

# BOOKING CONDITIONS

## 1. Brochure Pricing Validity

1.4.2017 to 31.3.2018, except as noted. Selling prices were calculated on exchange rates current as at 2 January 2017. All costs are subject to change at any time by the service providers and currency fluctuations. No surcharges will be made once full payment has been received.

## 2. Deposits and Final Payments

**Deposit:** A non-refundable deposit of \$165 per person for land-only holidays, \$330 per person for all coach tours & packaged holidays, is payable at time of placing your booking. In the event where your booking request cannot be confirmed, we will refund your deposit in full.  
**Final Payment:** due 60 days before your departure date from Australia or as invoiced.

## 3. Single Room Supplement

Single occupancy of a room by choice or circumstance is subject to the applicable supplement/rate shown.

## 4. Individual Rail Bookings

A fee of \$66 per booking applies to all point-to-point rail bookings and seat reservations.

## 5. Booking and Amendment Fees

An amendment is a change to an existing booking and not a transfer to another tour, where cancellation fees may apply.

**Prior to document issue:** One change permitted without penalty (excludes rail, cruise or other services where an amendment may be treated as a cancellation).

**Subsequent amendments:** \$55 per instance.  
**Correct names:** It is important that the names given to Holidays on Location match those in your passport. Any name, including initials change will incur a fee of \$55 per instance and if this happens after documents have been issued a \$110 will apply. Proof of age to qualify for a seniors discount (if applicable) must be provided before the booking is confirmed.

## 6. Late Bookings

**i. For bookings made within 60 days**  
Bookings received within 60 days prior to departure from Australia, full payment is required at the time of booking.

**ii. For bookings made within 10 days**  
Payment is required at the time of booking and will incur a fee of \$33 per booking.

## 7. Unused Services

Some booked services may be non-refundable if not used or not cancelled within the time specified by the service provider. See [paragraph 10 Cancellations](#).

## 8. Invoices

All bookings will be issued with an invoice detailing all services or, in the case of rail sectors pending confirmation, if such a service falls out of system range. Please ensure that all services detailed are as requested and that you fully understand their conditions.

## 9. Invoice Errors & Omissions (E&OE)

The right is reserved to correct any errors in prices quoted for any service notwithstanding that the invoice may have been paid in full.

## 10. Cancellations

Cancellation within 60 days prior to your departure from Australia, or as given in our invoice, will incur a penalty of 100% of your deposit. This amount may not be used towards alternative travel arrangements. Your deposit is non-refundable and additional charges levied by service providers may equal up to 100% of your invoiced fees.

## 10. Cancellations (Cont.)

### Point-to-Point Rail Tickets:

Refunds will be paid on a point-to-point rail ticket (except advance purchase tickets, where no refund applies once confirmed) provided the ticket is stamped as cancelled by any rail station in Europe, and is returned to our office prior to date of travel, in the original jacket of issue. Refunds are subject to a minimum 25% cancellation fee.

### Seat Reservations for Rail Travel:

After issue of ticket, non-refundable.

### Rail Passes:

Refunds will be paid if a Pass is returned to our office totally unused and unvalidated by a rail station, in the original jacket of issue. This must be done before the first day of validity of the pass, and within eleven months of the issue date. Refunds are subject to a minimum 25% cancellation fee. Rail Passes cannot be refunded or reissued if lost or stolen.

**Important Note:** A refund may not be available on some pre-booked hotels, apartments, villas, home-stays, transfers, transport and museum cards, cultural tickets, pre-paid restaurant bookings, city transport cards, package tour or other travel not used. No refund will be made for cancellations after a tour package has commenced.

### Theatre and Concert Tickets:

Non-refundable from date of order. A signed credit card guarantee is required before placing the booking.

## 11. Your Travel Documentation

Documentation will be issued in Australia, prior to your departure. In case of a late booking necessitating urgent delivery or delivery of documentation to an address outside Australia, a fee appropriate to the destination will be charged. Lost, stolen or destroyed documentation cannot be replaced or refunded.  
**Note carefully:** Principals will only accept an official Holidays on Location voucher or their own voucher validated by Holidays on Location.

## 12. Visa Requirements

Depending on your passport, Visas may be required for travel to or transit through countries regardless of your intention to disembark in that country. It is your responsibility to check the routing of all journeys prior to embarkation and to make arrangements for any such visa requirements. **Note that not more than 90 days may be spent in the European Schengen zone in any 6-month period.** For further information visit the [Australian Department of Foreign Affairs website at: smartraveller.gov.au](#)

## 13. Additional Services

Holidays on Location and its associated representatives will not accept responsibility nor approve requests to pay for additional services not included in our final invoice.

