



## Booking Terms and Conditions

Our terms and conditions will be provided to you before you enter a sale with us.

### Introduction

Let's Travel Jindabyne is a member of the Independent Travel Group.

We sell and facilitate various travel arrangements and services on behalf of our suppliers. Our suppliers are airlines, tour operators, hotels, cruise lines, other transport operators, other accommodation providers and other principal suppliers. References to "us", "we" and/or "our" in these booking terms and conditions shall mean Let's Travel Jindabyne.

### Travel Insurance

Without travel insurance you and/or your family are personally liable for covering any medical and associated costs you may incur while travelling. We strongly recommend you take out a full coverage travel insurance policy at the time you pay for your booking. Let's Travel Jindabyne agents are compliant and can recommend a policy to suit your needs. It is your responsibility to read and fully understand the Product Disclosure Statement of your insurer.

### Disclosure Authorisation

In the event that a natural disaster or other emergency is reported to have occurred in a country where you may be visiting at that time, you authorise Let's Travel Jindabyne to disclose the details of your itinerary and contact details to the Australian Department of Foreign Affairs and Trade.

### Passports and Visa Requirements

All travellers must have a valid passport with at least 6 months validity beyond the period of intended stay. Some countries require a longer validity. Permanent residents travelling on a foreign passport must hold a Resident Return Visa to re-enter Australia. We recommend that you check the entry requirements of the countries you plan to visit or transit, including all visa requirements, with the relevant foreign embassy or consulate.

### Health Requirements and Vaccinations

Some countries require you to be vaccinated against specific infection and/or diseases. We recommend that you consult with your doctor or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available at the Department of Foreign Affairs and Trade website: [smarttraveller.gov.au](http://smarttraveller.gov.au).

### Prices

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid for in full by you. Price changes can occur between the time you make a reservation and the date of full payment. Factors influencing price changes can be currency fluctuations, fuel surcharges, taxes and other provider increases outside of our control.

### Payment

Once a booking is confirmed, payment must be received within the payment deadline as advised by your Let's Travel Jindabyne agent. Failure to pay for tickets or other travel documents within the deadline will result in automatic cancellation of the booking.

Payments are accepted by BPAY, direct deposit, by cheque or by credit card. Some travel bookings may not be payable with a credit card. Please check with your Let's Travel Jindabyne agent. In some circumstances your credit card will be charged by the supplier. You authorise us to pass on your credit card details to the supplier.

When your credit card is processed by Let's Travel Jindabyne you agree to not have your payment 'charged back' or reversed by your credit card provider where the services have been provided.

Direct deposits must be paid into the Let's Travel Jindabyne Client Trust Account:

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## Payment Surcharges

Credit or debit card payments will incur surcharges.

Please check with your Let's Travel Jindabyne agent for the current charges.

## Service fees

A full list of our service fees is available below or on our website or by contacting your travel advisor. Let's Travel Jindabyne also acknowledges we may receive fees, commissions, gifts, or financial incentives from third parties under this contract.

### Deposits

*per person in addition to operator charges*

International Flights	\$50
Packaged Holiday/Cruise Bookings	\$150

*Note: Deposits required at time of booking are redeemable however are non-refundable if cancellation occurs*

### Booking Fees

*All fees are paid per person:*

Domestic Air Bookings	\$50
Trans-Tasman & South Pacific Flight Bookings	\$80
International Air Bookings (Economy & Premium Economy)	\$125
International Air Bookings (Business & First Class)	\$175
International Internal Flights (incl. internet bookings)	\$80
Accommodation Only (international)	\$50
Accommodation Domestic	\$25
Frequent Flyer Redemption & Gift Voucher	\$50

### Itinerary Planning Fee

<i>per booking, refundable when booked through Lets Travel Jindabyne</i>	\$150
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### Amendments to Existing Bookings

*per amendment & in addition to airlines/operators & third-party charges*

Flight Ticket Requiring Reissue	\$50
Packaged Holiday & Cruise Bookings	\$50

### Cancellations to Existing Bookings

*in addition to airlines/operator charges*

Let's Travel Jindabyne will charge 10% of the total holiday cost as cancellation fees.

### Visa Processing Fee

*Per Person, in addition to consular charges*

Postal Applications	\$100
Electronic Application (E-Visa, ESTA etc.)	\$35

### Refunds

All refunds are paid to the original payment method. No cash refunds will be given.

All refunds will be returned to the original payee only.

### Travel Insurance Claims Assistance

*For assistance with policies not purchased or issued through Let's Travel Jindabyne*

Per Claim	\$100
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### Credit Card Administration Fees

Direct Deposit	No Charge
MasterCard Credit	1.35%
Visa Credit	1.35%
American Express	1.85%
International Credit Cards	3.0%

## TRAVEL INSURANCE IS CONSIDERED ESSENTIAL!

Where applicable GST is included

### Special Requirements & Frequent Flyer:

Please liaise with your travel adviser regarding any frequent flyer membership details, loyalty programs and special requirements you may have for your travel arrangements such as special meal, seating requests, room type or disabled access. Please check your frequent flyer program or other applicable loyalty program for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking.

### **Booking Cancellation and Amendment Charges**

If you wish to cancel or change a confirmed reservation you are likely to incur fees. In some cases, Let's Travel Jindabyne may charge cancellation and/or amendment fees in addition to those imposed by travel service providers. You should always check amendment or cancellation fee schedules before entering a transaction. Some air tickets and other bookings may be non-refundable.

### **Refunds**

If you cancel your travel arrangements and a refund is due, the refund will be made available to you once we received the monies from the supplier involved. In some cases, you may not be able to claim a refund.

### **Travel Documents**

While we have taken great care to check your travel documents, it is important that you review all the information in the documents including but not limited to, your name, travel dates and other particulars relating to your travel arrangements. 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.

### **Schedule Changes**

It is important to check your flight times at least 24 hours prior to the departure of each flight as airlines reserve the right to amend their flight schedules.

### **Accuracy of Information and Limitation of Liability**

Let's Travel Jindabyne does not warrant the accuracy, completeness, or performance of the services offered by the suppliers and we will not be liable in the event that you suffer loss, injury, or disappointment by reason of any undertakings or failings of any supplier.

Let's Travel Jindabyne accepts no responsibility or liability for any failure or delay on the part of any Principal in providing travel services to you where your booking has been properly processed by Let's Travel Jindabyne; nor is Let's Travel Jindabyne responsible for any acts or omissions of supplier in the course of delivery of such travel services.

### **Privacy Policy:**

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information, and you consent to us collecting, using, and disclosing your personal information as detailed in our Privacy Policy. You agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service providers (e.g., airlines, accommodation, or tour providers) with whom you make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business is based. We may also disclose your personal information to our overseas related entities and to service providers who perform services for us within and outside of Australia. Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person (including any overseas recipients), you agree that we will not be required to ensure that person's compliance with Australian privacy laws or otherwise be accountable for how they handle your personal information. When used above, "disclose" includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

### **Governing Law:**

If any dispute arises between you and us, the laws of New South Wales, Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of New South Wales, Australia and waive any right that you may have to object to an action being brought in those courts.

### **Changes to these Terms and Conditions**

Let's Travel Jindabyne has the authority and the right to at any time it sees fit to change or modify all or any part of these terms and conditions.