

COVID-19 – AMENDED Cancellation, Amendments and Refund policy

Book your experience with confidence.

Shutterbug Walkabouts is aware that constantly changing travel restrictions may impact whether or not you are able to travel as planned. Rest assured though, if you find yourself unable to travel to Tasmania as planned, we will discuss your individual circumstances with you, if and when the need arises. Together we will reach a solution that works for all. Travel insurance is, as always, strongly recommended.

With this in mind, the following clause has been added to our standard terms and conditions:

In the event that a booking is cancelled due to government restrictions being extended, reimposed or not removed as expected, a refund or voucher (for use at a later time) will be offered. Any offer made is at the absolute discretion of management. Shutterbug Walkabouts reserves the right to withhold some monies to cover administrative expenses and other losses, dependent on when notice of cancellation is provided.

What this means

When a government-imposed travel restriction relating to COVID-19 ensues in postponement or cancellation of a booking, the following refund policy applies:

For day tours and photography tuition sessions

We have lessened our cancellation notice period to reflect the [Tas e-Travel pass](#) application period, which may be completed online up to 72 hours prior to your intended arrival date/time.

If your booking is cancelled more than 48 hours before departure or start time, the following three options are available.

1. **Postpone** your booking. No additional fees apply, and all monies paid to date will be transferred to the postponed booking.
2. **Accept a voucher** valid for three years from the original date of booking. No additional fees apply.
 - For bookings paid in full, the voucher will be for the same experience as booked with the same cost secured for the validity of the voucher.
 - For bookings with deposit paid only, the voucher will be issued for the value of the deposit amount paid.
3. **Cancel** your booking outright for a refund of any monies paid over and above the deposit amount.
The deposit will be withheld to cover administrative expenses incurred.

If you, a travel companion or a close contact experiences COVID-like symptoms within the 48-hour cancellation notice period...

[We all need to remain COVID-safe](#), so please get in touch with us as soon as practicable to discuss your individual circumstances (even if this is on the day of departure).

For multi-day tours, women-only photography escapes and special charters

Our refund policy remains unchanged in an official capacity for bookings of multi-day tours, women-only photography escapes and special charters. Rest assured however, we will do our very best to negotiate with our suppliers (on your behalf and on a case-by-case basis) to determine the best possible outcome for all. This will be actioned as soon as practicable after you notify us of inability to travel because of COVID related government-imposed travel restrictions.

If you require any further clarification about our amended terms and conditions, please contact Coreena on 0417 599 283 to discuss or send an email to coreena@shutterbugwalkabouts.com.au

Other links and information

- **Tasmanian Public Health Hotline:** 1800 671 738
- [Tasmanian Government Coronavirus website](#)
- Shutterbug Walkabouts [COVID-19 safety plan](#)

