



Out & About

Terms and conditions

Bookings

- Bookings can be made over the phone or at your local Health & Wellness Centre;
 - The Pines; 336 Marion Road, North Plympton (08) 8179 6825
 - Lourdes Valley; 18 Cross Road, Myrtle Bank (08) 8433 0475
 - Philip Kennedy Centre; 20 Wigley St, Largs Bay (08) 8242 2985
- Payment options:
 - Over the phone EFTPOS transaction
 - On site credit card, eftpos or cash
- Full payment must be made within 2 days of booking
- Booking will be cancelled if payment is not made within 2 days
- If booking within 7 days of the outing, payment must be paid at the time of the booking

Cancellations

- Due to outing popularity, bookings must be cancelled a minimum of 7 days in advance to receive a full refund
- If less than 7 days notice but greater than 48 hours notice, 50% of the outing fee or an equivalent credit to use for future outings will be refunded
- No refunds or credit notes will be available if you cancel within 48 hours of the outing
- Southern Cross Care reserves the right to evaluate cancellations at its own discretion

General Information

- You will receive a phone call or SMS reminder two days before the outing. Ensure Southern Cross Care has your correct up-to-date contact details when making a booking.
- Please be at the departure location 10 minutes prior to the outing
- If any passengers have not arrived by the requested departure time, the driver will wait a maximum of 10 minutes before departing
- The bus driver will have participant contact details
- All participants must be independently mobile for all outings
- Walking a mobility requirements vary depending on the nature of the outing
- Check physical requirements of each specific outing to see whether it is suitable for your level of mobility
- Check trip inclusions for meals and beverage information