

Multi-Day Food Tours Terms & Conditions 2026-2027

We want you to book your tour with confidence. Our food discovery tours are deliberately small and take considerable planning, with accommodation, transport and visits with farmers, producers and small food businesses arranged in advance.

These Terms and Conditions are designed to be fair to our guests while allowing MOT to make the commitments needed to create and operate each journey. If you are unsure about a term or a tour's booking timeline, please contact us before booking - we are always happy to talk it through.

These Terms and Conditions apply to multi-day tours operated by Matters of Taste Pty Ltd, referred to throughout this document as "MOT". Please read these Terms and Conditions carefully before booking. They form part of the agreement between MOT and each guest.

1. BOOKING AND ACCEPTANCE

A booking is confirmed when MOT has received the required deposit (or optional full payment on booking) and has issued written confirmation of the booking.

By making a payment, the person making the booking confirms that they have read, understood and accepted these Terms and Conditions for themselves and for any other guest included in the booking.

The person making the booking is responsible for providing all other guests included in the booking with the itinerary, these Terms and Conditions and any other information supplied by MOT.

Tour places are limited and will not be held without payment unless MOT agrees otherwise in writing.

2. TOUR PRICE AND INCLUSIONS

All tour prices are stated in Australian dollars and include GST where applicable.

The tour price, deposit or full-payment requirement, Tour Confirmation Date, Final Balance Due Date and tour inclusions will be stated in the itinerary, booking confirmation or invoice.

The tour price includes only the accommodation, meals, transport, activities and services specifically described as included in the itinerary.

Unless expressly stated in the itinerary, the tour price does not include:

- flights or travel to and from the tour's starting and finishing points;
- travel insurance;
- passport, visa or health-related expenses;
- optional activities;
- meals or beverages not identified as included;
- upgrades;
- personal expenses; or
- additional costs arising from a guest's personal circumstances.

3. DEPOSIT AND PAYMENT

A deposit is required at the time of booking. The deposit amount will be stated in the itinerary, booking confirmation or invoice. The deposit secures guest place/s on the tour. Guests may choose to pay the full tour price at the time of booking.

The deposit contributes towards the reasonable costs and commitments MOT incurs in planning and administering the tour, reserving a limited place, securing accommodation and transport, and arranging suppliers and other tour services. The deposit is non-refundable if the guest cancels, subject to the guest-cancellation provisions below, the amount being a reasonable reflection of MOT's costs and commitments, and any rights available under Australian Consumer Law.

If a guest books 90 days or less before the departure of a tour that has already been confirmed, full payment is required at the time of booking.

MOT may cancel a booking if a required payment is not received by its due date. MOT will make reasonable efforts to contact the guest before cancelling the booking.

4. FINAL BALANCE

Unless a different Final Balance Due Date is stated for the particular tour, the final balance is due 90 days before departure. MOT will issue a reminder or invoice for the final balance 7 days in advance to due date. Guests remain responsible for ensuring payment is made by the due date.

If the final balance is not received by its due date, MOT may treat the booking as cancelled by the guest. MOT will make reasonable efforts to contact the guest before cancelling the booking.

The guest-cancellation provisions in Section 5 will apply to a booking cancelled because the final balance has not been paid.

5. CANCELLATION BY A GUEST

All cancellations must be provided to MOT in writing by email.

A cancellation takes effect when the written cancellation is received by MOT. Cancellation periods are calculated by counting back from and including the scheduled tour commencement date.

The refund available depends on when MOT receives the written cancellation:

Written cancellation received	Refund
More than 90 days before departure	All tour payments received, less the deposit
Between 61 and 90 days before departure	50% of tour price
Between 30 and 60 days before departure	25% of tour price
30 days or less before departure	No refund

The cancellation charges reflect the costs MOT may incur in planning the tour, holding a limited place, making advance payments to suppliers and being unable to replace a cancelled booking.

No refund will be provided for any accommodation, meals, activities, transport or other services that a guest chooses not to use after the tour has commenced.

Comprehensive travel insurance covering cancellation, illness, travel disruption, delays and additional expenses is strongly recommended.

6. TRANSFER OF A BOOKING

A guest may request to transfer their booking to another person.

Transfer requests must be made in writing and are subject to MOT's approval. The replacement guest must:

- meet any participation requirements for the tour;
- provide all information reasonably required by MOT;
- accept these Terms and Conditions; and
- pay any outstanding balance.

An administration fee of \$165 inc GST will apply, together with any direct costs charged by accommodation providers, transport operators or other suppliers as a result of the transfer.

A transfer is not confirmed until MOT has approved it in writing.

7. MINIMUM NUMBERS AND TOUR CANCELLATION

We expect all scheduled tours to proceed as planned. MOT tours are deliberately small so require minimum guest numbers to operate.

