

# BOOKING TERMS AND CONDITIONS

**The following terms and conditions are to be read in conjunction with booking conditions of the specific Wholesaler, Tour Provider, Cruise Line or other service provider, as applicable to any current or future booking. Payment of monies towards your arrangements will constitute acceptance of these terms and conditions.**

At Travel and Cruise Fundamentals, we pride ourselves on the service we provide our customers. As a part of this service, please find detailed all applicable terms and conditions of booking your holiday arrangements with us. Please take the time to read through and familiarise yourself with these terms and conditions.

## THIRD PARTY SERVICES

Travel and Cruise Fundamentals is a Travel Agent and in the provision of holidays or travel products acts solely as an agent on behalf of the Operator Services. The Travel Agent is not liable to you for any act, default or neglect of any kind by any Operator Services. Operator Services are all travel, accommodation and other associated services provided to you by a third party tour, travel, accommodation or other operator, booked on your behalf by the Travel Agent.

## QUOTATIONS

Please note all prices quoted are current at time of quotation. Prices are subject to change at time of booking and are subject to availability. We cannot guarantee a quoted price until such time as the travel arrangements are fully confirmed. Once all travel arrangements are fully confirmed, prices are still subject to change without notice until such time as full payment is received for the travel arrangements, however some operators reserve the right to impose surcharges for currency fluctuations or fuel even when the booking has been paid in full.

## TRAVEL CONFIRMATION

At your request, we will endeavour to confirm your desired travel arrangements. Unfortunately, this cannot always be achieved due to availability at time of booking. If availability for your desired holiday is not possible, we will recommend alternative options. If availability of your desired holiday is possible, we will provide you with a confirmed travel itinerary and statement of costs. The travel itinerary will detail arrangements made on your behalf and the statement of costs will provide full costing including any outstanding monies due and the due date.

## PAYMENT OPTIONS

All prices are based on payment by cash, direct deposit, EFTPOS or cheque. Cheques (whether personal cheques or Bank cheques) will not be accepted within seven working days of travel or payment due date.

Payment by credit card will incur a surcharge. You will be advised of any credit card fees upon confirmation of your booking.

We will require the signature of the cardholder that is authorising charges to their credit card. We will not accept credit card details over the phone for payment. If you cannot pay by credit card in person, we will require a completed credit card authorisation form. Your travel consultant can provide you with this form.

## PLEASE NOTE THE FOLLOWING CONDITIONS APPLY TO YOUR RESERVATIONS:

Changes to fares, currency fluctuations, taxation and other legislation do occur. As a result, all prices and costs are subject to change without notice and cannot be guaranteed until payment is made in full.

Fuel surcharges may be imposed by operators after payment in full has been received. This is outside of our control.

- A Travel and Cruise Fundamentals fee will be payable for amendments, cancellations and other services. Our schedule of fees is on display in each of our shops and is also available on request.
- Amendment and cancellation fees may also be levied by travel operators such as airlines, tour operators, hotels and car rental companies. It is important that you understand these fees and we can assist you with any questions you may have.

## GST

Prices and costings quoted include GST (where GST applies) unless expressly stated otherwise. If GST is not included in the price or costings, an amount equal to the purported GST (ignoring any tax credits available to Harvey World Travel) may be added with respect to the period 1 July 2000 onwards. This amount is payable at the same time and in the same manner as all other amounts.

## DOCUMENTATION

A valid passport with a minimum of six months validity from your return date in to Australia is required for your journey. Some countries including the USA require a "machine readable" passport. Passports issued by/in countries other than Australia may not be machine readable. If you are travelling on any passport type other than an Australian passport a re-entry visa will be necessary. We need to view your passport to ascertain its validity and to determine what visas, if any, may be necessary for your trip.

Please check at time of booking that the name on your confirmed travel itinerary corresponds exactly with the first name and surname in your passport. The name on your airline ticket must be identical to the name on your passport or the airline will deny boarding. As a result of increased security measures at International Airports, we must advise your airline of the following information. Failure to advise these details may result in denied boarding.

- Full name as per passport
- Passport number, expiry date and Nationality
- Date of birth

#### VISA REQUIREMENTS

Australian Passport holders require a visa to enter some countries. Some countries allow for a "visa free" stay for tourism purposes. If you are travelling on business this does not always apply. Also, if you or members of your travelling party have a recorded criminal offence entry to some countries may be denied. Please speak with your travel consultant about this.

Some consulates charge visa fees and we reserve the right to charge a service fee to cover courier fees and the like should we obtain this documentation on your behalf. Issuance of visas is not the responsibility of your travel agent and we cannot be held responsible should you be unable to obtain the correct visas to undertake your journey.

Deportation for non-issuance or incorrect visas is at the traveller's expense. Although many countries have visa free entry for tourists for specified lengths of stay, entry to that country is still a port of entry decision.

If you plan to undertake any independent travel, our consultants are more than happy to check the itinerary and the various countries you may visit and advise what visas are required.

#### CHECK IN

It is recommended that you check-in by no later than three hours prior to departure for all International flights and one hour prior for domestic flights. Your travel consultant will advise you of check in terminal information when you receive your travel documentation.

