

Terms & Conditions

Echuca Moama Regional Tourism
2 Heygarth Street
Echuca VIC 3564
Ph 1800 804 446

Travel arrangements and prices detailed on www.echucamoama.com are provided and coordinated by the Echuca Moama Regional Tourism. The Echuca Moama Regional Tourism has taken due care and responsibility to verify and check all information on www.echucamoama.com as at the time of compilation. However, as the relevant accommodation, dining, retail, attraction and tour operators on this website supply this information, it accepts no responsibility for any inaccuracy or misdescription contained within this website or information as so supplied.

Sales of services as contained on this website are made by Echuca Moama Regional Tourism, only as an agent for the person, business or company providing the services. Echuca Moama Regional Tourism does not accept responsibility for any changes in price variation of services shown. All services and prices are subject to change without notice.

All maps, photographs, illustrations and computer-based graphics are included for general purposes only and are not always indicative of the subject matter. Hotel room photographs (graphics) may not be specific to the actual room occupied. Maps are not to scale.

Privacy Policy

We are committed to protecting the privacy and security of any personally identifiable information (PII) you provide us. PII includes information that can be linked to a specific individual, such as name, address, phone number, or email address.

This privacy policy explains how www.echucamoama.com handles and protects your PII in accordance with commonly accepted privacy principles.

Echuca Moama Regional Tourism reserves the right to modify or amend this policy at any time and for any reason. Any material changes to this privacy policy will be posted prior to their implementation. Questions regarding this policy should be emailed to tom@echucamoama.com or sent via postal mail to: 2 Heygarth Street, Echuca VIC 3564

What Information We Collect

In an effort to keep our service as simple and easy as possible we do not create, use or store profiles of our customers. We only record PII and other information that we reasonably require to do business with you. Echuca Moama Regional Tourism collects PII when you:



Echuca Moama & District Tourism
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Fax 03 5482 6413 **Email** info@echucamoama.com
2 Heygarth St, PO Box 8, Echuca, Vic, 3564
www.echucamoama.com ABN 35366259513



@Echuca_Moama

Make a booking

Your full name, address, email address and phone number are taken each time you make a booking with www.echucamoama.com

Contact www.echucamoama.com

Echuca Moama Regional Tourism collects PII such as your full name, address, email address and/or telephone number whenever you submit a query or suggestion, or request assistance with a booking.

How We Use Your Information

Echuca Moama Regional Tourism uses your PII only for the purpose of responding to and fulfilling your requests for our products and services. Information collected on www.echucamoama.com may be used to:

General Website Information

General information on www.echucamoama.com

Echuca Moama and District Tourism Inc including its officers, agents and contractors "Publisher" has made every endeavour to ensure that details are correct on www.echucamoama.com but accept no responsibility for any inaccuracy, misrepresentation or representation of up-to-date information of PDF downloads, brochures or 'media downloads' whether by inclusion or omission, nor does the publisher accept any responsibility for subsequent change or withdrawal, of prices, details or services shown which are subject to alteration without notice. Any standard of accommodation and/or services contained in this publication are indicative only of a certain class and are based upon information provided to the publisher. Accordingly, the guarantee in relation to the standard, class, or fitness for purposes of that accommodation or service.

Purchase Echuca Moama Regional Tourism products or services

Information collected when you purchase from www.echucamoama.com is used to charge your credit card and deliver your booking confirmation electronically. We may also contact you about your stay for customer service purposes or to make any changes or cancellations to your booking.

Respond to your questions or suggestions

We will use your address, email address and/or telephone number to contact you when you submit a question or suggestion.

Who We Share Your Information With

Echuca Moama Regional Tourism does not disclose any information about customer bookings to anyone except in the following circumstances:

Accommodation suppliers

Echuca Moama Regional Tourism provides the guest name, telephone number, address and email address for each booking made to the relevant accommodation supplier. Our accommodation suppliers require this information for the booking and if they need to contact you about the booking. Although Echuca Moama Regional Tourism offers accommodation from reputable accommodation suppliers, we have not placed specific limitations on these suppliers from using or disclosing your information without your permission. Therefore, we encourage you to review the privacy policies of any suppliers whose accommodation you purchase on www.echucamoama.com.

Legal obligations

Echuca Moama Regional Tourism may be required by law to disclose information provided by you to www.echucamoama.com for the purposes of obtaining products or services from www.echucamoama.com. Echuca Moama Regional Tourism may also disclose information against someone who poses a threat to Echuca Moama Regional Tourism's interests (such as customer fraud) or whose activities could cause harm to others.

How You Control and Access Your Information

Echuca Moama Regional Tourism believes that site visitors and customers should have control over the collection and use of their PII. You have control and access to your information as follows:

Booking information

If at anytime you would like to alter the PII you provided to www.echucamoama.com in your booking, please contact us.

General

If at anytime you wish to enquire about any of your PII that is stored by www.echucamoama.com please contact us.

Validity of Rates

All prices listed on this website are in Australian Dollars (AUD\$), please refer to the Currency Converter on the Accommodation search page for the price in your local currency.

Accommodation costs are for room only and do not include transfer or breakfast cost unless otherwise stated. Prices are inclusive of the Australian Goods and Services Tax. Prices over accommodation block out periods may alter from the prices advertised. Contact us for further details.

Gold Medal Operators, payment is required at time of booking. 24 Hour on Request Operators, payment is due within 48 hours of receiving confirmation. Please proceed to our "Secure Payment" form to submit credit card details.

Cancellation Policy

Whilst we provide a Free Booking Service, cancellations of confirmed bookings (where payment has been made) will attract a AUD\$27.50 (inc. GST) administration fee. This is in addition to the Cancellation Fee of the Service Provider/Operator. We reserve the right to offer alternative accommodation/tour of a similar standard in the case of the accommodation/tour operator overbooking their property or for any reason beyond our control.

Special Conditions on Packages. Special conditions apply when booking packages. Package components including but not limited to: event tickets, tours, meals are non refundable when the accommodation component of the package is cancelled.

Tours

These operators reserve the right to alter itineraries at any time as a result of fire, flood, extreme weather conditions or any other circumstance beyond their control.