



## Booking Terms and Conditions

### Introduction

itravel franchise group is an ATAS accredited Travel Agent and a member of ATIA and IATA. itravel Griffith is a member of the itravel franchise group.

We sell and facilitate various travel arrangements and services on behalf of our Principals. Our principals are airlines, tour operators, hotels, cruise lines, other transport operators, other accommodation providers and other principal suppliers. References to "us", "we" and/or "our" in these booking terms and conditions shall mean itravel. We may receive fees, commissions, gifts or financial incentives from our Principals under this contract.

### Prices

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid for in full by you. Price changes can occur between the time you make a reservation and the date of full payment. Factors influencing price changes can be currency fluctuations, fuel surcharges, taxes and other provider increases outside of our control. In some circumstances a service fee for processing may be charged.

### Reservations/Airfares

Your reservation booking and/or airfare price are not guaranteed until full payment has been received and the flights are ticketed and/or reservation is confirmed. Most airline carriers will deny carriage if the name varies and the booking may be cancelled.

While we have taken great care to check your travel documents, it is your responsibility to check that the names on the tickets we provide you with are correct - documents including but not limited to, your name, travel dates and other particulars relating to your travel arrangements. 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. In the event of a name that does not exactly match your passport you must notify us immediately so we can attempt to correct the error. If you do not notify us immediately to correct the error, you may be denied boarding/ entrance and be liable for the cost of a new ticket/reservation.

You will be responsible for this cost if the error is a result of any of the following actions:

- a) You entered the incorrect name information;
- b) You received a copy of the booking prior to ticketing and did not notice or were unaware of the incorrect information;
- c) You did not check the ticket or itinerary or vouchers supplied to you by e-mail or mail, and only noticed this at the time;
- d) Any other reason that was not a direct error from itravel Griffith. You need to make sure that you check all the details. We will not at any time be responsible for any associated or incidental costs, including but not limited to missed flights, hotels, ground transport, loss of deposits or delays.

## Payment

Once a booking is confirmed, payment must be received within the payment deadline as advised by your itravel agent. Failure to pay for tickets or other travel documents within the deadline will result in automatic cancellation of the booking.

Payments are accepted by direct deposit, by cheque or by credit card. Some travel bookings may not be payable with a credit card. In some circumstances your credit card will be charged by the Principal. You authorise us to pass on your credit card details to the Principal. Credit Card payments will incur surcharges. When your credit card is processed by itravel you agree not to have your payment 'charged back' or reversed by your credit card provider where the services have been provided.

Direct deposits must be paid into the itravel Client Trust Account: CBA BSB: 062-548 Account: 1029-9198.

Please notify your itravel agent when direct depositing any monies to ensure no payment deadlines are missed. Payments must not be paid into any other bank account other than the itravel Client Trust Account.

## Credit Card Surcharges

Credit card surcharges of 1.5% for Visa and MasterCard, 3% for American Express and Diner's Club will apply when paying by credit card. You authorise us to charge all fees incurred by you in relation to the services provided to the credit card designated by you. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand.

## Refunds

If you cancel your travel arrangements and a refund is due, the refund will be made available to you once we received the monies from the Principal involved. Refunds can take up to 12 weeks for processing.

In some cases, you may not be able to claim a refund.

Each Service Provider may have their own terms and conditions applicable to your travel arrangements. It is important that you read and understand these for each of your bookings.

If your airline or other service provider cancels your trip you may be offered a voucher or credit which may entitle you to take the flight, tour or other service at a later date. A rebooking fee or service fee may apply.

## Amendments & Cancellation Fees

If you wish to cancel or change a confirmed reservation you are likely to incur fees. In some cases, itravel may charge cancellation and/or amendment fees in addition to those imposed by travel service providers. You should always check amendment or cancellation fee schedules with your itravel agent, before entering a transaction. All changes and cancellation requests must be made in writing by email. Changes will only be made after you confirm the change by replying to our email.

All airlines changes and cancellations can be made directly with the respective airline or through itravel Griffith. All itravel amendments and cancellation fees are in addition to the fees displayed in the airlines fare rules.

'NO-SHOW' AIRLINE CHARGES: Airlines charge 'no-show' fees if you do not turn up on time and miss the departure of your flight. If we receive a no-show charge from the airline, we will pass this charge on to you and you agree to be responsible for the payment. To avoid no-show fees, please cancel flights you cannot or do not intend to board, even if there is no refund.

## Airline Schedule Changes/ Missed Flights

Airlines often change flight schedules and your flight departure time could change at any time. It is your responsibility to check for any schedule changes least 24 hours before your flight departure time. If you are unable to verify your schedule, please call or visit the airlines website directly. itravel Griffith will not be responsible for any missed flights due to schedule changes. We will not be responsible for any loss as a result of a missed flight, arriving at the incorrect airport or terminal, or denied boarding for any reason whatsoever, including but not limited to, arriving late, not having the required visas or under the influence of alcohol. It is your responsibility to be at the airport by check-in time and to have the correct visas required. Airlines have different check-in times. You must be at the check-in counter at the check-in time provided by the airline or service provider. It is your responsibility to ensure you have a valid passport where required.

