



# Food Tour City Limits Terms and Conditions

## Matters of Taste (WA) Pty Ltd (MOT) Tour Terms & Conditions 2026

These Terms & Conditions outline the agreement between Matters of Taste (WA) Pty Ltd (referred to as “we,” “our,” or “us”) and you (the “guest,” “participant,” or “traveller”) when booking and participating in our Perth City Limits Day Tours. By making a booking, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.

### 1. Bookings & Payment

- Bookings are essential and subject to availability.
- Full payment is required at the time of booking to secure your place.
- All prices are listed in Australian Dollars (AUD) and include GST.
- Bookings are made via our secure online platform or by direct arrangement with Matters of Taste.

### 2. Cancellations & Refunds

The following cancellation policy applies:

- As a small business running intimate tours for a maximum of 12 guests, we are unable to offer refunds once a booking is made. All bookings are final.
- If you're unable to attend, you're welcome to transfer your ticket to another person at no charge - please let us know their details prior to the tour.
- Transfers to another tour date are possible if made in writing, up to 14 days before original tour date booked, where and if places are available. There is a \$20.00 admin fee payable before transfer can be confirmed.
- In the unlikely event that we must cancel a tour (for example, due to unforeseen circumstances, supplier closure, minimum numbers not met, or extreme weather), guests will be offered a full refund or the option to transfer to another date.
- Failure to attend: No refund or credit will be issued for no-shows.

Contact Details Matters of Taste Pty Ltd 49a Coldwells Street, Bicton WA 6157

[info@mattersoftaste.com.au](mailto:info@mattersoftaste.com.au) | [www.mattersoftaste.com.au](http://www.mattersoftaste.com.au)

Anthony: +61 409 969 920 | Tracey: +61 422 439 096

### 3. Tour Itinerary & Inclusions

- We carefully plan our itineraries but reserve the right to make changes if necessary (e.g., supplier availability, road closures, unexpected circumstances).
- The published itinerary should be used as a guide only; substitutions of equal quality may occur.
- Inclusions are clearly stated in the tour description. Personal purchases and additional drinks (unless otherwise noted) are not included.

### 4. Dietary Requirements

Where possible, we will do our best to accommodate food allergies when notified at least 7 days prior to the tour.

Please note:

- We cannot cater to personal food preferences as we work with multiple suppliers who often are not in the position to offer alternatives.
- While every effort is made to accommodate allergies, we cannot guarantee that all venues are completely free from traces of allergens.
- If we are not informed of your allergy in advance, we may not be able to provide an alternative on the day.

### 5. Transport & Safety

- All tours depart from the designated meeting point at the time specified in your booking confirmation. Late arrivals may miss the tour with no refund.
- Our tours involve travel by private bus/vehicle. Guests must follow all safety instructions provided by our team and drivers.
- Matters of Taste accepts no responsibility for personal injury, loss, or damage to property while on tour, except where required by law.

### 6. Behaviour & Responsibilities

- We ask all guests to behave respectfully towards fellow travellers, our hosts, and suppliers.
- We reserve the right to refuse participation or remove anyone from the tour whose behaviour is disruptive, unsafe, or inappropriate, without refund.

Guests with serious food allergies are responsible for managing their own health and safety during the tour. This includes carrying any required medication (e.g. EpiPens) and clearly informing our team and venues on the day. While all care is taken, we cannot guarantee a completely allergen-free environment.

## 7. Photography & Media

- We love capturing the spirit of our tours and may take photos or short videos during the day. These may be used for promotional purposes (website, social media, marketing).
- If you prefer not to be photographed or included in media, please let us know before the tour commences.

## 8. Liability

While all care is taken, participation in our tours is at your own risk. Matters of Taste Pty Ltd is not liable for:

- Loss or damage to personal property
- Personal injury, illness, or death (except where required by law)
- Acts or omissions of third-party providers
- Events beyond our reasonable control

## 9. Minimum Numbers

Our tours operate with a minimum number of guests. If minimum numbers are not reached, we will contact you with options to reschedule or receive a full refund.

## 10. Force Majeure

We are not liable for failure or delay in performing our obligations if such failure or delay results from events beyond our control, including natural disasters, pandemics, strikes, acts of government, or other unforeseen circumstances.

## 11. Governing Law

These Terms & Conditions are governed by the laws of Western Australia.

### Contact Us

For any questions, please contact:

Matters of Taste Food Tours

[info@mattersoftaste.com.au](mailto:info@mattersoftaste.com.au)

[www.mattersoftaste.com.au](http://www.mattersoftaste.com.au)

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