

## JET AIR TRAVEL: BOOKING TERMS & CONDITIONS

### DEPOSIT

A non-refundable deposit per person, plus a signed and completed *JET AIR TRAVEL Booking Form* is required to confirm your booking. We highly recommend securing your travel insurance once your deposit is paid. JET AIR TRAVEL will take understanding that the participant has checked their confirmed travel arrangements and has read and agreed to the terms and conditions in this form upon receipt of the deposit and completed/signed *Booking Form*.

### FINAL PAYMENT

Full tour payment must be made NO LATER than 60 days prior to travel departure. In some instances, the tour operators require an earlier payment, please contact JET AIR TRAVEL for full details and to see if this applies.

### CREDIT CARDS

All credit card fees are non-refundable. MASTERCARD & VISA have a 2% surcharge. AMEX has a 3.2% surcharge. No other credit cards are accepted.

### PRICES

All prices stated in the tour flyer/brochures & promotional pamphlets are in Australian Dollars (\$AUD). JET AIR TRAVEL reserves the right to vary the cost of the tour, taxes and airline prices if necessary by reason of currency fluctuations, component cost increase, or airfare increase. All prices are subject to confirmation and local tour operators and associated hotels/airlines effective or be thus affected for any reason resulting in a change in original itinerary or an increase in costs, after the deposits are paid.

### VISA REQUIREMENTS

It is mandatory that you familiarise yourself with any visa requirements applicable to the countries you are visiting. Foreign nationals require a re-entry visa for Australia, which should be obtained before departure. JET AIR TRAVEL will not be held responsible for passengers travelling without the correct documents or expired travel documents.

### TRAVEL ADVICE

Please check for up to date travel advice and travel information on the Department of Foreign Affairs website

[www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)

If you are travelling to the USA/CANADA please ensure you visit the below listed websites

<http://www.cic.gc.ca/english/visit/eta-start.asp>

<https://esta.cbp.dhs.gov/esta/>

to register for a visa waiver program. This program does not automatically qualify entry to the USA & Canada.

### VALID PASSPORT REQUIRED

You must have a valid passport with a minimum of six months' validity from your arrival date back to the country you are departing from.

### DETAILS MUST MATCH PASSPORT

All passenger information provide on the booking/itinerary/tickets must exactly match the information on the passenger's passport. This is your responsibility and JET AIR TRAVEL does not hold or take any responsibility over any fees and or charges relating to and resulting in incorrect information provided by the passenger.

### TRAVEL DOCUMENTS

Tickets and documents will be dispatched approximately 2-3 weeks prior to your groups departure.

### ITINERARY VALIDITY

The information presented in our itinerary is correct to the best of our knowledge at the time of printing but is subject to change without notice. Changes may occur since publication with respect to prices, itineraries, duration of holidays service standards, tour content & airline fares and schedules. Please confirm details of your requirements at the time of booking to ascertain if there have been any alterations to the tour your select before you book.

### CANCELLATION

Deposits are non-refundable. All confirmed and ticketed air tickets are non-refundable. Any changes are subject to the airline or service provider's conditions, fees, and charges. The tour will operate subject to conditions that there is a minimum number of passengers confirmed and paid, specified by JET AIR TRAVEL. Please also see 'additional fees'. Once the booking is paid in full or partially paid, any cancellation will result in NIL REFUND, with no exemptions.

The above are JET AIR TRAVEL'S cancellation fees. Airlines and tour operators may have additional fees. Transfer of a confirmed booking to another tour or departure date is deemed to be cancellation of the original booking. No refund for cancellation or unused services on or after the commencement date. Please note that employees of any overseas suppliers are not authorised by JET AIR TRAVEL to make any undertakings or suggestions to our clients in respect to refunds or other matters.

### AMENDMENTS

All amendments to confirmed and ticketed bookings will be subject to the service providers, booking conditions, fees and amendments charges.

### ADDITIONAL FEES

Jet Air Travel has the right to increase the price of an advertised tour. This includes tours that are deposited and not yet fully paid by the client, if there are fluctuations in the foreign currencies involved in the transaction, or the service provider increasing their fees and charges. Additionally, If there is less than the minimum required full paying adult passengers in the group, then the full tour payment will be subject to an increase to ensure all tour costs are covered.

