



Last updated: 26 November 2019

Booking Terms and Conditions

Osborne Heli Tours is a trading name of Osborne Aviation Services Pty Ltd, a licensed Civil Aviation Safety Authority (CASA) certified carrier. All flights are operated by Osborne Aviation Services Pty Ltd AOC# VT573435-11. Prices are stated in Australian dollars and include GST. Tour times, flight paths and durations are an approximate indication only.

1. Payments

Credit card details are stored and will be charged on the date of departure. Credit card payments are processed in Australian Dollars. Your credit card details are protected by a 128-bit, SSL, industry-standard encryption system provided by leading online booking provider Rezdy. Payments are made to Osborne Aviation Services Pty Ltd, 6520 Arthur Highway, Port Arthur TAS 7182.

2. Bookings

Minimum numbers of two (2) apply to all bookings. Bookings by single passengers will only be accepted on a standby basis. Agent and commissionable bookings will only be accepted through Rezdy marketplace or by those with existing agreements.

3. Refunds, changes, cancellations and 'no-show' policy

Cancellations or changes made more than 24 hours prior to travel will not incur a cancellation fee (exception for Port Arthur Day Tour Product). Cancellations notified within 24 hours or failure of passengers to arrive at the nominated departure point at the nominated time will incur a 100% cancellation fee.

4. Changes by us

A refund of the fare will be made available to customers in the event of a cancellation of the flight by Osborne Heli Tours due to adverse weather conditions or any other unforeseen event within our control. Flight routes and destinations may need to be changed due to weather conditions and in these situations refunds will not be provided. If weather conditions are unsuitable for flying, we will contact you as soon as practical before your flight to reschedule to the next available time slot or offer a full refund.

Due to our involvement in firefighting and other aerial emergency response operations, on occasion we will need to preference these operations over scenic flights. Should the need arise, guests will be offered full refund or the option of rescheduling onto the next available service. We reserve the right to change or cancel your service without notice due to emergency operations.



5. Passengers and behaviour

All passengers will be weighed prior to flight. Guests are required to provide accurate individual body weights during the booking process. This is to ensure the safety of flight and helicopter load distribution. Any single passenger in excess of 110kg will incur a seat surcharge. Any two passengers travelling on the same booking in excess of 180kg will incur a seat surcharge. All flights have a maximum seat weight of 130kg. We reserve the right to refuse guests due to weight or other safety or operational concerns. Infants under the age of three (3) can sit on a parents lap, provided their combined weight does not exceed the maximum seat weight or overall weight of the aircraft. A child seatbelt will be provided.

Passenger safety is paramount. Guests are required to listen to the instruction of all pilots and ground personnel at all times. This includes obeying all written signage. Passengers must not board or disembark aircraft unless instructed to do so by crew. Tampering with company property including emergency equipment, outside of necessary situation, will result in reporting to appropriate authorities. No bags, hats or other loose items are permitted on board the aircraft. These can be left at our base for collection after the flight. We reserve the right to refuse the carriage of any person under the influence of drugs and/or alcohol. A refund is not offered under these circumstances.

6. Limited liability

Osborne Heli Tours accepts no liability for damages incurred outside of our operations. We strongly recommend all guests take out their own travel insurance to ensure coverage in the event of delays and cancellations.

7. Gift Vouchers

Bookings are essential to redeem your certificate. A gift voucher will be deemed void if either, notice of cancellation is not received at least 24 hours prior to the appointment time, or the holder of the voucher fails to arrive at the booked time. Gift Vouchers are valid for 36 months from date of purchase. Gift certificates are non-refundable and may not be redeemed for cash.

8. Privacy Policy

We will not disclose (share, sell or divulge) any personal information, such as address, e-mail, telephone and fax numbers, to third parties unless we have been authorised by you or are required to do so by law. We will maintain this information in accordance with our strict security and confidentiality standards found in our company privacy policy.