



This is where the Adventure begins!

Thank you for your interest in No Roads. As our name suggests, we go off the beaten path, where there are trails to hike, rivers (or seas) to paddle, and mountains to climb. That's what we specialise in, remote adventures for the novice to the experienced.

Our focus is quality guides, quality food, and quality accommodation in remote places all over the world, including our own backyard, Australia. We understand your clients are your income and you want them coming back again and again. That's our goal, to give them an incredible experience so they go back to you for their next adventure.

No Roads started in a garage in suburban Melbourne in 2003. Since then, we have grown into what is still essentially a family operation in Papua New Guinea, Indonesia, Nepal, Europe, Morocco, Peru, Chile, Timor-Leste, and Australia. We run set expeditions and bespoke trips for those who want something a little different.

No Roads is a people focussed organisation. Not only do we want your guests to have an incredible experience, but we also want our teams in-country to enjoy their work and to get as much out of their vocations as your guests get out of their vacation. That is why we have brought over 100 of our PNG Guides and several of our Indonesian team to Australia, to experience what life is like for us (including McDonalds which they love).

Let's get down to the nitty-gritty.

All our trips can be found on our website at noroads.com.au. If you decide to work with us, you will need to register as an Agent before booking your guests through our online system. To register, go to our [Website](#), scroll to the bottom of the home page, and click the **Agent Login** link.

Once you have been registered you can log in through the same Agents Login page, find the trip you want to book your guests on, and register them. You can register more than 1 person at a time. If you have more bookings coming later, no problem, just register them when you get their information.

Once you have booked your guests online, we will send you an invoice minus your commission (please see below). A 20% deposit will be required from you within 14 days of receiving the invoice. Full payment is required 90 days prior to the scheduled departure date, so if that happens to be within the 14 days (or has already passed), then full payment will be required upfront.



How You Make a Living. Commissions.

Commissions for you depend on where your guests are going. The following is our Commission list.

Papua New Guinea (Kokoda) 13%

Papua New Guinea (All other trips) 10%

Indonesia Komodo Sea Kayaking 10%

Indonesia (All other trips) 10%

Nepal, Peru 10%

Europe (Tour du Mont Blanc, Dolomites) 5% on published departures

Europe Private Departures

Prices will be provided as a net rate on a trip-by-trip basis. You are free to set your own preferred selling price.

Private and Bespoke trips to other destinations: If you wish to have a private trip or bespoke trip to other destinations we can discuss specific pricing. Again this will be a Nett price (no commission, you set the price for your guest).

Phew, we hope that wasn't too complex!

Agent Rates

Being an agent should come with some perks, and for that reason, we have selected dates where agents can book for themselves at cost (with blackouts during peak periods), and for their partners at a discounted rate.

We want you to learn to love our trips as much as we do, and better understand what might suit your clients best, be they the adventurous sorts, families, or those looking for a little luxury and comfort!



Your Responsibilities. Sorry to sound so serious!

It all sounds too good to be true. Great company, awesome trips, great commission. Well, you're right, but you do have some responsibilities that will help our trips go seamlessly and your guests calling you on their return saying, "You're awesome!".

Once your guests have been booked, we will send them several pieces of information which we will need you to pass on to them. If you have only provided your email address then you will receive the following however if you have provided your guest's email address (something we encourage), then they will receive it directly.

1/ Our digital Welcome Letter that has a link to a host of information specific to their trip including what to bring, what to expect etc.

2/ They will also receive a Guest Portal Login where they can update information such as Insurance, flight details, etc. Again, this only works if we have been provided with a distinct email address for that specific person.

3/ From the Guest Portal they will also be able to download an App to their phone that shows a countdown to their trip, links to their trip, links to the Welcome Page for their trip and two weeks prior to their trip, access to their Joining Instructions (see below).

4/ Just before departure, we will send them electronic Joining Instructions which will be vital last-minute information for your guest and their trip.

5/ Your guests will need Insurance and we need those details before the trip.

6/ For transfer arrangements we require your guest's incoming and outgoing arrival and departure details such as dates, times and flight/train numbers.

7/ From time to time we may need specific information about your guests such as t-shirt size, shoe size, and dietary requirements. It would be great to get these well before their trip.

Ok, that's enough of the schoolteacher stuff.

The fine print. T's and C's.



Our Terms and Conditions can be found on our website, however, just in case you need something to go to sleep with tonight, below are our T's and C's. Please take note of our Cancellation section, our Lifetime Deposit section, and Force Majeure section.

PRICING:

No Roads policy is to hold prices firm for each calendar year. However, because costs such, as but not limited to exchange rates and airlines are out of our control we reserve the right to vary our prices at any time up to departure, without notice. Pricing is per person based on twin-share accommodation.

PAYMENT:

A 20% non-refundable lifetime deposit is required within 14 days of placing your booking and the balance is due 90 days prior to departure (if the 90-day deadline is sooner than the 14 days, then payment is required in full, upfront).

CANCELLATION:

If you cancel your booking 90 days or more prior to departure, a Lifetime Deposit will be held by No Roads in accordance with these Terms, and the remainder of the payments made to the Tour Operator in respect of the cancelled product will be refunded.