#### RECONFIRMATION

Not all airlines require you to reconfirm your flights prior to departure. Please check with your travel consultant if you are required to reconfirm your flights ex Australia prior to departure. While overseas you will be required to reconfirm your flights 72 hours prior to departure. Please contact the airline direct.

#### DEPARTMENT OF FOREIGN AFFAIRS AND TRADE TRAVEL WARNINGS

For reasons of political unrest, acts of war or terrorism or natural disasters in certain parts of the world the Australian Government in conjunction with various other worldwide bodies may decide to issue a Government Advisory warning to Australian passport holders not to travel to that country. In these instances whilst travel to some countries is not advisable and some clauses of the travel insurance coverage may not be affective we appreciate that some clients may still need to travel to those areas. Whilst we are prepared to make these bookings on our clients' behalf we do so without responsibility or liability.

Clients are advised to log onto <http://www.smartraveller.gov.au/> to check advisories for their destinations and to register their travel details.

#### TRAVELLERS' HEALTH ADVICE

Some areas of the world have special vaccination and health requirements. We recommend that you contact your nearest Travellers' Medical Centre who are specialists in this field. Your local doctor may not have access to the most recent World Health Organisation notices. If you are unable to undertake travel because you do not meet the health requirements we will not be liable for any extra costs that may be incurred.

#### FREQUENT FLYER PROGRAM

If you are a current member of a Frequent Flyer program, we will require your membership number for entry into your booking. You should still retain your boarding passes and other receipts such as rental car and hotel documents to ensure that all points are accurately credited to your account by the travel provider. Travel and Cruise Fundamentals does not accept any responsibility for allocation of Frequent Flyer points for your travel.

It is also important that the name on your ticket corresponds exactly to your Frequent Flyer card. Should you wish to join a program we would be happy to assist you.

#### SPECIAL REQUESTS

If you have any special requests (i.e. aisle or window seats, special dietary requests, airport assistance or hotel room type) every attempt will be made by us to accommodate your request but as we are not the ultimate service provider we are not in a position to be able to guarantee the request.

## INSURANCE

Your holiday safety and enjoyment is important to us and we support the Australian Government's recommendation that all people travelling to an overseas destination take out travel insurance. Therefore in assisting you with the total arrangements for your travel we offer you a choice of policies to cover your travel.

To help you identify which is the most suitable policy for you we include a copy of the brochures. It is important to read these brochures carefully and to take note of the cover and exclusions as they may relate to your particular circumstances.

If you have any pre-existing medical conditions (as listed in the brochures) then cover for this may need approval by the Insurer. If you need cover for a pre-existing medical condition that requires approval by the insurer, we are able to provide you with the Medical Assessment links for completion and return to us.

Please note that in providing you with this information for insurance we have not taken into account your personal objectives, financial situation or needs. Before deciding to purchase any of the travel insurance policies we offer, you should read the Product Disclosure Statement (PDS) and policy wording.

If you have taken out another Travel Insurance Policy or believe you have adequate cover from a credit card policy, we will require details of the insurance cover that you hold. If you decline the offer to purchase travel insurance, passengers will be required to sign an Indemnity Form before travel documents will be released. A fee of \$450.00 will be imposed for providing documentation for insurance claims on policies not issued by us.

## TAXES AND LEVIES IMPOSED

Various countries, states, towns and airports around the world and in Australia impose a variety of Security, Accommodation, Airport and Departure Taxes. Where applicable and possible these have been included in the cost of the airline ticket and are shown in the relevant tax boxes. There may be some variations in final costs depending on exchange rate fluctuation and the number of taxes imposed at time of ticketing. Any additional costs or taxes that occur such as departure taxes payable at airports in cash will be the responsibility of the traveller.

## TRAVEL MONEY

Travel and Cruise Fundamentals offers a complete Foreign Exchange service through Travelex, located in our Willetton shop. We strongly recommend that you discuss your requirements with the Travelex consultant located on our premises. To complement your cash requirements, Travelex also offer the Travelex Money Card. If you need to transfer money around the world Travelex can assist you with this service.

Travelex Foreign Exchange consultants have the knowledge and experience to advise you on the travel money products and services that best suit your needs.

## PRIVACY

Travel and Cruise Fundamentals collects information about you (including health information when necessary) and may disclose your personal information to organisations which provide services to Travel and Cruise Fundamentals to enable us to provide products and services to you, process your travel arrangements and facilitate your participation in loyalty programs. If the information is not provided, we may not be able to fulfill the service requested. As a Travel and Cruise Fundamentals customer, you may, at any time, request further information about the way we manage your personal information. You may also request removal from our contact lists or correct your personal information by contacting us in writing or by e-mail. Full details can be found on our Privacy Policy document.

## THE THINGS YOU DO WHEN YOU GET THERE!!!

We can help you book ALL the most popular sightseeing, day tours, activities, tickets to events and shows in the world's favourite destinations BEFORE you travel. For suggestions, simply contact your Travel Consultant. It is advisable to book ahead as most popular tours sell out in advance. You will also reduce stress and won't waste any time haggling with shoddy tour operators or your hotel concierge for the best deal. We personally recommend every tour and operator. You will also lock in your price in our currency.

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