



TERMS & CONDITIONS

LEISURE TRAVEL
2016



BOOKING

All prices quoted by Travel & Sports Australia are inclusive of Goods & Services Tax (GST) where applicable - unless otherwise stated.

Please ensure the spelling of Christian names and surnames of your complete travelling party are as per the traveller's passport, or for domestic travel - driver's license or photographic identification. Failure to provide correct spelling as per your passport, drivers license or photographic identification will incur amendment fees and in some instances may be refused entry and/or boarding on airline carriers.

It is your responsibility to ensure that all details of the booking are correct before proceeding.

Travel products purchased will not be guaranteed until payment has been made in full and documents have been processed.

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

An additional fee of 2% of the total package price per person will be incurred on bookings made using an American Express credit card.

Verbal quotes are only an estimate of the package price and may differ at the time of booking confirmation.

Prices are quoted in Australian Dollars (unless advised otherwise) and are subject to change without notice to unforeseen circumstances - Including but not limited to, foreign exchange fluctuations, airline fuel surcharges, increase in airline operating costs, third party suppliers increasing costs etc. 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.

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.

If you make your own arrangements for part of your event, Travel & Sports Australia will not be responsible for any loss resulting from cancellation, changes in date/gateways/itineraries or travel dates. We recommend that you do not purchase airline tickets with high penalties or non-refundable components in case amendments are required.

Travel & Sports Australia may recommend or suggest a particular operator/other third parties which will assist with your optional activities, excursions, functions, conferences, flights, accommodation and transfers however your contract for such services will be with the organiser or operator of that service and will be subject to its Terms & Conditions which may contain exclusions or limitations of liability. Travel & Sports Australia has no liability for any such optional activity, excursion, function or conference or for any act(s) or omission(s) of the organiser or operator or for any of its employees or agents or any other person(s) connection with these.

SCHEDULE OF PAYMENT

A non-refundable deposit is required per person within 7 days of confirmation.

Travel & Sports Australia accept the following forms of payment:

1. Cash, EFTPOS (if paying in person) or Direct Deposit
2. Cheque – made payable to Travel & Sports Australia
3. Credit Card - Visa, MasterCard, Amex & Diners
4. Credit Card surcharge – All credit cards incur a 2% surcharge of the total package price per person.

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

Alternate payment schedules may be given upon special request.

AMENDMENTS

Any amendments to booking(s) will incur a Travel & Sports Australia fee of \$75.00 per person per amendment for any domestic arrangement and \$120 per person per amendment for any international arrangement. In addition to the fees above, fees incurred from our third party suppliers this will also be included in your total amendment charges.

When making amendments from third party operators – such as; Airlines, Hotels, Tour Operators, Function bookings etc, Travel & Sport Australia will be guided by the terms and conditions as specified by the individual third party operator.

CANCELLATION & REFUNDS

The deposit associated with any individual or group-booking package is non-refundable.

All cancellations must be made in writing.

All cancellations received 45 days or more prior to departure: deposit and 50% of tour cost per person is non-refundable. Cancellations received within 45 days of travel departure- will be non-refundable unless otherwise specified.

The above cancellation fees are in addition to any cancellation fees, which may be levied by third party suppliers. Supplier fees can also be up to 100% of the cost of the booking, regardless of whether travel has commenced. Where we incur any liability from a supplier cancellation fee for any booking you change/ cancel, you agree to indemnify us for that fee. Any residual refund originating from a cancelled booking will only be made once all supplier and cancellation fees have been recovered.

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 (by the event promoter) of a certain event due to unforeseen circumstances, Travel & Sports Australia will not be responsible for the cancellation of the event, nor can Travel & Sports guarantee a full refund. Travel Insurance is recommended to cover you for such loss.

Travel & Sports Australia or it's third party supplier 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.

NO SHOW

If you have a booking for a travel package (including flights, cruise, car hire, accommodation, insurance, additional activities or tours) but you do not show up to check-in, or make yourself available, you will not be entitled to any refund from us.

FLIGHTS

All bookings are subject to the individual suppliers/ airlines/ transport providers own set of Terms and Conditions.

Voluntary re-booking and rerouting will be subject to the individual ruling of the particular carrier of the airfares purchased.

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 amendment 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.

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. Please note that any chartered group flights do not allow for frequent flyers to be accrued.

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

TRAVEL INSURANCE

Travel & Sports Australia strongly recommend 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 Product Disclosure Statement in a safe place. If you have any questions please contact our office.

We are an authorized representative of Covermore Insurance Services Pty Ltd (ABN 95 003 114 145) and receive financial and non financial benefits when travel insurance is purchased by you.

