

# 2015 Travel and Sports Australia Pty Ltd - Terms & Conditions

## West Coast Eagles – Qantas Flights

### 1) Bookings

- a) All prices quoted by Travel & Sports Australia are in Australian Dollars and are inclusive of Goods & Services Tax (GST).
- b) Please ensure all names entered when making an online booking match the correct spelling of all first names and surnames of your complete travelling party, as per their traveller's passport, driver's license or photographic identification. Failure to provide correct spelling as per your passport, driver's license or photographic identification will incur amendment fees and in some instances may be refused entry and/or boarding on airline carriers.
- c) All reservations are subject to availability at the time of booking. Your deposit will secure your reservation however your booking will only be fully confirmed upon receipt of final payment.
- d) Prices may vary due to third party suppliers increasing cost, taxes etc. and these shall be the responsibility of the traveller prior to final payment. Travel & Sports Australia will cover these additional charges if the traveller has paid in full for their package.
- e) On all bookings where more than one passenger is travelling the person making the booking on behalf of his/her travelling companions will be deemed to have accepted the booking terms and conditions on behalf of all of his/her travelling companions.
- f) IMPORTANT NOTE: This specific offer **does not** include seats and/or hospitality for the 2015 Toyota AFL Grand Final.
- g) IMPORTANT NOTE: This specific offer **does not** include accommodation or transfers.
- h) All packages are subject to a Travel and Sports Australia administration fee of \$20.00 per booking.

### 2) Payment Type – Credit Card ONLY for this specific event.

- a) Travel & Sports Australia accept the following forms of payment:
  - i) Visa and MasterCard
- b) All credit card payments will incur a 2% surcharge
- c) All credit card payments must be accompanied by a signed and dated Registration and Payment Authority form, authorising Travel and Sports Australia to charge the nominated credit card.

### 3) Schedule of Payments

#### a) Deposit:

- i) An \$80.00 per person deposit is required upon registration with one applicable condition.
  - (1) Non-refundable if the West Coast Eagles **don't qualify** for the 2015 Toyota AFL Grand Final and your reservation is therefore cancelled.

#### b) Final Payment:

- i) Your \$80.00 per person deposit will be deducted from your total flight price should the West Coast Eagles qualify for the 2015 Toyota AFL Grand Final. At this point your Qantas airfare will be 100% confirmed.
- ii) Your outstanding balance will automatically be processed by a TASA staff member, as per the details on your PA form on Saturday 26<sup>th</sup> September 2015.

**IMPORTANT NOTE: Please ensure you have sufficient funds available to cover the entire outstanding cost of your confirmed packages before the deduction date specified above.**

### 4) Amendments – Changes by Us

- a) It is unlikely Travel & Sports Australia will make changes to your booking, but we do plan the arrangements many months in advance and sometimes we may need to make changes which we reserve the right to do at any time. Most are very minor but where they are major (e.g. flights, hotels) we will inform you as soon as possible if you have already booked.

### 5) Cancellation and Refunds

- a) Strict conditions apply and all packages are non-refundable and non-changeable
- b) If you wish to make amendments in any way, your request must be received in writing. Changes to your booking will not be made until Travel & Sports Australia has received written notification from you.

### 6) Hotels

- a) This package does not include accommodation.

## 8) Flights

- a) E-tickets require all guests to present photographic identification at check-in.
- b) Most airlines require passengers to check-in between 90/60 minutes prior to departure. The airline has the right to refuse boarding to passengers who do not check-in within the required check-in period.
- c) Airport terminals experience heavier traffic during the event week and we encourage all passengers to arrive early allowing enough time to check-in and board the aircraft.
- d) Flight changes are possible subject to weight volume of the aircraft and a potential fuel stop in Kalgoorlie or Adelaide on both outbound and inbound sectors.

## 9) Documentation

- a) Documentation will not be issued prior to receipt and bank clearance of full payment.
- b) All completed documentation and tickets will be available for collection from our office located at 1/544 Beaufort Street Mt Lawley, from 9am on **Wednesday 30<sup>th</sup> September**.
- c) The contact person or a companion that forms part of a booking can pick up the travel documents providing they show some form of ID. TASA staff will not release the ticket wallets unless they are satisfied with this criteria.

## 10) Insurance

- a) Travel & Sports Australia strongly recommends travel insurance to protect you against any unforeseen circumstances.
- b) All insurance policies are subject to terms, conditions and exclusions. Please carefully read and retain the policy in a safe place. If you have any questions contact our office.
- c) Cover More Travel Insurance is the preferred travel insurance provider of Travel and Sports Australia. For details visit [www.covermore.com.au](http://www.covermore.com.au) or [Click Here](#) to arrange a travel insurance quote

## 11) Consumer Protection

- a) Travel and Sports Australia Pty Ltd is a member of the Australian Federation of Travel Agents (AFTA), the AFTA Travel Agent Scheme (ATAS) and the International Air Transport Association (IATA). All Travel and Sports Australia clients are protected under Australian Consumer Law; for further details visit [www.consumerlaw.gov.au/travel](http://www.consumerlaw.gov.au/travel) and click on Consumer FAQ's.

## DISCLAIMER

Travel & Sports Australia is acting as intermediary and agent for suppliers in selling services, or in accepting reservations or booking for services which are not directly supplied by this company such as airline tickets, hotel accommodation, event tickets, ground transportation, meals, tours and cruises. This company, therefore, shall not be responsible for breach of contract or any intentional or careless actions or omissions on the part of such suppliers, which result in any loss, damage, delay or injury to you or your travel companions or group members. We shall not be responsible for any injuries, damages or losses caused to any traveller in connection with terrorist activities, war, insurrection, social or labour unrest, mechanical or construction difficulties, diseases, local laws, climactic conditions, abnormal conditions or developments or any other action, omissions or conditions outside the coverage against them. Your retention of tickets, vouchers or booking after issuance shall constitute consent to the above and an agreement on your part to convey the contents here to your travel companions or group members.

The Client, by engaging the company and making deposit and/ or full payment for the package arrangement specified, acknowledges the position of the company as stipulated by the foregoing and agrees to hold the company blameless in making the arrangements on his behalf, provided same shall be made through generally acceptable suppliers at the time of engagement, and further agrees that restitution of damages, if any are claimed, shall be sought directly from the suppliers. The client also agrees to the terms and conditions of the tour and services as set forth by the suppliers. Rates are subject to changes without notice. Tours and event tickets are subject to availability. Payment of deposit or full payment shall constitute consent of all provisions stated herein.