If you cancel between 89 days and 45 days before the departure date, the Lifetime Deposit will be held by No Roads in accordance with these Terms, an amount equal to 50% of the remainder of the payments made to the Tour Operator in respect of the cancelled Tour will be refunded.

If you cancel less than 44 days prior to the departure date of your expedition your Lifetime Deposit will be held by No Roads in accordance with these Terms, and no further refund will be payable.

Full payment is due 90 days prior to the departure date. If you fail to pay by this date, you could lose your place on your chosen expedition and all monies paid will be forfeited.

For the avoidance of doubt, these Terms only apply to the booked expedition and associated land costs. They do not apply to International / Domestic Airfares or Insurance Policies purchased through No Roads. Cancellation of these items are subject to Airline and Insurance Terms and Conditions.

LIFETIME DEPOSITS:



If you cancel your booking, and that cancellation is not a result of nonpayment or any other breach of these Terms, the deposit amount will be held as a "Lifetime Deposit" with No Roads, subject to these Terms. Lifetime Deposits have no expiry and may be applied towards payment of a deposit on any other Tour offered by the Tour Operator. The Lifetime Deposit is transferable and may be transferred by you to another individual of your choosing by providing notice to the Tour Operator in writing.

For the avoidance of doubt, only the deposit amount will form part of the Lifetime Deposit. The Lifetime Deposit has no cash value. Only one Lifetime Deposit may be applied per person per product booked. A Lifetime Deposit must be applied to a new Tour booking that is of equal or greater value to the cancelled Tour for which the Lifetime Deposit was originally received, or to a Day Tour, provided that if the price of the Day Tour is less than the amount of the Lifetime Deposit the unused amount of the Lifetime Deposit shall be forfeited. A Lifetime Deposit may not be applied to the same or similar dates of travel.

FORCE MAJEURE:

Neither Party will be liable for any failure or delay in performing an obligation under this Agreement that is due to any of the following causes, to the extent beyond its reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, outbreaks of infectious disease or any other public health crisis, civil unrest, breakdown of communication facilities, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalised lack of ability of raw materials or energy.

For the avoidance of doubt, Force Majeure shall not include a/ financial distress, nor the inability of either party to make a profit or avoid a financial loss, b/ changes in market prices or conditions, and c/ a party's financial inability to perform its obligations hereunder.

In the event of a "Force Majeure", the amount paid can be credited to another expedition with NRE minus administrative costs and cancellation fees charged by airline and accommodation companies not controlled by NRE.

Administration fees will be calculated on a case-by-case basis. While acknowledging the travel warnings posted by respective Foreign Office departments, NRE does not accept cancellations due to these warnings in isolation. We take into consideration information from numerous sources including reports from our local offices in the respective country and act accordingly.

In the event of NRE cancelling an expedition, we will work with all affected members to try to provide an alternative expedition or the expedition fee will be refunded minus associated costs



out of NRE's control. In the event of a "Force Majeure" the tour operator will be excused from performing its obligations and will not be liable for any lost costs to the consumer.

RESCHEDULING INDIVIDUAL DEPARTURES:

Should guests wish to reschedule their dates or travel to a different destination with No Roads Expeditions, No Roads keeps the right to review this on a case-by-case basis. Rescheduling requests are dependent on availability, group size, and other factors.

No Roads grants one date change per person only. New dates need to be advised at the latest 90 days prior to the new departure.

Please note, payment deadlines and terms and conditions are based upon the **ORIGINALLY BOOKED** expedition date unless agreed upon otherwise by No Roads Expeditions management.

BOOKING ON BEHALF OF OTHERS:

All persons in a multiple booking will be listed in one combined invoice. By booking on behalf of other participants, you are assuming responsibility for making all payments due in relation to this booking.

You will be our designated contact person for every person included on that booking unless you have provided the required direct contact details for each of the other participants. As the designated contact person, you are responsible for advising No Roads Expeditions of any changes that might occur in connection to this booking on behalf of all participants.

By booking on behalf of another person or persons, you represent and warrant that you have obtained all required consents. You are responsible for verifying that any information you provide on behalf of another participant is complete and accurate and the Tour Operator will under no circumstances be liable for any errors or omissions in the information provided to complete a booking.

Lifetime Deposits will be held for each individual within the group booking and are subject to our Lifetime Deposit terms.

PRIVACY:

No Roads Expeditions from time to time uses footage, comments, and names for promotional purposes, should you not wish to participate, you must notify No Roads Expeditions in writing.



INSURANCE:

Travel insurance is compulsory for all bookings with No Roads Expeditions. This travel insurance must provide cover for personal accident/ liability, medical expenses, and emergency repatriation. It is recommended that to minimise personal loss, travel insurance be taken out immediately after any part of the trip is booked.

That's it for now. Would you like to chat with us about our trips or maybe something else?

Thanks again for showing interest in No Roads, we really appreciate it. If you would like to chat with one of our team, all our info can be found below.

I wish you all the best.

Peter Miller

No Roads Founder

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