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## BOOKING TERMS & CONDITIONS

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Please read the following booking conditions carefully. The booking conditions apply to all bookings made with La Petite Travel Agency Pty Ltd.

### BOOKING YOUR HOLIDAY

The client accepts these booking conditions on behalf of all passengers. You accept the booking conditions in their entirety and constitute agreement. These conditions cannot be varied or any part varied without written consent of La Petite Travel Agency. All components of the travel arrangements are provided by suppliers which operate under standards laid down by local authorities and that we believe to be reputable. Bookings are subject to the terms and conditions and limitations of each supplier. Provided your booking has been made in accordance with the deposits and payment conditions set out in your booking invoice the travel documents.

### CHANGES IN PRICE AND ITINERARIES

Prices are subject to change without notice due to fees, taxes or currency fluctuations.

### PAYMENTS

#### NON REFUNDABLE BOOKINGS & AIRFARES

Instant payment is required for all airfares and non-refundable holiday components

#### FLEXIBLE BOOKINGS

To secure the booking a non-refundable deposit is required within 7 days of confirmation of the passengers travel arrangements in accordance with the following general guidelines.

Air, hotel, tour packages: \$200 per person

Bookings including a cruise: \$300 per person

HOTEL, CRUISELINE AND AIRLINE DEADLINES MAY VARY AND THESE WILL BE ADVISED AT THE TIME OF CONFIRMATION.

### FINAL PAYMENTS FOR FLEXIBLE BOOKINGS

At least 45 days before departure - Air, hotel, tour packages

At least 60 days before departure - Bookings including cruises

Full payment is required within 48 hours of confirmation if the booking is made within:

45 days of departure - Air, hotel, tour packages

60 days of departure - Bookings including cruises

The above deadlines may vary due to conditions imposed by suppliers.

La Petite Travel Agency reserves the right to cancel bookings where payments have not been received by the payment due date(s) shown on the booking invoice.

## CANCELLATIONS/AMENDMENTS AND REFUNDS

In the event the passenger cancels their booking all deposits paid are non-refundable. Airlines, hotels and tour operators may impose their own cancellation fees. These details will be advised to the passengers by the travel agent in the event of a booking cancellation. No refunds or amendments can be made once travel has begun. First amendments made prior to payment in full will be free of charge. Any further amendments may incur a fee of \$200 per charge. Amendments after documents have been issued may not be possible or may be subject to fees imposed by airlines, hotels and other suppliers plus an amendment fee by La Petite Travel. Flights and passenger details may not be changed once ticketed. Refunds for unused accommodation/tours or services may or may not be refunded by La Petite Travel.

## WHAT'S NOT INCLUDED IN THE PRICE

Passport and visa fees, insurance, laundry, phone calls, insurance, beverages and meals not detailed in the itinerary, tips, excess baggage and all other items of personal nature.

## TRAVEL INSURANCE

La Petite Travel highly recommends travel insurance for all travellers.

## PASSPORTS, VISA AND VACCINATIONS

Each person must have a current passport with at least 6 months validity beyond their stay. It is the responsibility of all passengers to ensure they have the applicable visa, passport and health documentation by checking with the applicable embassies or consulates.

## TRAVEL ADVISORIES

Issued by the Australian Department of Foreign Affairs and Trade are available from the passenger's travel agent or by visiting [www.smartraveller.gov.au](http://www.smartraveller.gov.au). These advisories should be checked regularly prior to the passenger's departure.

## BAGGAGE

The baggage allowance is governed by relevant airline/cruise company conditions.

## HOTEL DESCRIPTIONS AND LOCATIONS

Descriptions featured are based on current international hotels guides and contractual agreements provided by the hotels and suppliers. Any facilities shown as included are subject to change at any time. Every effort is made to ensure the information provided is correct. Maps are not to scale and are provided as a guide to locations only. Hotel room photographs may not be exact to the actual room occupied.

## ROOMING

Any special requests should be made at the time of booking, any such request are not guaranteed and are subject to availability at the time of check-in at the hotel.

## VARIATIONS

If there are at any time circumstances beyond our control that require us to make changes to your travel arrangements, we reserve the right to cancel, reschedule departures and itineraries. Where it is necessary to change a hotel La Petite Travel reserves the right to substitute accommodation of at least a similar standard to that booked.

## RESPONSIBILITY

La Petite Travel acts as an agent only and accepts no responsibility for services provided by the airline, hotel or tour operator or any other service provider. By acceptance of vouchers and documents, the passenger agrees that La Petite Travel is in no way responsible or liable for loss, injury, damage to person, property or otherwise in connection with any and all transportation, accommodation and/or services resulting directly or indirectly from Acts of God, dangers incident to air, sea, fire, breakdown in machinery or equipment, acts of governments or other authorities de jure or de facto, wars - whether declared or not, acts of terrorism, hostilities, civil disturbances, strikes, riots, thefts, epidemics, medical or customs regulations, delays or changes in itinerary/schedules for any loss or damage resulting from improper or insufficient passports, visas or other documents or from any other causes beyond the control of La Petite Travel Agency.

When making a booking with La Petite Travel Agency, it is deemed that you have read, understood and accepted the conditions as set out herein. La Petite Travel Agency makes no representation as to the safety, conditions or other issues that may exist at any destination. International travel advice can be

obtained from various sources, including local government, local consular offices and the Australian Department of Foreign Affairs and Trade.

### CONSUMER CLAIMS

Any claims should be lodged in writing with supporting documentation within 14 days of return to Australia.

### ADDITIONAL CONDITIONS

The prices quoted by La Petite Travel Agency Pty Ltd are subject to change without notice in the event of unforeseen circumstances such as fluctuation in exchange rates, increase in land, cruise and airfare costs. Itineraries are subject to alteration if airlines schedules are amended or other conditions require it.