

# Inbound Tour Operator Booking Policy – Terms and Conditions

These Terms and Conditions apply to all admission and service reservations made with Zig Zag Railway by an approved Inbound Tour Operator (ITO) or trade partner.

They are to be read in conjunction with the Zig Zag Railway General Terms and Conditions.

## 1. Booking Method

Bookings are to be made via the Zig Zag Railway Inbound Tour Operator Booking Portal by authorised users.

In exceptional circumstances, bookings may be accepted via email at [groups@zigzagrailway.com.au](mailto:groups@zigzagrailway.com.au), at the discretion of Zig Zag Railway.

All bookings are subject to availability and confirmation by Zig Zag Railway.

## 2. Payment Policy

### Pre-payment (Standard Terms)

- Payment is required at the time of booking for all portal-based bookings, unless the trade partner has an approved pre-purchased trade credit arrangement.
- The Inbound Tour Operator Booking Portal does not support invoicing. Trade partners must pay by credit card at the time of booking or apply available pre-purchased trade credit.
- Where a trade partner requests invoicing, bookings must be made manually by emailing [groups@zigzagrailway.com.au](mailto:groups@zigzagrailway.com.au) and are subject to approval by Zig Zag Railway.
- Zig Zag Railway reserves the right to cancel any booking where payment is not received in accordance with these terms.

### Pre-Purchased Trade Credit

- Trade credit is available by application and approval only.
- Approved trade partners may pre-purchase a nominated value of credit or tickets, which can be used for bookings made via the Zig Zag Railway Inbound Tour Operator Booking Portal.
- Pre-purchased trade credit must be paid in full prior to activation and is applied against bookings as they are made through the portal.
- Credit balances are not transferable and may only be used by the approved trade partner.
- Once the pre-purchased credit balance has been fully utilised, further bookings will require either:
  - the purchase of additional trade credit, or
  - payment in accordance with standard pre-payment terms.

Pre-purchased trade credit is non-refundable and remains valid for a period of three (3) years from the date of the most recent credit top-up, after which any unused balance will expire.

Pre-purchased trade credit represents a credit balance for future services and does not constitute a refundable deposit or trust arrangement.

Zig Zag Railway reserves the right to suspend or revoke trade credit access where account conditions are not met or where these Terms and Conditions are not adhered to.

## Booking Confirmation

Trade partners must present booking confirmation details at the check-in desk immediately upon arrival on the day of travel.

## 3. Free of Charge (FOC) Policy

Zig Zag Railway maintains a defined Free of Charge (FOC) policy which applies to all group bookings.

### General Admission

- One (1) driver and one (1) bona fide tour guide per group will receive FOC admission.
- Tour guides may be required to present appropriate identification upon entry.
- Infants aged 0–2 years receive FOC admission.

### Food and Beverage Packages

- For groups of more than 50 guests, one (1) FOC meal will be provided for a tour leader.
- No FOC meals apply to groups of 50 guests or fewer.
- For groups larger than 50 guests, any additional FOC meals are subject to negotiation and must be agreed in writing at the time of booking.

## 4. Food and Beverage Packages and Dietary Requirements

Zig Zag Railway can cater to a range of dietary and international visitor requirements, subject to seasonal produce availability, operational capacity, and group size.

- Food and beverage packages must be requested no later than 14 days prior to the scheduled travel date.
- Changes to catering numbers may be made up to 96 hours prior to the scheduled travel time.
- All dietary requirements (Gluten Free, Vegetarian etc) must be advised at the time of booking catering.
- Dietary requirements advised after catering has been confirmed may be accommodated where possible but cannot be guaranteed.
- Late changes to catering requests or dietary requirements may result in limited menu options or additional charges.

Trade partners are encouraged to refer to the Zig Zag Railway Catering Guide for detailed menu options, inclusions, and additional information.

Confirmed food and beverage selections and dietary requirements will be detailed in the booking confirmation documentation issued by Zig Zag Railway.

## 5. Booking Amendments, Reductions and Cancellations

### Booking Amendments (Increases in Numbers)

Trade partners may increase guest numbers for an existing booking via the Zig Zag Railway Inbound Tour Operator Booking Portal up to 48 hours prior to the scheduled travel time, subject to availability.

Any increase in guest numbers is subject to confirmation by Zig Zag Railway and payment in accordance with the applicable payment terms.

## **Booking Amendments (Change of Date or Time)**

Trade partners may change the date or time of an existing booking via the Zig Zag Railway Inbound Tour Operator Booking Portal up to 7 days prior to the scheduled travel time, subject to availability.

## **Booking Reductions and Cancellations**

All reductions in guest numbers and booking cancellations must be submitted in writing via email to [groups@zigzagrailway.com.au](mailto:groups@zigzagrailway.com.au). Reductions and cancellations cannot be processed through the booking portal.

## **Credits and Refunds**

- No cash refunds are provided for trade bookings. All eligible refunds will be issued as account credit only.
- Cancellations made more than 7 days prior to the scheduled travel date will receive a full credit of the amount paid.
- Reductions in guest numbers of up to 10% of the original booking value may be credited if written notice is received more than 48 hours prior to the scheduled travel time.
- Any reduction in booking value in excess of 10%, or any reduction or cancellation received within 48 hours of the scheduled travel time, is non-creditable.

All credits issued will be applied to the trade partner's account and may be used in accordance with the Pre-Purchased Trade Credit terms outlined in this document.

## **6. Indemnity**

The trade partner agrees to indemnify Zig Zag Railway, its officers, employees, agents, and volunteers against any loss, damage, liability, or expense incurred as a result of any act or omission of the trade partner, its personnel, or any guests included in a booking made by the trade partner.

This includes, but is not limited to, matters relating to guest behaviour, supervision, or failure to comply with Zig Zag Railway policies, procedures, and instructions.

## **7. Pricing Policy**

- All prices are nett, non-commissionable, and listed in Australian Dollars (AUD).
- Inbound trade rates apply to international bookings only. Domestic bookings must be made in accordance with the Zig Zag Railway Domestic Rate Card.
- Zig Zag Railway nett admission rates must be sold as part of an advertised package or, if sold independently, must not be advertised at a price lower than the corresponding Zig Zag Railway online domestic rates published at [www.zigzagrailway.com.au](http://www.zigzagrailway.com.au).
- Zig Zag Railway reserves the right to withdraw inbound trade rates and/or portal access from any trade partner who does not comply with these Terms and Conditions.

## **8. General**

These Terms and Conditions may be updated from time to time. Trade partners will be notified of any material changes.

Continued use of the Zig Zag Railway Inbound Tour Operator Booking Portal constitutes acceptance of the current Terms and Conditions.