

## Terms & Conditions

Please read the following terms and conditions carefully.

**Introduction :** The following Terms and Conditions apply to all the products and services sold by Deluxe Travel & Cruise. Your payment to Deluxe Travel & Cruise is your acknowledgement that you have read, understood and agreed to be bound by these terms and conditions.

**Names :** All travel documents must be issued as per passport (or photo ID for domestic trips). Carriers will deny carriage if the name varies and the booking may be cancelled. It is strongly advised that you supply a copy of your passport/photo ID at the initial booking stage to ensure it is booked correctly. The easiest way to do this is take a photo of the document with your phone and email it to your consultant.

**Changes to flight times :** It is your responsibility to contact the airline prior to departure to ensure there is no change to the schedule departure time. Deluxe Travel & Cruise will attempt to contact you if we are made aware of any such changes but will not be liable for any costs incurred if contact cannot be made. Whilst overseas, it is strongly advised that you contact the airline within 24 hours of your scheduled flight to ensure the most up-to-date information.

**Flight connections :** If you have purchased separate (multiple) tickets and you are transiting or connecting from one ticket to another, we cannot accept responsibility for any future schedule changes that may affect your connecting times, as they are not guaranteed. Please note that when booked on multiple airlines (and sometimes the same airline) you may need to check in your baggage with each airline at the transit point.

**Frequent flyer members :** Please note if you are a frequent flyer member you should retain your air ticket and boarding passes as proof of travel as Deluxe Travel & Cruise cannot be held responsible for missing points and you'll need this proof to claim directly with the airline. Always check your boarding pass is printed with your membership number on it. It is your responsibility to check with your frequent flyer program whether the booking class on your reservation is eligible for frequent flyer points and at what rate. Not all booking classes are eligible to upgrade with points and you must notify your travel consultant at the initial booking stage so that we may allocate you the correct fare to be eligible for the upgrade system with your frequent flyer program.

**Carry-on baggage restrictions :** Please note there are rules for taking liquids, aerosols, gels and powders on flights. Please ensure you familiarise yourself with these rules.

**Cruise check-in :** You must check-in via your cruise line's website. There are links to the most common cruise line's online check-in pages at [www.deluxetravelandcruise.com.au](http://www.deluxetravelandcruise.com.au)  
If you need assistance, please contact your consultant who can help you.

**Low Cost Airlines :** Bookings made on Low Cost Carriers in some instances do not include a check-in baggage allowance. Check-in baggage allowances included in the fare purchased will be listed on your booking confirmation from the airline. Please contact the airline directly prior to your scheduled departure if you require to add or increase your check-in baggage limit. Baggage fees may be charged directly by the airline for adding or increasing check-in baggage allowances, please note higher charges may be imposed at the airport for any additional requirements that are not pre-arranged. Check-in baggage fees are non-refundable once purchased.

**Bedding requests :** All reasonable care is taken to request the bedding configuration that you wish at a hotel,

resort or cruise ship. The final allocation will be made by the hotel/resort upon check-in and sometimes the particular room with the requested bedding configuration may not be available. Deluxe Travel & Cruise bears no responsibility for the inability of hotels/resorts to facilitate your bedding request. As for cruises, most cruise lines have 2 twin beds convertible to a king/queen. If your bedding is incorrect on arrival to your cabin, please ask your cabin steward to change it.

**Passports, Visas & Health Requirements :** Visas, including transit visas, are the passengers own responsibility. For more information please log on to: <http://www.dfat.gov.au> or [www.smartraveller.gov.au](http://www.smartraveller.gov.au)

Please check with the respective Embassy or Consulate of each country that you are scheduled to visit (including transits), as many destinations require visas for both Australian and Non-Australian Passport holders.

A visa does not guarantee you entry to a country or permit you to remain in it. Some countries may refuse you entry because of your health, condition, or for other circumstances or reasons, or may detain, expel or repatriate you. This is your own responsibility and there will be no liability to Deluxe Travel & Cruise in any of these instances.

It is your own responsibility to ensure all travellers hold valid passports and that their validity is enough for the countries travelling to, including any transit countries. Any penalties, or extra costs incurred if any documents are not accepted by any authority will be your responsibility.

Please ensure you have at least 6 months validity on your passport from the date of your return and that the first name and surname that you provide for your reservation are exactly the same as they appear on your passport. Amendment fees apply to all name changes and sometimes incur cancellation and re-booking fees.

International travellers booked on flights to the United States, including Hawaii, must pre-register their intent to travel under the US Visa Waiver Program. Applications can be made via the Electronic System for Travel Authorization website, and each passenger must complete this application a minimum of 72 hours prior to their flight departure. Travellers to Canada also must complete an Electronic Travel Authorization. Links for USA and Canada are available on our website [www.deluxetravelandcruise.com.au](http://www.deluxetravelandcruise.com.au) under the 'Links' page. Passengers who fail to complete these application may be refused to board their flight by the airline.

Re-entry visas may be required for travellers returning to Australia on foreign passports. It is your own responsibility to ensure you have the correct documentation in place prior to departing Australia.

