



## TERMS OF TRADE

**To enable us to continue to provide the highest level of service and cover the costs of arranging your travel requirements, the following booking conditions apply.**

### DEPOSITS

Travel Agency booking non-refundable deposit \$165 per person  
Plus any additional deposits required by Tour Operators/Airlines

### RESERVATIONS

Frequent Flyer redemption bookings From \$220 per person per airline  
Domestic Flight booking fee \$15 per person per sector  
Asia Pacific booking fee \$65 per person  
Cruise booking fee \$65 per person  
Return International Flight booking fee \$110 per person  
Round the World booking fee \$165 per person  
Rail/Coach bookings \$15 per person

\*Families or groups of 4 or more a 25% discount will apply to booking fees with exception of domestic travel.

\*Additional booking and communication fees will apply when additional communication is required to confirm a reservation From \$22 per component

\*Late booking fees may apply for bookings within 7 days of departure From \$22 per person

\*Booking fees are non-refundable

### CANCELLATIONS & AMENDMENTS

In the event of cancellation, you will automatically lose your non-re-fundable deposits and additional fees may apply from Tour Operators and Airlines subject to their booking terms and conditions. In some cases, travel insurance policies will provide cover for cancellation fees subject to their terms and conditions.

Changes, re-issues, refunds, confirmations & name changes \$75 per person International  
Plus any additional fees charged by Airline/Tour operator. \$45 per person Domestic  
Cancellation fee from \$165 per person

### PAYMENTS/CREDIT CARD PAYMENTS

We accept Cash and Cheque for all purchases along with Direct Deposit; however, cheque clearance is required prior to the release of Travel documents. Payment by Mastercard/Visa/American Express debit or credit cards will incur a fee subject to the type of card presented. This fee will be advised prior to completing payment.

### PASSPORT & VISAS ASSISTANCE

In addition to Consular charges, the processing of Passports/Visas will attract the following fees:

Courier/Processing Fee: from \$65 per consulate per visa,

\*some visas (such as Brazil & Russia) may incur a higher fee

### TRAVEL INSURANCE

We recommend you have an appropriate cover of Travel Insurance cover every time you Travel. Should you choose not to purchase Travel Insurance through this agency, you will be required to sign a disclaimer declaration form.

### REFUNDS

If you are eligible for a refund once a booking has been cancelled, the balance less any non-re-refundable amounts will be forwarded to you upon receipt of the refund from the Tour operator or Airline. Some refunds take upwards of 6 weeks to process.

### OTHER FEES

Written quote without paid deposit (redeemable on booking) \$55 per quote  
Document search fee / Document Preparation Fee From \$22 per document  
Online Check-in and Frequent Flyer applications \$22 per booking  
Online Internet booking fee From \$22 per booking  
Out of Business Hours Service fee \$75 per person

Terms of Trade are valid from 1 September, 2017