In the unlikely event that guest cancellations after this date make a tour unviable, MOT will make every reasonable effort to proceed. Cancellation would be a last resort and, if necessary, all tour payments received by MOT will be refunded in full.

If MOT needs to cancel a tour due to insufficient guest numbers, we will notify booked guests as soon as possible and refund in full all tour payments received by MOT.

8. FLIGHTS AND INDEPENDENTLY ARRANGED TRAVEL

Flights and travel to and from the tour are not included and are the guest's responsibility.

We recommend booking flexible or refundable travel arrangements where possible.

Guests are responsible for arriving at the nominated starting point by the stated meeting time. If independently arranged travel is delayed or cancelled, MOT will make reasonable efforts to assist but cannot guarantee the tour or vehicle can delay departure.

Any additional costs incurred in joining or rejoining the tour are the guest's responsibility.

9. CHANGES TO THE ITINERARY AND SUPPLIERS

MOT tours are designed around seasonal produce and opportunities to meet farmers, producers, growers, chefs and small food businesses. Farming, food production and regional travel are affected by weather, seasonal conditions, harvests, livestock, staffing, illness, biosecurity requirements, road conditions and the availability of individual suppliers.

MOT may make reasonable changes to the itinerary before or during a tour, including changes to:

- farms, producers, restaurants and other suppliers;
- accommodation;
- routes and transport arrangements;
- activities and experiences;
- meals; and
- the order or timing of scheduled activities.

Where a planned supplier, activity or service becomes unavailable, MOT will make reasonable efforts to provide a suitable alternative of a comparable nature or standard. MOT will notify guests of any significant change as soon as reasonably practicable.

Minor itinerary changes, seasonal variations or the substitution of a reasonably comparable supplier or activity do not automatically entitle a guest to cancel or receive a refund.

If a change materially alters the overall nature of the tour, MOT will contact affected guests to discuss the available options.

10. ACCOMMODATION

The accommodation included in the tour price will be described in the itinerary.

Guests wishing to request a motel/hotel accommodation upgrade should first obtain the relevant accommodation details from MOT. Any upgrade must be arranged directly with the accommodation provider unless MOT agrees otherwise.

Guests are responsible for paying the accommodation provider directly for:

- room upgrades;
- minibar purchases;
- room service;
- laundry;
- telephone charges;
- additional meals or beverages;
- damage caused by the guest; and
- other incidental expenses.

If the specified accommodation becomes unavailable, MOT may substitute accommodation of a reasonably comparable standard and location.

11. CANCELLATION OR POSTPONEMENT BY MOT

MOT may cancel or postpone a tour where it is reasonably necessary to do so, including because:

- minimum numbers have not been reached;
- one or both MOT hosts are unable to travel;
- significant suppliers or services become unavailable; or
- MOT considers that the tour cannot be operated safely or substantially as intended.

If MOT postpones a tour for reasons within MOT's reasonable control, guests may transfer their booking to the revised departure date or request a full refund of all tour payments received by MOT.

Any refund payable by MOT will be processed as soon as reasonably practicable and returned using the original payment method where possible.

MOT is not responsible for independently booked flights, accommodation or other travel expenses associated with a cancellation or postponement, except to the extent required by Australian Consumer Law.

12. Circumstances outside MOT's reasonable control

Circumstances outside MOT's reasonable control may include:

- severe weather;
- flood, fire, cyclone or natural disaster;
- road closures;
- government restrictions;
- public health emergencies;
- industrial action;
- civil unrest;
- transport disruption;
- biosecurity restrictions; or
- the unexpected closure or withdrawal of an essential supplier.

13. TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended from the time a booking is made for all multi-day tours. For international tours, MOT may require guests to hold appropriate comprehensive travel insurance as a condition of participation. Any such requirement will be stated in the itinerary or booking information.

Travel insurance should be appropriate to the guest's circumstances and destination and should consider cancellation, illness or injury, medical treatment, emergency evacuation, travel delay or disruption, additional accommodation and transport costs, and loss of or damage to personal belongings.

Guests are responsible for understanding the terms, exclusions, excesses and level of cover provided by their chosen policy. MOT does not provide advice about the suitability of a particular insurance policy.

14. INTERNATIONAL TOURS - PASSPORTS, VISAS AND ENTRY REQUIREMENTS

For international tours, guests are responsible for holding a valid passport and obtaining any visas, permits, health documentation or other entry requirements applicable to the countries visited.

15. HEALTH, FITNESS AND MOBILITY

Guests are responsible for reading the itinerary and considering whether they have the health, fitness, mobility and agility required to participate safely and comfortably.