## 14. Changes to Itineraries

If we are forced to change your booking or part of it for reasons beyond our control, we reserve the right to vary your itinerary and will advise you of these changes and provide you with alternative products or services of a similar standard.

## 15. Room and Bedding Guide

Rooms for two can have either two single beds or one double bed which may be two single beds with a double mattress on top. Triple rooms can apply to either a full-sized room adequate to take three beds or to a twin/double room with an extra roll-away bed. Particular room types e.g. interconnecting, twin or double-bed can be requested but not be guaranteed. Rooms are offered on a run-of-house basis. Specific categories can be requested at an additional cost.

## 16. Children

Costs vary according to the number of adults, ages of children and accommodation required.

## 17. Specified Meal Services

Meal inclusions are based on set menus.

## 18. Hotel /Apartment Check-in

Validation of a current credit card is required by hotels/apartments on check-in.

## 19. Scheduled Coach Tours

Scheduled coach tours include the services of a tour escort and/or local tourist guide and may be conducted in more than one language. Due to local conditions the tour company reserves the right to make changes to tour programs without notice.

## 20. Pre-Departure Contact

For urgent updates to your travel plans, please ensure that you provide contact details just prior to your departure from Australia.

## 21. Special Events, & Trade Fairs

Booking dates during special events, festivals and trade fairs usually incur higher prices and cancellation fees.

## 22. Maps and Photographs

Maps and images are for illustration purposes only and may not be specific to the actual location/hotel rooms booked.

## 23. Luggage

The luggage allowance for transfers from airport/rail station to city hotel by multi-stop shuttle service, private car or mini-van is one suitcase per person, weighing not more than 30kgs, to be stored in the rack provided in the shuttle or the boot of the car. Oversize or additional pieces will not be carried by the booked transport. In such cases, alternative arrangements must be made locally with the driver, and additional costs settled on-the-spot. Plan ahead if you are travelling with luggage in excess of these limits: pre-book and pay for this service.

## 24. Travel Insurance

It is strongly recommended that you have comprehensive travel insurance cover for the full duration of your journey. Consult with your travel agent about the appropriate cover for your journey.

## 25. Booking Arrangements

All booking arrangements are to be made through your Travel Agent and the person making the booking shall be deemed to have accepted the **Booking Conditions** on behalf of all persons in the booking. All communications will be via your Travel Agent.

## 26. Consumer Protection

Holidays on Location is the tour wholesaler division of Majestic International Travel Service Pty Ltd and is a fully accredited member of AFTA, the Australian Federation of Travel Agents; ATAS, the AFTA Travel Accreditation Scheme; ASTA, the American Society of Travel Agent; and CATO, the Council of Australian Tour Operators; ETOA, European Tour Operators Association. Monies received by Holidays on Location are, as required by law, deposited on your behalf into a trust account with the National Australia Bank, our bankers. It is a condition of confirmation of your booking and acceptance of your deposit that monies paid by you may be disbursed by us for the services to be provided.

## 27. Our Responsibility

Holidays on Location and/or its associated companies or agents:

- Give notice that they act as booking agents only for the persons or companies providing products and/or services and all receipts, tickets, voucher/exchange orders are issued subject to the terms and conditions of such products and/or services.
- Do not accept any responsibility for loss or injury to persons or property whether by negligence or misadventure by the principal contracted to provide the products and/or services.
- Are not liable for any delays, omissions, irregularities, illness, injuries, strikes, civil disturbances, wars, quarantines, floods or *force majeure* interfering with, altering, or adding to the cost of the products and/or services booked.
- Are not liable for any dissatisfaction you may have with persons or companies providing or offering the products and/or services.
- Will do their best to ensure your bookings are as agreed but cannot represent or guarantee the standard, class or fitness for purpose of the product and/or service.
- Only accept liability for, and only to the extent of, any loss or damage sustained as a result of its negligence or that of its employees.
- Reserves to modify the itinerary in any way considered necessary or desirable or to change any reservation, and/or means of conveyance, without notice and for any reason whatsoever. The right is also reserved to cancel or withdraw any tour, or any booking or to decline to accept or retain any person as a member of a tour, for any reason whatsoever.

The above exclusions of liability are subject to any statutory liability which may not be excluded by law.

## 28. Consumer Claims

Should you encounter difficulties with your bookings, attempts should be made to resolve these with the hotel management, our local representative or supplier. If this is unsuccessful and you need to lodge a claim for recompense, this must be made in writing, within 30 days of your return to Australia and lodged through your Travel Agent.

## 29. Law of contract

The Terms and Conditions published herein are governed by the laws of the State of Victoria, Australia, except when federal or other legislation takes precedence.



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