### NOT INCLUDED IN COSTS

Unless otherwise stated, international and domestic airfares, airport/hotel transfers are not included. Costs related to excess baggage, telephone calls, laundry, room service/porter tips and fees, passports, visas, vaccinations, passenger taxes, insurance, meals, emergency costs and all items of a personal nature are also not included unless otherwise stated.

### VACCINATIONS

Please discuss with your doctor in regards to any recommended or compulsory vaccinations and medical requirements. JET AIR TRAVEL is not responsible for this matter.

### FREQUENT FLYER PROGRAM

Jet Air Travel cannot guarantee that the airline you are booked on or the service provider will acknowledge you with points for your booking.

### RE-BOOKING & CHANGES

All re-booking and changes to flights, hotels and tours, including transfers, will be subject to the airline and tour provider's booking conditions, fees and charges.

### DEPOSITS

Your deposit may be securely held as a guarantee without being processed until the necessary minimum tour numbers are reached. In any case all deposits that have left JET AIR TRAVEL'S keeping is then subject to that provider's refund conditions and charges. JET AIR TRAVEL will not be held responsible for any deposit refunds.

### TRAVEL INSURANCE

It is required that you are insured while overseas for the duration of your tour. We highly recommend comprehensive travel insurance that covers cancellations, health requirements, luggage and additional expenses. The choice of insurer is at the sole discretion of the client. Any known client pre-existing illness must be declared to the travel insurance health nurse in confidence, for a full and proper assessment of travel insurance cover. Failure to disclose this information to the health nurse may result in a claim not paid.

### HOTEL AND TOUR INFORMATION

Whilst every effort is taken to ensure the accuracy of hotel and tour information, we rely on the information supplied to us. As all hotels and tour operators can make changes to the service and facilities, with or without notice, JET AIR TRAVEL cannot be liable for any errors or omissions caused by the hoteliers and operators concerned. JET AIR TRAVEL will not be held responsible for, and has the right to make, changes in any tour itineraries, including accommodation, air, or land transportation. This also includes places of interest visited, or not visited, with no exceptions. JET AIR TRAVEL are not liable or responsible for any changes made before tour departure, during the tour, or post-tour.

### TOUR CONDITIONS

JET AIR TRAVEL does not itself provide carriage services, accommodation, transport or tours. JET AIR TRAVEL acts as an agent for accommodation providers, air, coach, shipping, rail and other service and product providers (referred to as Service Providers). All products and services provided by Service Providers are provided on those Service Providers own terms and conditions which may include limitations and exclusions of liability. All bookings with JET AIR TRAVEL and all tickets, vouchers, receipts, coupons, exchange orders and other like documents issued to the client, are subject to each Service Providers terms and conditions governing the provision of the products and service to be provided by that Service Provider. JET AIR TRAVEL shall not be liable, whether in contrive, tort or otherwise, for any injury, illness, death, loss, damage, expense, delay or inconvenience resulting directly or indirectly from circumstances outside JET AIR TRAVEL'S control, including acts of nature, war, civil disturbances, strikes, floods, acts of government or authorities, breakdowns, accidents, disease, quarantine, terrorism, medical or custom regulations and alterations, cancellations or delays concerning itineraries, timetables or accommodation.

### CONSUMER CLAIMS

Should you encounter any problem on your holiday, it is always better to try and solve it directly with the supplier. If it is not possible to do so and you wish to lodge a complaint, please do so in writing within 30 days of completing your JET AIR TRAVEL arrangements.

### CONTRACT

The contract between JET AIR TRAVEL and the client shall be governed by the law of the State of Victoria. By making a booking with JET AIR TRAVEL, the client agrees to be bound by the terms and conditions referred to on the *JET AIR TRAVEL Booking Form*, found on the web site [www.jetairtravel.com.au](http://www.jetairtravel.com.au) or we can send you a copy by calling 03 9502 3385.



## **ITINERARY TERMS & CONDITIONS**

All services provided with terms and conditions detailed in *JET AIR TRAVEL: Booking Terms & Conditions*, and on our website at [www.jetairtravel.com.au](http://www.jetairtravel.com.au) or advised by JET AIR TRAVEL.