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. Some countries require vaccinations to RETURN to Australia (eg. proof of Yellow Fever vaccination), so ensure you are informed of your responsibilities for both home and overseas. Check with your doctor and the relevant Embassies.

**Pricing :** Prices are not guaranteed until paid in full and documents have been issued. Unless otherwise stated, prices shown are in Australian Dollars (AUD) and are fully inclusive of taxes, levies, government charges and other applicable fees. Most cruises from Australia are inclusive of gratuities and most international cruises are not. Please check with your consultant.

For some international travel product, pricing has been converted to AUD using the exchange rate at the time the booking is made. Variations to your final price may occur due to currency fluctuations and must be quoted on the date of payment. Some fares and specials may be withdrawn without notice, sometimes on the same day as quoting. Deluxe Travel & Cruise bears no responsibility to honour a price that is no longer available.

If travel is booked for more than one traveller, and the traveller number decreases, the price will increase for the remaining travellers in most cases.

**Infants/children :** Please note that bookings for infants do NOT include a seat on an aircraft unless a child price has been paid for. Most hotels/resorts will charge a daily fee on arrival for use of a rollaway or cot. These charges are solely the traveller's responsibility to pay directly.

**Payments :** For bookings made with Deluxe Travel & Cruise, a minimum deposit amount of \$100.00 per person for flights and \$300.00 per person for holiday packages is charged. Package deposits may be higher depending on supplier requirements.

All deposit payments are non-refundable.

The due date for balance payment for travel arrangements made via Deluxe Travel & Cruise is set with the ticketing deadline imposed by the airline and/or wholesaler. This may be immediate.

Where a Service fee is charged by Deluxe Travel & Cruise, this fee is non-refundable.

**Credit Card Payments :** Deluxe Travel & Cruise accepts Visa, MasterCard and Amex. Transactions made using these card types incur surcharges ranging from 1.45-2.35% dependent on the card type used.

Deluxe Travel & Cruise reserves the right to pass on your credit card details, and any other essential booking details, to a third party supplier who may charge your card directly for all or part of your booking payment. For details of how we collect and use your personal information please view our Privacy Policy.

If your credit card is not approved we will attempt to contact you but accept no responsibility for any costs incurred in the event we are unable to contact you. Prices may change during this time.

In some instances you may be required to provide verification documentation to substantiate identity. This is to assist us in validating the integrity of the credit card information. This process is in place to reduce the potential risk of fraud. If we are unable to contact the card holder to make such verifications, Deluxe Travel & Cruise cannot accept responsibility for any rebooking costs for missed ticketing deadlines. Under such circumstances any booking arrangements will be cancelled.

If for any reason any travel service provider including airlines, do not provide the services to which you have been contracted, the liability is against that provider, and not against Deluxe Travel & Cruise. If payment for such a service was made to Deluxe Travel & Cruise by credit card or any other method, by accepting these booking conditions, you agree that you will not seek to charge back your payment to Deluxe Travel & Cruise.

**Amendment & Cancellation Fees :** Cancellation fee of \$150 per person or 12%, whichever is greater, on top of any supplier charges. Cancellation penalties may be up to 100%.

All Deluxe Travel & Cruise service and credit card fees are non-refundable.

For any booking made through Deluxe Travel & Cruise, we reserve the right to charge a minimum \$50 per person for changes made after ticketing. These fees are in addition to any fees charged by the travel provider.

The exception to this is cruises. No Deluxe Travel & Cruise charged fees on amendments or cancellations. Only supplier fees will be on charged.

**Travel Insurance :** Deluxe Travel & Cruise recommends that all clients take out Fully Comprehensive Travel Insurance as per the Australian Government guidelines and takes no responsibility for any client's decision to travel uninsured. Any claim through an insurance policy that Deluxe Travel & Cruise did not issue on your behalf, will incur a \$150 administration fee, payable upfront.

**Liability :** Deluxe Travel & Cruise does not accept any liability for omissions or default of any third party providers. Deluxe Travel & Cruise does not accept any liability for damage, injury, delay, additional costs or inconvenience caused by any event or force majeure that is not under our direct control. Deluxe Travel & Cruise is not liable for the cancellation of any services, or bankruptcy by third company providers, including all airlines.

If for any reason any travel service provider including airlines do not provide the services to which you have been contracted, the liability is against that provider, and not against Deluxe Travel & Cruise. If payment for such a service was made to Deluxe Travel & Cruise by credit card, by accepting these booking conditions, you agree that you will not seek to charge back your credit card payment to Deluxe Travel & Cruise.

Deluxe Travel & Cruise disclaims and will be exempt from any liability under the law of contract, tort or by virtue of statutory enactment in relation to any: loss to; personal injury, death or illness of; damage or theft of personal property of any sort of; expense of inconvenience caused through delay to; disappointed expectation

of; accident befalling; the traveller or any dependents, arising out of any negligent act or omission, breach of any duty imposed by statute, breach of any law of the place of destination or on route to or from the destination, tort (whether intentional or unintentional), or breach of a contractual term, whether expressed or implied or breach of duty arising under or imposed by any law on the part of Deluxe Travel & Cruise, its servants or agents or of any sub-contractor or supplier of any product or service it supplies.