

Frequently Asked Questions

IF I TRAVEL OUTSIDE AUSTRALIA, AM I ABLE TO MAKE BOOKINGS ON YOUR SITE?

No, booking via our site is only available to customers within Australia using an Australian issued credit/charge/debit card, however, you can still **access** our website while travelling overseas.

WHAT MEALS AND SERVICES CAN I EXPECT ON MY FLIGHT?

Each airline will offer a different product and level of service. Many full service airlines include complimentary meals and entertainment which vary on each route. Many low cost airlines offer meals and sometimes entertainment on board at an additional charge. In some cases, the airline may only accept cash payment in the carrier's national currency. For details of the services that you expect, we recommend that you contact the airline directly.

WHAT ARE THE FREE OF CHARGE BAGGAGE ALLOWANCES AND RESTRICTIONS ON DANGEROUS/PROHIBITED ITEMS?

Each airline has different restrictions on the amount, size, weight and content of free baggage each passenger is permitted to travel with. For some airlines, checked baggage may require an additional fee. Please refer to the fare rules or contact the airline directly for further information. For important information on what can and cannot be taken onto an aircraft, please refer to Civil Aviation Safety Authority's (CASA) Dangerous Goods document (<http://www.casa.gov.au/dg/luggage/index.htm>) prior to travel.

HOW MUCH TIME DO I NEED TO ALLOW FOR CONNECTING FLIGHTS?

We recommend that you check with each airline directly for minimum connecting times between flights. The minimum connecting time requirement will vary from airport to airport. As a guide only, when transiting between flights at the same airport, we suggest you allow at least 1 hour for domestic flights and at least 2½ hours for international flights.

CAN I VIEW MY ITINERARY ONLINE?

No. Once your booking has been made you will need to refer to the Booking Summary emailed to you.

CAN I BOOK OVER THE PHONE?

Our special internet fares and deals on this website must be booked online. If you have an itinerary that is not listed on our website then we suggest you contact us on (07) 5595 7588 and speak to our Travel Consultants or email reservations@iyctravel.com

DO I NEED VISAS/VACCINATIONS FOR MY INTERNATIONAL DESTINATION?

Please see your doctor regarding vaccinations and medical advice. A visa is a form of permission for a non-citizen to travel to, enter, transit or remain in a particular country. A visa does not guarantee entry, that decision remains the right of the immigration officials of the country concerned. Australians should contact the nearest embassy or consulate of each country/countries they intend to visit well in advance of travel. IYC Travel and airlines cannot be responsible for any losses if you fail to obtain the appropriate travel requirements prior to departure.

WHAT DOCUMENTS ARE NEEDED FOR DOMESTIC TRAVEL?

You must carry with you a print out of your e-ticket receipt and one of the following photographic identifications:

- A valid passport.
- A valid driver's licence issued under the law of the Commonwealth of Australia or an Australian State or Territory.
- Any document that identifies you and is issued by an authority of the Commonwealth of Australia or an Australian State or Territory.

WHAT DOCUMENTS ARE NEEDED FOR INTERNATIONAL TRAVEL?

You must carry the following documents on your person during all travel:

- Your passport (which must have at least 6 months validity for the entire duration of travel).
- Your Visas, where required.
- A print out of your E Ticket.
- A print out of your Travel Insurance, where applicable.
- A print out of all land documents eg Hotel, Car, Tour Vouchers.
- When travelling to/via the United States of America under the Visa Waiver Program, you will also need your printed confirmation indicating that you have successfully registered and are authorised to travel to the United States under the Electronic System for Travel Authorisation.

HOW DO I KNOW YOU ARE A LICENSED TRAVEL AGENT AND A MEMBER OF THE TRAVEL COMPENSATION FUND?

We are a licensed Travel Agency our license number is TA 3288257. We are also a member of the Travel Compensation Fund.

WILL I NEED TRAVEL INSURANCE FOR MY HOLIDAY?

It is highly recommended you take travel insurance for all holidays, most airfares are non refundable and other travel products have heavy cancellation policies. To avoid losses you can go to our Insurance tab and issue your insurance policy for your holiday.

HOW WILL I KNOW IF IT IS SAFE TO TRAVEL TO A COUNTRY?

Before you plan overseas travel, visit Smart Traveller website www.smartraveller.gov.au for up to date travel advice.

WHAT IF I HAVE A QUESTION WHICH IS NOT COVERED IN THESE FAQs?

You may contact us on (07) 5595 7588 during business hours. (Monday to Friday, 8.30am - 4.30pm, excluding public holidays) or email us at reservations@iyctravel.com.

PRIVACY - HOW DO YOU COLLECT AND USE MY PERSONAL INFORMATION?

Please refer [Privacy Policy](#).