

TRAVEL BY TRACEY

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Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not accept any booking unless you understand and agree with the following terms and conditions.

Prices:

All prices are subject to availability and can be withdrawn or varied without notice.

Travel Documents:

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. All travel documents are non-transferable. All airline tickets must be issued in the name of the passport/photo identity holder, some carriers will deny carriage if the name varies and the booking may be cancelled.

Itinerary and documentation:

Check your itinerary. Ensure that all names and titles are the same as in your valid passport. Check the accuracy of all dates and timings. Any errors on your documents will be your responsibility if not advised to your consultant now.

Documentation - as a general rule, your travel documents will be available for collection approximately two weeks prior to departure, this will vary depending on your individual arrangements. It is your responsibility to arrange collection of all travel documents from us prior to travel. Please contact your consultant the day before collection to confirm that the travel documents are ready for collection. Documents can be sent by courier or Express Post - charges will apply.

Schedule Changes:

You will be required to supply our office with contact details during your trip in case of schedule changes. However it is your responsibility to contact the airline prior to travel to ensure the scheduled departure time has not changed.

Travel Insurance:

We can provide information to you about travel insurance. For details of the services we provide, including a quote, please refer to our Financial Services Guide. Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel.

If you decline travel insurance, you will be asked to sign a disclaimer.

Passports & Visas:

It is your responsibility to ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility.

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of entry. If you need information regarding visa and other travel document requirements for your trip please let us know. We can obtain such information from an external visa advisory service provider on your behalf. We do not warrant the accuracy of such information and accept no liability for any loss or damage, which you may suffer in reliance on it. We can obtain visas for you if you wish and fees will apply for this service.

Baggage allowances:

Baggage allowances (both checked and hand-luggage) vary between specific airlines and routes flown. Please contact the airline direct to confirm your allowances. You will be charged for any excess over your free allowance. To increase your safety, there are rules for taking liquids, aerosols and gels in hand-luggage, these rules are needed to protect you from the threat of liquid explosives.

Health:

It is your responsibility to ensure that you are aware of any health requirements for your travel destinations and to ensure that you carry all necessary vaccination documentation.

Special Requirements:

Advise us of any special requirements you may have: child meals, seating requests, medical requirements, etc.

Advise your consultant of your frequent flyer numbers or enquire about any memberships. Boarding passes and ticket copies should be kept until points appear on your membership statement.

Taxes:

Certain taxes are mandatory in various countries. There may also be additional local taxes charged at some airports. All taxes are subject to change without notice.

Cancellation Fees:

We are unable to provide a refund to you until we receive the funds from the relevant supplier. Cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Fees will also apply where a booking is changed or tickets are reissued.

Fees and Charges:

Arian (Qld) Pty Ltd (*trading as Travel by Tracey*) acts as a travel agent only. We sell various travel related products on behalf of numerous transport, accommodation and other wholesale service providers, such as airlines, coach, rail and cruise line operators. Our obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made subject to the terms and conditions and limitations of liability imposed by these service providers. Your legal recourse is against the specific provider and not Arian (Qld) Pty Ltd. If for any reason, any travel service provider is unable to provide the services for which you have contracted your remedy lies against the provider and not with Arian (Qld) Pty Ltd.

It is important that you notify your consultant of any payment which has been made.

The price is only guaranteed when paid in full.

Airfare taxes and fuel surcharges are subject to frequent change and currency fluctuations and may only be confirmed at time of ticketing.

We require a minimum deposit of \$150 per person when booking. Your service provider will require further deposits. All deposits are non-refundable.

Final payment is required not less than 6 weeks prior to departure unless otherwise stated. Some services must be paid in full at the time of booking.

Fees will apply where a booking is changed, or tickets are re-issued or refunded.

Credit Card Transactions:

Credit card surcharges apply when paying by credit card - 2% for Visa, MasterCard & 3% for American Express & Diners Club will apply.

If for any reason any travel service provider is unable to provide the services for which you have contracted, your remedy lies against that provider, and not against Arian (Qld) Pty Ltd. In the event that payment has been made to Arian (Qld) Pty Ltd by credit card, you agree that you will not seek to charge back your payment to Arian (Qld) Pty Ltd.

Payment deadlines:

These are very important and if payments are not received by the due dates, your travel arrangements may be cancelled by the supplier without notice. There is no guarantee that any cancelled arrangements can be reinstated.

Liability:

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part.

Privacy Policy:

Travel by Tracey is committed to protecting the privacy and confidentiality of personal information. Please contact our office for a copy of our Privacy Policy.

Important payment deadlines for this booking:

Total deposit of required on or before

Further deposit of required on or before

Final balance of required on or before

Further comments:

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I acknowledge that I understand and agree with the information set out above:

Passenger Signature:

Consultant Signature:

Date:

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SCHEDULE OF FEES



Domestic Travel		
Flights	Per sector	\$33
Internet accommodation	Per booking	\$22
Other domestic services - rail/bus travel/car hire/car parking	Per service	\$22
Detailed itinerary planning - redeemable against booking	Per booking	\$110
Detailed written quotation - redeemable against booking	Per quote	\$110

International Travel		
Flights - NZ/South Pacific/overseas domestic	Per person	\$55
Flights - other	Per person	\$55
Round the World itinerary	Per person	\$55
Internet accommodation	Per booking	\$33
Other international services - rail/bus travel/car hire/car parking	Per service	\$33
Detailed itinerary planning - redeemable against booking	Per booking	\$110
Detailed written quotation - redeemable against booking	Per booking	\$110

Credit card payments		
Visa / Mastercard	Of transaction value	2%
Diners Club / American Express	Of transaction value	3%

Visa processing		
Visa processing fee (does not include consular fees)	Per person per visa	\$55

Other services		
Late bookings - within 5 days of travel	Per booking	\$55
Registration of details on SmartTraveller website	Per person	\$22

Deposits / Amendments / Cancellations		
Deposit	Per booking	\$110
Amendments	Per amendment	\$55
Cancellations (after full payment)	Of booking value	25%

All above fees are in addition to those charged by airlines and tour operators.
Fees payable prior to commencement of service.
All fees are subject to change at our discretion.