

Terms & Conditions

Thank you for booking Travelling. Please take time to read the important information below.

TICKET, PASSPORT, VISA & TRAVEL REQUIREMENTS.

It is most important that you advise details of each traveller's name exactly as it appears on the passport for international bookings and on photo identification for Australian domestic bookings. Many airlines and suppliers will deny boarding to passengers whose name is different from that printed on travel documentation. As such, Travelling takes no responsibility for incorrect names.

All individuals departing Australia must be in possession of a passport with at least 6 months validity for most countries, and some even require 12 months. Some countries also require at least 2 blank pages per entry. Should you be travelling on a foreign passport, it is your responsibility to ensure that you possess the applicable valid re-entry visa for Australia. You may require a visa to enter your chosen destination. Please ask your consultant as he/she can assist in obtaining a visa on your behalf. For all advice on inoculations and general health while travelling, please consult your doctor or a Travellers' Medical Centre.

Check-in for all international flights is at least two (2) hours prior to flight departure for First and Business Class, and at least three (3) hours for Economy class. For Domestic flights check-in is at least one (1) hour prior to departure. Should you require special services such as meals, seating or assistance, we can request these for you. Special requests to suppliers, airlines and wholesalers are never guaranteed and subject to availability.

Please retain all ticket copies and boarding passes until you are satisfied that your airline membership account has been credited. All frequent flyer membership discrepancies are your responsibility.

CHANGES & CANCELLATIONS

All reservations are made in accordance with the Terms & Conditions of our suppliers. Agency, airline, wholesaler and supplier amendment and cancellation fees apply - you may find details of these in our list of service fees and the applicable supplier's brochure or invoice. Alternatively, please ask your consultant.

GENERAL CONDITIONS & DOCUMENTATION

Prices are correct on the day of quoting and are subject to change at any time. Travelling reserves the right to pass on any changes in pricing in the event of variations in exchange rates, taxes, fuel surcharges or any price increases made by wholesalers, airlines or suppliers. All

prices are subject to availability, and all deposits are non-refundable. Your acceptance of receipts, invoices, tickets and vouchers is considered as your acceptance of all Travelling, supplier, airline and wholesaler conditions. Please ensure that you have read and understood all documentation provided to you. Should you at any stage have queries in relation to any documentation provided to you by Travelling, please do not hesitate to contact your consultant. We recommend that you re-confirm your flights with the airlines using their online check-in facility.

TRAVEL ADVICE - TRAVEL INSURANCE & LIABILITY

Travelling strongly recommends Travel Insurance. Your consultant can assist you in obtaining an appropriate policy for your needs. Before you make your reservation, it is recommended that you visit the Australian Government website www.smarttraveller.gov.au where you will find travel advice, warnings and other useful information regarding your destination.

Travelling is pleased to have provided you with the most reputable travel products available and the best possible standard of service but accepts no liability for any act, omission or default, whether negligent or otherwise, of any airline, supplier or wholesaler. We accept no liability for any loss or damage, occasioned by the negligence of any supplier or third party, or any act of God or act of terrorism.