

KIMBERLEY

EXPERIENCES

2026-27 FIT Terms and Conditions- Single Day Tour Bookings

**** Updated 23 April 2026**

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

1. GUEST INFORMATION

Guest Information is required to be provided before any day tour can be confirmed. Failure to provide the requested information may result in the cancellation of your Tour booking. The Company will not be responsible if seats on the Tour are no longer available. The required information may include but is not limited to the following and the Company will advise what information is required to complete the booking:

- Full Names
- Individual body weights (for flight components)*
- Date of Birth
- Contact details whilst travelling including mobile number and email address
- Dietary requirements
- Your accommodation for Tour pick-up
- Preferred Bedding configuration
- Fitness level and any medical conditions which may affect you on tour
- 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 scenic flights and Tours that include a flight component. 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

Full payment is required within 7 days of booking the day Tour. Where the Tour date is 35 days or less from the booking date, full payment will be required at the time of booking. Please be aware that failure to pay by the due date may result in the cancellation of your booking and the Company will not be responsible if the Tour availability changes prior to re-booking.

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. ACCOMMODATION

Tours including overnight accommodation are on a twin share basis unless otherwise stated. Single Supplement rates are available on request.

5. CANCELLATION AND AMENDMENT POLICY

Cancellations and amendments are permitted under the terms of each third-party tour operator's policies which will be provided with your Tour confirmation or on request at time of booking. Alternatively please refer to the "[T&Cs for Third Party Operators](#)" for a complete list of all third-party operators' Terms and Conditions.

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

6. 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.

7. 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 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.

8. 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.

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

9. UNFORSEEN CHANGES

While our intention is to deliver the Tour 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 Tour, 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.

10. OVERNIGHT PACKAGE LUGGAGE RESTRICTONS

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.

11. THIRD-PARTY OPERATORS

Tours 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. The third-party operators' cancellation policies will be contained within your confirmation document. For additional information on each third-party operator's Terms and Conditions, please visit the Company's "[T&Cs for Third Party Operators](#)" or request the terms from the Company's agent.

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.

12. 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.

13. 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.

14. CAPTAIN IN COMMAND

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