### **Travel Insurance**

itravel Griffith offer travel insurance. Without travel insurance you and/or your family are personally liable for covering any medical and associated costs you may incur while travelling. We strongly recommend you take out a full coverage travel insurance policy at the time you pay for your booking. All itravel agents are FSR compliant and can recommend a policy to suit your needs. It is your responsibility to read and fully understand the Product Disclosure Statement of your insurer.

### **Passports and Visa Requirements**

All travellers must have a valid passport with at least 6 months validity beyond the period of intended stay. Some countries require a longer validity. Permanent residents travelling on a foreign passport must hold a Resident Return Visa to re-enter Australia. We recommend that you check the entry requirements of the countries you plan to visit or transit, including all visa requirements, with the relevant foreign embassy or consulate. It is your responsibility to supply your full name as per your passport to your itravel agent. Incorrect names will incur cancellation and / or change fees.

### **Disclosure Authorisation**

In the event that a natural disaster or other emergency is reported to have occurred in a country where you may be visiting at that time, you authorise itravel to disclose the details of your itinerary and contact details to the Australian Department of Foreign Affairs and Trade.

### **Health Requirements and Vaccinations**

Some countries require you to be vaccinated against specific infection and/or diseases including but not limited to COVID-19. You should familiarise yourself with airline and other service providers' COVID requirements which may include but not limited to providing proof of full COVID-19 vaccination, the requirement to wear masks during travel and/or adhering to border control requirements.

We recommend that you consult with your doctor or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available at the Department of Foreign Affairs and Trade website: [smartraveller.gov.au](http://smartraveller.gov.au).

### **Accuracy of Information and Limitation of Liability**

itravel does not warrant the accuracy, completeness, or performance of the services offered by the Principals and we will not be liable in the event that you suffer loss, injury or disappointment by reason of any undertakings or failings of any Principal. itravel accepts no responsibility or liability for any failure or delay on the part of any Principal in providing travel services to you where your booking has been properly processed by itravel; nor is itravel responsible for any acts or omissions of Principals in the course of delivery of such travel services.

### **Force Majeure**

Neither Party will be liable for any failure or delay in performing an obligation under this Agreement that is due to any of the following causes to the extent beyond it's reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, outbreaks of infectious disease or any other public health crisis, civil commotion, breakdown or communication facilities, natural catastrophes, government acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalized lack of availability of raw materials or energy.

Force Majeure shall not include (a) financial distress nor the inability of either party to make a profit or avoid a financial loss, (b) changes in market prices or conditions, or (c) a party's financial inability to perform its obligations hereunder.

## Special Requests

Special assistance and dietary requirements can be arranged where possible provided we have advice at least 72 hours before you travel.

## Taxes

We collect taxes on behalf of various airports, airlines, cruise companies and governments. In some cases these taxes may not be refundable.

## Travel Advice

The Australian Government through the Department of Foreign Affairs and Trade regularly updates travel advice on various destinations - we recommend that you refer to [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for the latest updates before you travel.

## By agreeing to these Terms and Conditions you acknowledge:

- Names are spelt EXACTLY as per passport for all travellers (some airlines / suppliers do not permit name changes, those that do will impose a fee)
- I am travelling on an Australian passport
- I have been advised of the inclusions of my airfare (meals and baggage allowance)
- I understand it is my responsibility to check visas, immigration, health requirements and that my passport is valid for a least 6 months beyond my date of return to Australia.
- My flight / itinerary dates, times and cities are correct.
- I have been offered travel insurance.

## itravel Administration Fees

- Regional Express Airfares:				\$18.00 per booking
- Domestic Airfares:				\$33.00 per booking
- Short-haul International Airfares:				\$45.00 per person
- Long-haul International Airfares:				\$55.00 per person
- Around World Airfares:				\$110.00 per person
- E-Visas:				\$15.00-25.00 per booking
- Standard Visa (Postage)				\$55.00-\$85.00 per booking
- Foreign Currency (Cards & Cash):				\$25.00
- External Insurance Claim:				\$55.00
- Late booking fee within 7 days				\$55.00
- Cancellation Fee:				1% of Package Total <i>(plus any additional fees incurred by supplier)</i>
- Credit Card Fees:				
American Express:	3.0%	Diners Card:		3.0%
Visa Card:	1.5%	MasterCard:		1.5%

## Complaints

itravel is committed to providing an exceptional customer experience. Our highly trained and experienced consultants are focussed on giving value for money with the best possible service. We endeavour to resolve any complaint as quickly and efficiently. You can view our [Complaints Handling Policy here](#). Your feedback is always welcome as we continually strive for excellence.

### Your Rights Under Australian Consumer Law

Nothing in our terms and conditions excludes or limits your legal rights under Australian Consumer Law.

These terms and conditions were updated February 2024