



# GeelongTravel

*Your journey begins with us*

GEELONG TRAVEL

136 High St., BELMONT VIC 3216, Australia

Tel: 03 52443666

ABN:81 006 062 568 ATAS Nbr: 30370

## **TERMS AND CONDITIONS**

### **IT IS YOUR RESPONSIBILITY TO MAKE YOURSELF AWARE OF OUR TERMS AND CONDITIONS**

It is important that you and all members of the traveling party are aware of the following terms and conditions. All reservations have been booked with the terms & conditions laid down by the airlines and tour wholesalers. Please pay particular attention to the clauses covering amendments or cancellations as detailed in their brochure. All travel commission earned on any booking with Geelong Travel will not be refunded, however can be claimed through travel insurance subject to the providers terms and conditions.

## **PAYMENT OPTIONS**

Payment by cash or cheque is preferred. Credit card payments are accepted however costings may vary dependent on the airline or tour operator. If payment is accepted by Geelong Travel credit cards will incur a merchant fee, 1.5% for Visa 1.3% Mastercard and 2.2% for American Express.

PAY NOW, simply click or enter this link into your browser and use your SURNAME AS REFERENCE

<https://pay.travelpay.com.au/GEELNGTVL>

If you wish to pay by direct deposit, please find below our account details:

Bank: Westpac.

Account Name: Holiday Corner Pty Ltd.

B/S/B: 033 275.

Account Number: 481 545.

\*\*\* Please ensure you put your surname in the subject field, thank you.

## **DEPOSIT**

A deposit is required to secure all reservations. Deposits are non-refundable. Please ensure that you are aware of the strict conditions which apply. Amendments made after the deposit will incur a fee.

### **IF PAYMENT IS MADE DIRECTLY THROUGH ANY BANK OR ONLINE PLEASE ENSURE THAT A RECEIPT IS FORWARDED TO YOUR CONSULTANT**

## **CANCELLATION AND REFUNDS**

Once a payment has been made, changes to your booking and or cancellation of your booking will result in amendment fees and or cancellation fees. These fees include Travel Agent commission and up to 20% administration fees.

## **TRAVEL INSURANCE**

Travel Insurance is highly recommended. We recommend that insurance is purchased at the time of deposit to ensure that your deposit is protected.

It is important to advise me if you, a traveling companion, or a non-traveling family member have an existing illness.

An excess may apply, however non-disclosure may result in rejection of a claim.

Should you choose not to insure, we require you to sign the disclaimer on the rear of the application as acknowledgement that insurance was recommended.

## **DEPARTMENT OF FOREIGN AFFAIRS & TRADE WARNINGS**

For reasons of political unrest, acts of war, terrorism or natural disasters in certain parts of the world the Australian Government may decide to issue a Government Advisory warning. Whilst we are prepared to make travel bookings on our clients' behalf we do so without responsibility or liability. Should you wish to check with the Department of Foreign Affairs their website address is: [www.dfat.gov.au](http://www.dfat.gov.au)

## **PASSPORT**

Passports are required for all international travel. Passports must have a minimum of 6 months validity from the date of scheduled return to Australia.

Travel documents and airline tickets MUST EXACTLY MATCH the name and spelling as appears in the passport. We will need to sight your passport and we will not be liable for any incorrect information given to us nor for any re-issue fees imposed by the airline or tour wholesaler should re-issue of documentation be required.

Whilst we offer full assistance it is the responsibility of each traveler to ensure that they have full and correct documentation to undertake their journey.

## **VISA REQUIREMENTS**

All passport holders may require visas 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 a member of your travelling party has a criminal offense entry may be denied. 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.

Any expenditures incurred in obtaining a visa will be the sole responsibility of the traveler.

Recently USA, Canada have introduced visa waivers, these are obtained via their respective websites. It is your responsibility to obtain these visas prior to your departure . If you wish for your consultant to help you obtaining these documents a fee of \$50.00 per person per visa will be charged .

## **GUARANTEED CRUISE BOOKING**

These cabins are allocated at the ships discretion. Geelong Travel takes no responsibility for cabin allocation or bedding configuration. Cruise lines have a right to change cabin configuration at any time.

## **HEALTH**

If you have any queries regarding overseas health requirements, please consult your doctor or visit [www.travelmedicine.com.au](http://www.travelmedicine.com.au)

## **REWARD PROGRAMS**

Most airlines/hotels offer Frequent Flyer Reward Programs. If you are a member of any Frequent Flyer program please advise your consultant. Always keep your boarding passes/hotel invoice so that you can verify this against your Points Summary after travel has been completed.

## **SEATING ALLOCATIONS**

Please note Seating allocations can be requested but they are never guaranteed, the airlines have the right to change and or cancel any seat requests done by a second party.

## **TAXES IMPOSED**

A large number of taxes are imposed by airlines and countries. Where applicable these have been included in the cost of the airline ticket. There may be some variations in final costs depending on exchange rate and the number of taxes imposed at time of ticketing. Any additional costs or taxes that occur will be required to be paid. Until the airfare is paid in full, the price quoted is not protected.

## **RECONFIRMATION OF FLIGHTS**

We strongly recommend you reconfirm all your onward and return flights at least 72 hours before each flight. This is done by calling the airline directly or you can also access your own booking over the internet on the airline website. Your airline booking number is listed below.

NAME:

DATE:

SIGNATURE: