

## Retail Booking Terms & Conditions

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. References to "us", "we", "our", "IYC Travel" in these booking terms and conditions shall mean IYC Travel.

### Prices:

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed when paid in full. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases. Please contact a consultant for up to date prices.

### Refunds, Changes and Cancellation Fees:

IYC Travel is unable to provide a refund to you until we receive the funds from the relevant supplier. Cancellation charges will vary depending on the reason for, and timing of, your cancellation. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Tour operators, airlines and hotels impose cancellation and amendment fees. Please familiarise yourself with the cancellation and amendment guidelines in the relevant on-line travel brochure. Additionally, IYC Travel imposes a minimum cancellation fee of \$100.00 per person and an amendment fee of \$55.00 per person for any alterations made to your reservations once the deposit has been paid.

### Booking Fees:

The following booking fees apply to bookings:

#### Members:

- Domestic flight bookings will incur a booking fee of \$15.00 per person per sector booking which is non-refundable for changes of mind or cancellations by you.
- International flight some bookings will incur a booking fee of \$25.00 per person per sector booking which is non-refundable for changes of mind or cancellations by you.
- If total booking is \$300 or less, a charge of \$25 per booking fee will be charged.
- If a booking is made **less than 72 hours prior to departure**, then a charge of \$55.00 per booking will be charged.
- We can do Friends & Family travel arrangements; however we do charge a \$25 per booking fee.
- Frequent flyer redemption: Domestic flights: \$55.00 per person. International flights \$110.00 per person.
- **Quote Fee (Plan to Go Deposit):** \$50 per enquiry applies **after 2 quotes have been provided**. Should you require more than 2 quotes, we will then require a non-refundable \$50.00 deposit. This is to ensure that we are using our time effectively for our Members who are wishing to make a confirmed booking through us. This deposit will be used as payment towards your confirmed booking.

### **Non - Members:**

- Domestic flight bookings will incur a booking fee of \$33.00 per person per sector booking which is non-refundable for changes of mind or cancellations by you.
- International flight some bookings will incur a booking fee of \$55.00 per person; however 3 or more sectors incur a booking fee of \$25.00 per person per sector which is non-refundable for changes of mind or cancellations by you.
- If total booking is \$300 or less, a charge of \$33 per booking fee will be charged.
- If a booking is made **less than 72 hours prior to departure**, then a charge of \$100.00 per booking will be charged.
- **Quote Fee (Plan to Go Deposit):** \$50 per enquiry applies **after 2 quotes have been provided**. Should you require more than 2 quotes, we will then require a non-refundable \$50.00 deposit. This is to ensure that we are using our time effectively for our Members who are wishing to make a confirmed booking through us. This deposit will be used as payment towards your confirmed booking.

### **Amendment and Cancellation Charges:**

The following amendment and cancellation fees and charges apply

- After deposit payment, \$55 per person per change plus any supplier and/or airline change fees.
- Cancellation fee is a minimum \$100 per person. Original deposit is not refundable, plus any other fees incurred by supplier and/or airline change fees.

### **Payments by Credit Card:**

Credit card surcharges apply when paying by credit card. Visa / MasterCard: 1.3%, Amex / Diners: 3.3%. 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 us. 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 us.

### **Taxes:**

We collect taxes on behalf of various Airports, Airlines, Cruise Companies and Governments. Certain taxes are mandatory in various countries. There may also be an additional local tax charged at some airports. All taxes are subject to change without notice.

### **Schedule Changes:**

**It is your responsibility to contact the airline prior to travel to ensure the scheduled departure time has not changed.**

## **Travel Insurance:**

We can provide information to you about travel insurance. For details of the services we provide, including a quote, please refer to our Travel Consultants. You must obtain a Product Disclosure Statement relating to the travel insurance product you are considering purchasing and should read that document before making any decision about whether to acquire the product. Travel Insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel.

## **Agency:**

We act as an agent only. We sell various travel related products on behalf of numerous transports, accommodation and other service providers, such as airlines, coach, rail and cruise line operators. Our obligation is to make travel bookings on your behalf and to arrange travel arrangements between you and travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made on your behalf subject to the terms and conditions and limitations of liability imposed by these service providers. IYC Travel is not responsible for loss or damage directly or indirectly caused by airline and/or other transport delays and reschedules, or for airline insolvency, loss or damage to person, property or delays, accidents, acts of war and force majeure impacting upon your travel arrangements.

## **Liability:**

IYC Travel do not accept any liability of whatever nature, whether in contract or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. IYC Travel is not responsible for loss or damage directly or indirectly caused by airline and/or other transport delays and reschedules, or for airline insolvency, loss or damage to person, property or delays, accidents, acts of war and force majeure impacting upon your travel arrangements.

## **Passports & Visas:**

It is your responsibility to ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility. All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport.

## **Visa Information:**

If you need information regarding visa and other travel document requirements for your trip, please contact our travel consultants. We can obtain such information from an external visa advisory service provider on your behalf or you can contact an external visa advisory service provider directly. We do not warrant the accuracy of such information and accept no liability for any loss or damage which you may suffer in reliance on it. If you wish, we can obtain visas for you through this external service and fees will apply.

## **If you are travelling to the United States:**

Please see <https://esta.cbp.dhs.gov> for information regarding compulsory pre-registration for their visa waiver program. Please note, you may not meet the requirements of ESTA and may be required to obtain a visa.

## **Travel Advice:**

For travel advice, please contact the Department of Foreign Affairs and Trade or visit their website at [www.smartraveller.gov.au](http://www.smartraveller.gov.au).

## **Health:**

You must ensure that you are aware of any health requirements for your travel and ensure that you carry all necessary vaccination documentation. Please check with your local doctor or specialist vaccination clinic.

## **Medication**

If you're taking medicines overseas, we recommend that you:

- discuss with your doctor the medication you'll need to take
- carry a letter from your doctor detailing what the medication is, how much you'll be taking with you, and stating that it's for your own personal use
- leave the medication in its original packaging so it's clearly labeled with your name and dosage instructions.

It is your responsibility if you're travelling with medication, to make sure it's legal in the countries you're visiting. Contact the [relevant foreign mission in Australia](#).

## **Travel Documents:**

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Any errors in names, dates and timings on your documentation will be your responsibility.

## **Privacy Policy:**

We are committed to protecting your personal information. View our Privacy Policy.

**By proceeding with your booking, you acknowledge you are 18 years of age or older and that you understand and agree with the above terms and conditions.**

These terms were last updated on 22 August 2012.