You must read both the Financial Services Guide and Product Disclosure Statements before deciding on what policy suits your needs.

PASSPORTS & VISAS

All individual passengers confirmed on any international flight will require a valid passport to leave the country. The passport must have a minimum of 6-months validity from the date of arrival back into Australia. Passports are required for Airline check in and immigration.

When assisting clients with international booking requests, we will assume that the traveller possesses a valid Australian passport.

It is the companies/individual(s) responsibility to ensure they have a machine readable passport, appropriate visas and re – entry permits valid for the entire duration of their trip that meet the requirements of immigration and other government authorities. Any fines, penalties or expenses that are derived from not meeting these requirements will be your sole responsibility (except to the extent caused by error/ fault on our behalf). We are happy to offer guidance for this upon request and fees will apply.

E-tickets require all guests to present photographic identification at check-in. If travelling internationally, passengers must travel with their passport, appropriate visas and valid permits if required.

Most airlines require passengers to check-in between 60-90 minutes prior to departure for domestic departures and between 2 – 3 hours prior to departure for international departures. The airline has the right to refuse boarding to passengers who do not check-in within the required check-in period. We do not hold any liability for failure to board your vessel as per the recommended times.

For passengers travelling with prescribed medicines, it is recommended the client obtains a letter from their Doctor stating the dosage and instructions for these medicines.

It is the responsibility of the individual to ensure they are aware of any health requirements, including required vaccinations and necessary documents, pertaining to their visiting countries.

If you are travelling to the United States of America, please see <https://esta.cbp.dhs.gov> for important information regarding compulsory pre-registration for their visa waiver program (“ESTA”). Australian passport holders will not be able to enter the United States without a valid ESTA (or visa).

ACCOMODATION

All bookings are subject to the hotels/ apartments own set of Terms and Conditions and can be provided on request.

You agree to the Terms and Conditions of purchase imposed by the hotel used when booking with us.

Some hotel providers will require an additional charge to be paid locally (e.g. a resort fee) at the time of check in or check out. Please note this amount is in addition to the amount displayed during the booking process.

Check in: hotel check-in times may vary from hotel to hotel, however the standard check-in at most hotels is 3:00pm.

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

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

Upon check-in, the hotel requires an imprint as guarantee of the guest's credit card per room.

TICKETS

Travel & Sports Australia do not control the allocation of seating at major sporting events and therefore do not accept responsibility regarding the allocation of seats at any events.

We strongly recommend you photocopy or record details of your event ticket to cover you if you misplace or lose tickets. In the event that you do lose or misplace your ticket, you will need to contact either our office or the ticket supplier.

Most tickets may not, without written authorisation of the event promoter, be re-sold or offered for re-sale at a premium or used for advertising, promotion or other commercial purposes. If the ticket is sold in breach of the event promoters conditions, the ticket will be void and will not entitle the holder to admission to the event.

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

MISCELLANEOUS

You must report any disability requiring special attention while on tour or on cruise to Travel and Sports Australia at the time the reservation is made. Travel and Sports Australia will make reasonable attempts to accommodate the special needs of disabled travellers. Travel and Sports Australia are not responsible in the event it is unable to do so nor responsible for any denial of services by air carriers, hotels, restaurants, or other independent suppliers. Travel and Sports Australia cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motorcoaches, cruise ships and other vehicles, or other personal needs. Travel and Sports Australia strongly recommends a qualified and physically able companion accompany travellers who need such assistance.

Due to recent World events, Travel and Sports Australia strongly recommend that all travellers familiarise themselves with the Department of Foreign Affairs and Trade Website www.dfat.gov.au/travel. The website enables you to register your passport and contact details which will automatically be passed onto the relevant embassies of the countries that you are visiting. The Australian Government will list any travel warnings on this website.

YOUR OBLIGATION

You are at least 18 years old and have the power and authority to enter into a binding contract with us and the supplier product you have acquired.

Information you provide us about yourself is true, accurate, current and complete as required by any registration process

You will maintain and promptly update this information to keep it true, accurate and complete.

BOOKING

Quotations are based on a minimum number of passengers. Should your numbers change, this may result in changes to the total price or modification of elements of the tour. Please see attached the Tour Operators Terms and Conditions.

We reserve the right to substitute itineraries, hotels, airlines or vessels due to conditions beyond our control. In such cases we will do everything possible to ensure the locations visited, excursions take and the hotels offered are similar to the ones originally planned. Any change to itineraries will not result in eligibility for a refund.