



# TERMS & CONDITIONS

TOYOTA AFL GRAND FINAL  
2016



# BOOKING

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All prices quoted by AFL Event Office Perth are in Australian Dollars and are inclusive of Goods & Services Tax (GST).

Advertised package prices are per person and based on twin share accommodation and economy class airfares. Extra nights, extra persons, single supplements, quad share apartments are available and priced on application.

Please ensure the spelling of Christian names and surnames of your complete travelling party are as per the 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.

All reservations are subject to availability at the time of booking and will be confirmed upon receipt of deposit.

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. AFL Event Office Perth will cover these additional charges if the traveller has paid in full for their package.

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 his/her travelling companions.

## SCHEDULE OF PAYMENT

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We require a non-refundable \$500.00 per person deposit (all-inclusive packages) or a \$300.00 per person deposit (Ticket & Hospitality only) within 7 days of confirmation.

If the deposit required by third party suppliers is greater than \$500.00, the deposit amount will then change accordingly.

Final/Balance of Payment is due no later than close of business Friday 24th June 2016.  
AFL Event Office accept the following forms of payment:

- Cash or EFTPOS (if paying in person)
- Direct Deposit. Account details:
  - Bank: ANZ Bank
  - BSB: 016 460
  - Account Number: 1077 46582
  - Account Name: AFL Event Office Perth
- Cheque – made payable to AFL Event Office Perth
- Visa and MasterCard

Diners Club  
American Express

Credit Card processing fees apply to each payment as follows: Visa/MasterCard/Amex or Diners incur a 2% fee.

A signed credit card authorisation form is required from all clients making payment via telephone or email prior to the release of travel documentation.

Payment Plans – Individual payment plans are available & will be organised between client and AFLEOP consultant directly. All applicable payment deadlines and conditions will be advised in the individual plan.

## AMENDMENTS

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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 AFL Event Office Perth has received written notification from you.

The following AFL Event Office Perth amendment fees apply for changes made by you:

Dates	Changes to airfares	Changes to hotels
Prior to 31 May 2016	\$0.00	\$0.00
01 June to 31 August 2016	\$100.00 per person	\$30.00 per room
01 September to 16 September 2016	\$165.00 per person	\$50.00 per room

*Plus any additional charges from our suppliers.*

Changes are not permitted after 16 September 2016. A change to your booking made from 16 September 2016 may be treated as a cancellation and charges may be levied as per our cancellation policy.

Additional fees incurred from our third party suppliers will also be added to establish your total amendment charges.

When amending air tickets, AFL Event Office Perth will be guided by the terms and conditions as specified by the airline.

# AMENDMENTS – MADE BY US

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It is unlikely AFL Event Office Perth 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.

# CANCELLATION & REFUNDS

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All deposits are non-refundable.

Cancellations must be made in writing and will not be effective until AFL Event Office Perth receive written notification. You will receive a cancellation invoice from us acknowledging receipt of your cancellation.

All cancellations received 45 days or more prior to travel departure: deposit and 50% of tour cost per person is non-refundable.

All cancellations received within 45 days of travel departure: totally non-refundable unless otherwise specified.

The above cancellation fees are in addition to any cancellation fees which may be levied by third party suppliers.

Most packages do not allow name changes or transfers. Please check with one of our staff if your package allows name changes or can be transferred to a new passenger. In the event of cancellation or postponement of the 2016 Toyota AFL Grand Final, AFL Event Office Perth will not be responsible for the cancellation of the event, nor can we guarantee a full refund. Travel Insurance is recommended to cover you for such loss.

AFL Event Office Perth or its third party reserve the right either before or during the tour to refuse to carry or accommodate any client which it reasonably considers, in the best interests of all participants in the tour, to be unsuitable by reason of physical or mental condition or unruly behaviour.

# AIRFARES BOOKED IN THE COMPUTER RESERVATION SYSTEM

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Voluntary rebooking is permitted 24 hours prior to departure on discounted economy air fares. The airlines will charge a change fee per person per ticket including GST (in addition to AFL Event Office Perth's amendment fee) and applies at the time of rebooking. Your new fare may be higher than the original fare, depending on the fares available – if changed for a higher fare, the difference between the original fare and the new fare must be paid in addition to the change fee.

Voluntary re-booking and re-routing is not permitted on the day of departure.

Should a passenger not show up for their flight their ticket will be forfeited.

Frequent Flyer Programmes: If you have not provided us with your frequent flyer number or your frequent flyer number does not generate to the airline it is recommended you retain all your boarding passes until you see your points appear on your frequent flyer statement.

The above is only a guide to some of the conditions governing airline tickets. Full airline terms and conditions can be found on the airline web site.

## HOTELS

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Check-in. Hotel check-in times may vary from hotel to hotel, however the standard check-in at most hotels is 2:00pm.

Check-out. Check-out times are normally between 10:00am – 11:00am.

Changes to arrival and departure times are available on request but will not be guaranteed. Changes may incur additional charges.

Upon check-in the hotel require an imprint as guarantee of the guest's credit card. If you do not have a valid credit card an alternative will need to be arranged with the hotel prior to arrival.

Most hotels have facilities to store luggage should you require this service.

# TICKETS

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All 2016 Toyota AFL Grand Final Tickets are sold subject to published AFL Conditions of Entry to the venue. If you have not received these conditions, please contact the AFL Event Office Perth team to request a copy.

AFL Event Office Perth is an agent authorised by the AFL to sell and/or distribute Grand Final Tickets and comply with the AFL's approved ticket scheme under the Major Sporting Events Act 2009. **AFL Authorised On-Seller OSAFL16/21.**

2016 Toyota AFL Grand Final ticket/s may not, without prior written authorisation of the AFL, be re-sold at a premium or used for advertising, promotion or other commercial purposes (including competitions or trade promotions). If the ticket is sold in breach of these conditions, the ticket will be void and will not entitle the holder to admission to the event.

AFL Event Office Perth does not control the allocation of seating at the 2016 Toyota AFL Grand Final and therefore do not accept responsibility regarding the allocation of seats.

We strongly recommend you photocopy or record details of your 2016 Toyota AFL Grand Final ticket and brunch ticket to cover you if you misplace or lose tickets.

If you lose or misplace your ticket prior to departure, contact our office immediately.

If you lose or misplace your ticket during your stay in Melbourne, you can contact Ticketek at the MCG and produce copies or ticket reference numbers for replacement tickets.

Tickets cannot be refunded or exchanged under any circumstances after purchase.

# FLIGHTS

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E-tickets require all guests to present photographic identification at check-in.

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.

Domestic 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.

# DOCUMENTATION

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Documentation including tickets will not be issued prior to receipt and bank clearance of full payment.

All completed documentation and tickets will be available for collection from our office. Approximate dates are Mondays 19th – Friday 30th September. (To be confirmed closer to the event)

Should you wish to have your documents mailed to you a \$15.00 per booking Registered Post fee is applicable. Please note AFL Event Office Perth will not be responsible for any documents that may go missing through Australia Post.

# INSURANCE

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AFL Event Office Perth strongly recommends travel insurance to protect you against any unforeseen circumstances.

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.

# DISCLAIMER

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AFL Event Office Perth 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.