim for damages against the other for the cancelled arrangements. However, we will offer the same terms as apply to **CANCELLATIONS OR RESCHEDULING LESS THAN 31 DAYS PRIOR TO TRAVEL**

Please note that our ability to issue you with a credit may be dependent on our suppliers issuing corresponding credits to us. We cannot guarantee that our suppliers will issue corresponding credits and so in such circumstances we may opt to pay you a limited cash refund instead.



Force Majeure – During travel

If due to Force Majeure we cancel travel arrangements after your trip has commenced, we will provide you with a refund of recovered third party costs plus any third party costs we don't incur for cancelled travel arrangements only.

Force Majeure – General

Where a limited cash refund is to be paid by us, we will use reasonable endeavours to recover payments from third parties attributable to your booking, but we make no guarantee that we will be able to recover these payments either partially or at all. If after we have paid you a limited cash refund (or after we determine that no cash refund is currently payable) we recover payments from third parties attributable to your booking, then we will pass on this payment to you.

We will not be responsible for any other loss or costs you incur in connection with your booking (for example, airfares, insurance and visa expenses) if your trip or particular travel arrangements are cancelled due to an event of Force Majeure.

If we provide you with any alternative services or assistance where travel arrangements are cancelled or rescheduled due to Force Majeure which you accept, then you agree the amount to be refunded to you will be reduced by the value of these services and assistance.

You acknowledge that the terms in this section are reasonably necessary to protect our legitimate business interests. We strongly encourage you to purchase travel insurance that adequately responds to cancellation and rescheduling risks associated with Force Majeure events as soon as you have paid a deposit.

Other cancellations

If we cancel your travel arrangements for reasons other than Force Majeure or a failure to satisfy minimum numbers, you will be offered (at your election) a refund of all funds paid, or the offer of travel arrangements of substantially equal quality if appropriate. To the fullest extent permitted by law, we will not be responsible to you for any other expenses or loss you incur resulting from our cancellation.

MINIMUM TRAVEL NUMBERS TO CONFIRM TOURS

Our Hosted Travel Experiences require only a confirmation minimum of six (6) Tour Participants per Bottega Ventura Travel Experience to operate and go ahead - and we can support this at no extra cost to our confirmed guests. We are able to provide this service as we prefer to proceed with planned tour dates to meet our guest expectations and to benefit the local communities we work with. We personally design, develop, manage, host and evolve all our travel itineraries. This means there are no hidden middle manager salaries or third-party management fees included in the cost of our Bottega Ventura Travel Experience packages, which helps us to keep our extremely competitive pricing intact.



If a travel experience tour date receives only two (2) confirmed Tour Participants, Bottega Ventura reserves the right to cancel - however we also reserve the right to go ahead on a case-by-case basis and in consultation with our confirmed guests. This would then be considered a Private Group Experience.

MAXIMUM GUEST NUMBERS FOR TOURS

We host small group tours of maximum 10 guests and we also run micro group tours of maximum 8 guests, depending on the itinerary and dates you have selected and due to the size of our selected accommodation venues, host villages and artisanal experiences.

The maximum number of guests for each itinerary are highlighted on the home page of our website [bottegapventura.com.au], on the individual website pages of each Travel Experience and on the top of each itinerary provided to guests.

SCHEDULE AMENDMENTS AND VARIATIONS

Prior to travel

Due to the dynamic nature of the travel industry, we may occasionally need to make amendments or modifications to the itinerary and its inclusions and you acknowledge our right to do this. Most changes will not be significant. If we become aware of any significant changes to your itinerary or its inclusions that materially detract from the overall value of the trip (where we determine it can still proceed), then we will notify you within a reasonable time and refund you an amount attributable to any reduction in value determined by us acting reasonably.

During travel

You acknowledge that the itinerary, modes of transport, accommodation and/or the trip's inclusions may need to change during your trip due to local circumstances beyond our reasonable control, including road conditions, poor weather, changes in transport schedules, and/or vehicle breakdowns.

General

To the fullest extent permitted by law:

- we will not be responsible for any omissions or modifications to the itinerary or the inclusions due to Force Majeure or other circumstances beyond our control happening after we have accepted your booking. This includes any loss of enjoyment or distress caused by omissions or modifications;
- if you are entitled to any compensation for any modifications or omissions, then you agree it will be reduced by the value of any alternative services we provide which you accept; and
- we will not be responsible to you for any other expenses or loss you incur resulting from any amendment or change to the itinerary or its inclusions.

UNUSED & DENIED SERVICES



No refunds will be made for of any travel arrangements not utilised, whether by choice or because of late arrival or early departure. This includes the failure of common carriers to operate according to schedule, which we disclaim responsibility for.

This document was last updated 6 March 2026.
