

## **GENERAL INFORMATION & BOOKING CONDITIONS**

### **CHILL OUT! - NOVEMBER 2009**

Please read these booking conditions carefully as they incorporate the basis upon which bookings are accepted by Flight Centre Groups.

#### **Confirmation & Deposit**

Please note that all reservations are subject to availability at the time of booking. A nonrefundable deposit of \$500 per person is payable upon booking and a reservation will only be confirmed upon receipt of a completed registration form.

#### **Final Payment**

Final payment of your holiday is due 60 days prior to departure or we reserve the right to treat your booking as cancelled and apply the appropriate cancellation charges. For bookings made within 60 days of departure full payment is required within 3 days of confirmation of the booking.

The date for final payment has been set at 21 September 2009.

#### **Methods of Payment**

Payment can be made by cheque, cash, credit card, Bpay or direct deposit. Please make cheques payable to **Flight Centre Groups**.

##### Westpac Bank Account Details

BSB – 034 807

Account Number – 0283000

Account Name – Flight Centre Ltd



Bill Code: 7971

Ref: 2830 0062594 (for deposit only)

#### **Credit Card Payment**

Payments can be made by Visa, Mastercard or American Express credit card which will attract a service fee of 1.98% on top of the payment amount.

#### **Alteration to Quoted Price**

All costs however are subject to change without notice. No surcharges in respect of costs or currency deterioration will be made once full payment for your holiday has been received.

#### **Cancellations, Refunds & Unused Services**

The charges below will be made in the event of cancellation, or if holiday arrangements are not cancelled and subsequently not taken up:

- Prior to full payment – There will be no refund of deposit.
- After final payment – There will be no refund of your deposit, plus fees may be charged by hotels, ground operators or airlines of up to 100% of the cost.
- No refund is available for cancellations after the holiday package has commenced or in respect of any tours, accommodation, vehicle hire or any other services not fully or partly utilized.
- Changes to the package commencement date or passengers' names may be treated as a cancellation.

#### **Travel Insurance**

A comprehensive policy has been included in the trip price. The policy brochure will be sent to you upon receipt of the booking form and deposit. Details can also be viewed on:

[www.covermore.com.au/policywording/cmo.pdf](http://www.covermore.com.au/policywording/cmo.pdf)

#### **Health and Immigration**

You are responsible for all exit, entry, health and other documents required by laws and regulations of countries visited/transited. More information on requirements for Australian passport holders will be provided once a booking has been made. Please consult the following government website for up to date travel information on all of our destinations: [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)

### **Disclaimer of Liability**

Flight Centre Limited (by way of any of its registered brands) is not itself a tour operator, carrier or hotelier, nor do we own aircraft, hotels or coaches. We exercise every care in the selection of reputable service providers which term includes but is not limited to tour operators, airlines, coach operators, airlines, hotels, cruise-line operators and shipping, rail, car hire and restaurant operators ("service providers"), which we recommend or which are used in tours which we sell. All bookings are subject to the terms and conditions and limitations of liability imposed by these service providers, some of which limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage.

We always do our best to make sure your holiday arrangements are satisfactory. However, we cannot accept any liability of whatever nature, whether in contract, tort or otherwise, for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. We strongly recommend that you take out travel insurance against these risks.

It is the travelers' personal responsibility to ensure that they have valid documentation, including but not limited to valid passport and visas, which meet the requirements of immigration and other government authorities at every destination. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be the sole responsibility of the traveler. It should be noted by all travelers that documents issued to a traveler are non-transferable. Such documents may include but are not limited to, airline tickets, hotel vouchers, tour vouchers or any other document used to confirm an arrangement with a service provider.

Such documents may also be subject to conditions such as, but not limited to, being non-refundable, non-date-changeable and subject to cancellation or amendment fees.

### **Acknowledgement of Credit Card Transactions**

In entering into this transaction, you acknowledge that:

Flight Centre Groups acts as a travel agent only;

Our obligation to you is to make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers;

Once we have your travel arrangements for you, we have provided you fully with the service which we are obliged to supply;

All moneys received by Flight Centre Groups from you in respect to travel services are received by us as agent of the travel service provider;

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 Flight Centre Groups, and in the event that payment has been made to us by credit card, you agree that you will not seek to charge back your payment to Flight Centre Groups.

### **Privacy Policy**

Flight Centre limited (by way of any of its registered brands) respects the privacy of its customer. The personal information we collect is used for the purpose of meeting your travel requirements. The personal information we collect may include your name, address, phone number, email address, credit card details (where you provide them) and any further information you volunteer to us. Where necessary to fulfill your requested travel requirements, we will provide personal information you provide to us, to airlines, tour companies, car hire agencies, hotels, restaurants, insurance providers and commercial partners.

Please be assured we will not disclose any personal information for any other purpose without your consent, except where the use or disclosure is required or authorized by or under law. Flight Centre Limited takes reasonable steps to protect any personal information it holds from misuse, loss, unauthorized access, modification or disclosure. We do not send unsolicited mail, nor do we sell, in whole or part, the personal information we collect, and do not disclose it to other organizations, except as provided above.

The consequence of you not providing any information requested by us is that we may not be able to complete your travel arrangements, nor will we be able to contact you to advise of changes to your travel details. On request, you are welcome to view the personal information that we hold about you. If you think that any personal information we hold about you is inaccurate, please contact us, and following authentication, we will take reasonable steps to ensure that it is corrected.

**Flight Centre Groups (Qld)**

**Email : [fm9@flightcentre.com](mailto:fm9@flightcentre.com)**

**Phone : 1300 557 813**