Tours may include:

- walking over uneven or undulating ground;
- steps;
- getting in and out of the tour vehicle;
- standing for periods of time;
- visiting working farms; and
- travelling to locations with limited facilities.

Before booking, guests must advise MOT of any health condition, mobility limitation or other circumstance that may affect their ability to participate or require assistance. MOT will make reasonable efforts to assist guests but cannot provide personal care, lifting assistance or continuous individual support. A guest who requires this level of assistance must travel with a companion capable of providing it.

MOT may, acting reasonably, decline or end a guest's participation if:

- the guest cannot participate safely;
- the guest's needs cannot reasonably be accommodated; or
- the guest's continued participation presents a significant risk to themselves or another person.

Any additional accommodation, transport, medical or other expenses arising from a guest's inability to continue the tour are the guest's responsibility.

16. ALLERGIES AND DIETARY REQUIREMENTS

MOT may be able to accommodate some food allergies and medically diagnosed dietary conditions when advised before booking. Guests must provide complete and accurate information about any food allergy or medically diagnosed dietary condition, including its severity and the action required in the event of a reaction.

MOT works with numerous farms, producers, restaurants and small food businesses. On some tours, MOT also provides catering in remote locations where food storage, preparation facilities and the range of available ingredients are limited. For these reasons, not all allergies or dietary requirements can be safely accommodated. A guest with an allergy or medically diagnosed dietary condition should not confirm their booking until MOT has confirmed that their needs can be accommodated on the relevant tour.

While reasonable care will be taken when allergy information has been provided, MOT cannot guarantee an allergen-free environment or completely eliminate the possibility of cross-contact.

Guests with a serious allergy are responsible for carrying any medication they may require.

Vegetarian meals may be available on some tours and must be confirmed with MOT before booking. Vegan meals and other dietary preferences cannot be catered for on MOT food discovery tours.

Additional tour-specific limitations will be stated in the itinerary. This may include tours on which coeliac disease cannot be accommodated due to remote catering conditions and MOT's inability to safely carry and prepare separate ingredients.

17. GUEST CONDUCT AND RESPONSIBILITIES

Guests must follow reasonable instructions provided by MOT, its hosts, suppliers and property owners, particularly instructions relating to safety, biosecurity and access to farms and private properties.

MOT may end a guest's participation if their behaviour is unsafe, unlawful, threatening or seriously disruptive to other guests, suppliers or the operation of the tour.

Where a guest's participation is ended for these reasons:

- no refund will be provided for unused portions of the tour; and
- the guest is responsible for their onward travel, accommodation and other resulting expenses.

Guests are responsible for any loss or damage they cause to vehicles, accommodation, venues or other property.

18. PERSONAL INFORMATION, PHOTOGRAPHS AND VIDEO

MOT may collect, use and share a guest's personal information where reasonably necessary to:

- administer the booking;
- deliver the tour;
- communicate with the guest;
- make arrangements with accommodation providers and other suppliers; and
- respond to a medical, safety or other emergency.

Relevant information may be provided to accommodation providers, activity providers, transport operators, other tour suppliers or emergency services where reasonably necessary.

Personal information will be handled in accordance with applicable privacy laws.

Photographs and video may be taken during the tour and used by MOT on its website, social media channels, newsletters and other promotional material.

A guest who does not wish to appear in identifiable promotional photographs or video must advise MOT in writing before departure and remind the MOT hosts at the beginning of the tour. MOT will make reasonable efforts not to include that guest in identifiable promotional material.

19. LIABILITY

MOT will exercise reasonable care and skill in arranging and delivering each tour and in selecting the suppliers with whom it works.

To the extent permitted by law, MOT is not responsible for loss, damage, delay, injury or additional expense caused by:

- a guest's own act, omission or failure to follow reasonable instructions;
- independently arranged flights, accommodation or other travel services;
- the act or omission of an unrelated third party outside MOT's reasonable control; or
- circumstances outside MOT's reasonable control as described in these Terms and Conditions.

Guests are responsible for their personal belongings throughout the tour.

MOT is not responsible for the loss of or damage to personal belongings unless the loss or damage was caused by MOT's failure to exercise reasonable care and skill.

20. GENERAL PROVISIONS

These Terms and Conditions, together with the applicable itinerary, booking confirmation and invoice, form the agreement between MOT and the guest. If there is an inconsistency between these Terms and Conditions and a written term specifically stated in the itinerary or booking confirmation for a particular tour, the specific written term will apply to that tour.

If any part of these Terms and Conditions is found to be invalid or unenforceable, that part will be removed or limited to the minimum extent necessary. The remaining provisions will continue to apply.

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

AUSTRALIAN CONSUMER LAW

Nothing in these Terms and Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law.

These Terms and Conditions must be read subject to those rights and remedies.