



Let's Explore PNG Ltd (PNG Surfaris) Terms & Conditions

"Let's Explore PNG Ltd" (PNG Company Number: 1-123138) owns and operates "PNG Surfaris"

TERMS & CONDITIONS - Please read carefully

Payment Options

All prices are in Australian dollars (AUD)

We accept credit and debit cards, EFT and Paypal.

Advertised prices DO NOT include international airfares OR accommodation (other than on-board the PNG Explorer).

Deposits and payment

Bookings can be made direct by contacting admin@pngsurfaris.com; however, the easiest way is through our website: www.pngsurfaris.com

A 10% deposit is required to secure a booking – please note this deposit is non-refundable; however, it may be transferred to another person.

Your booking is not secure until the deposit is received. Please note demand is high and we recommend deposits be paid at your earliest convenience.

The balance of payment is due 90 days prior to departure.

Additional fees

Please note, in addition to the charter fee there are two additional PNG surf levies. These include:

1. Surfing Association of PNG (SAPNG) - surf levy. This is AUD \$50 and payable once only per person per trip to PNG.
2. Niu Ailan Surfriders Alliance NASA - surf fee. This is AUD \$12 payable per person, per surf day as part of the national surf management plan.

These fees will be billed during booking. We pass on 100% of all fees to SAPNG and NASA.

Other charges (these items are not included)

- Beers, soft drinks and wine (charged at local prices)
- Diving
- Professional photo package
- Sat phone use
- Tips for PNG crew members

Cancellations

Deposits are non-refundable.

All payments are non-refundable within 90 days of charter start date – 100% cancellation fee.

Cancellations 90+ days from charter start date will receive a 50% refund, with the balance held in credit for two (2) years.

If you are not available to attend your booked charter, you are able to transfer your trip to another person or transfer to another trip, pending availability – a \$150 fee applies.

Payments for group/individual bookings not received by the due date will result in the booking being cancelled and subsequently made available to people on our wait list.

Travel Insurance

TRAVEL INSURANCE IS COMPULSORY and should include a medical evacuation option and compensation for lost trip days due to unforeseen circumstances or emergencies.

Notification of your travel insurance provider and policy number must be forwarded to PNG SURFARIS prior to travel.

General Information

The maximum number of guests onboard PNG Explorer is ten (10).

There are no refunds or partial refunds given for poor surf, inclement weather or late departures from a designated trip date or itinerary.

There are no refunds given for reasons pertaining to unstable global, national, or local political or natural conditions that do not directly pose a threat to the safe operations of our vessel.

Liability waivers need to be signed at the time of booking – these will be made available for review prior to payment.

Any damage to equipment or vessels by guests beyond normal day-to-day wear and tear will be charged to guests at the replacement/repair cost.

Right of refusal and safety

The Vessel Master on board PNG Explorer reserves the right to remove a guest/s from the charter for unsafe or unacceptable behaviour with no refund.

The Vessel Master on board PNG Explorer reserves the right to stop a charter and return to the nearest port in the event of a medical emergency for a guest or crew member – no refunds will be given if this occurs.

Let's Explore PNG Ltd reserve the right to refuse a booking for any reason.

Travel Documents

1. Passports must be valid for at least six months from the date you enter PNG.
2. We recommend you organise your visa online through the [PNG Immigration website](#).

Airline Related Information

Let's Explore PNG Ltd is not responsible for airline boarding fees or baggage policies.

Let's Explore PNG Ltd does not accept any responsibility for:

- late arrival or non-arrival of surfboards or surfboard bags.
- diving equipment, fishing equipment or any other luggage.

Transfer to PNG Explorer in case of missed flights or connections will incur a charge of 350 AUD (where this is possible).

We will always work with you to help mitigate any problems or difficulties you may experience – if you are having any issues or want some advice, please contact us as soon as possible.