## **AGENCY**

JET AIR TRAVEL puts together holiday packages but is not itself a transport, tour, event or accommodation provider: it acts only as an agent for those service providers. It is therefore important for you to obtain and read the service providers' terms and conditions applicable to the products in your package. Also, make sure you are aware of any exclusions or limitations of liability imposed by the service providers, some of which may limit or exclude liability imposed the service providers, some of which may limit or exclude liability in respect to death, personal injury, delay and loss or damage to baggage. JET AIR TRAVEL has no responsibility for the products or services provided by these service providers, nor does it make or give any warranty or representation regarding the standard of those products or services. All bookings are made subject to the terms and conditions, and limitations of liability imposed by those service providers. Your legal recourse is against the specific provider and not JET AIR TRAVEL. If for any reason any travel service provider is unable to provide the services for which you have contracted, your remedy lies against the provider and not with JET AIR TRAVEL.

## **LIABILITY**

To the maximum extent permitted by law, we exclude all liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third-party providers whom we have no direct control, and for any loss or damage whatsoever (including but not limited to physical and psychological injury and loss or damage to property of whatever nature) that may arise in any way in connection to the offer or supply of products or services through JET AIR TRAVEL or any third parties, or in connection with the supply of such products or services. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event that is beyond our control, which is not preventable by reasonable diligence on our part.

## **TRAVEL ADVICE**

JET AIR TRAVEL makes no representations as to the safety, conditions or other issues that may exist at any destination or at any hotel. For advice, please contact the Australian Government's Department of Foreign Affairs and Trade or visit their website at [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au).

## **IMPORTANT INFORMATION**

It is essential that prior to your departure you have fully read and understood the *JET AIR TRAVEL: Booking Terms & Conditions*.

## **HOTEL CHECK-IN**

Please note that most hotels allow check-in from 2pm, except for the USA where check-in is usually available from 3pm. If earlier guaranteed room use is required, the previous night must be pre-booked and prepaid.

## **LOCAL ASSISTANCE**

In the unlikely event of any difficulty being encountered with a pre-purchased service, please refer the matter to the local service provider hotelier or tour operator responsible, so the matter can be settled quickly. Should you be unable to reach a satisfactory outcome, please contact JET AIR TRAVEL. All receipts for claims must be kept and submitted to JET AIR TRAVEL on your return.

## **AMENDMENTS PRIOR TO DEPARTURE**

Should you request any alteration after documentation has been issued, the supplier may impose a change fee or treat as a cancellation. Previously issued documentation will need to be returned to JET AIR TRAVEL.

## **AMENDMENTS AFTER DEPARTURE**

JET AIR TRAVEL is unable to assist in changing your arrangements after your departure. Should your plans change whilst you are on holiday, please contact the service provider listed on your documents directly.

## **CANCELLATION CHARGES**

The specific cancellation charges are detailed on the *JET AIR TRAVEL: Booking Terms & Conditions*.

## **REFUNDS**

Deposits are non-refundable. All confirmed and ticketed air tickets are non-refundable. Any changes are subject to the airline or service provider's conditions, fees, and charges, plus amendment charges from JET AIR TRAVEL. Once the booking is paid in full or partially paid, any cancellation will result in NIL REFUND, with no exemptions. No refund is available for unused services, unused vouchers, or travel not commenced / undertaken by passenger.



### **EXTRA SERVICES**

JET AIR TRAVEL and associated representatives will not except responsibility nor approve requests to pay costs for extra services requested by clients not included as prepaid on the voucher. It is your responsibility to settle these costs, when incurred, direct with the supplier.

### **PRODUCT OR SERVICE SUPPLIED**

If our supplier, due to unavoidable circumstances must alter inclusions, product of similar value and standard will be supplied. We will endeavour to advise you as quickly as possible of all changes and options available to you.

### **DOCUMENTATION**

Unless vouchers have been provided, this itinerary is all that is required for travel. Suppliers will only accept the documents or vouchers issued by JET AIR TRAVEL. When vouchers are issues, any lost, stolen, unused or destroyed vouchers may incur reissue fees.

We are mindful of your safety and suggest that you keep informed on any current travel advices issued by registering your travel arrangements with [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au).

We wish you an enjoyable journey, and thank you for giving us the opportunity to provide your travel arrangements. We look forward to being of service again when you next travel.

HAPPY TRAVELS!

## **PAYMENT INFORMATION BELOW**

### **EFT Bank Transfer**

Bank Account Name:	JET AIR TRAVEL
Bank BSB:	063-581
Bank Account Number:	1034-5233
Payment Reference:	Passenger Surname

### **Debit / Credit Card**

Please call Jet Air Travel on (03) 9502 3385 to process card payment over phone.