

TERMS & CONDITIONS – Last updated 07th June 2021

This document contains the Terms and Conditions of the contract between you and Travel Boutique. Our Terms and Conditions will be provided at the of, or before you enter into a sale with us. By making a payment on your booking, you agree that you have read, understood, and are legally bound by this contract.

If you are not at least 18 years of age, your legal guardian must accompany you when making your booking.

Travel Boutique acts as an agent selling products on behalf of a third party supplier. Our obligation is to make travel bookings and arrange any relevant services required creating a contract between you and the service provider. Travel Boutique takes no responsibility or gives any warranties for services booked with third party suppliers. All bookings made on your behalf by Travel Boutique are subject to the terms and conditions imposed by the service provider, including conditions of carriage and limits on liability. It is your responsibility to read and understand all supplier terms and conditions before making payment to secure your booking.

In the event an accident, disaster or emergency is reported to have occurred in a country where you will or may be travelling, you authorise Travel Boutique to disclose to the Australian Government Department of Foreign Affairs and Trade, details of your itinerary (including without limitation, transport and accommodation arrangements) and your contact details within Australia and overseas.

BOOKING AND PAYMENT TERMS

All prices quoted by Travel Boutique are subject to change at any time. Bookings are not secured until a deposit is received and prices are subject to change until your booking is paid in full.

Your booking price may change/increase/decrease due to currency, tax and fuel fluctuations imposed by third party suppliers. Quoted prices will be reconfirmed prior to final payment being made. Travel Boutique has no control over such charges and pricing fluctuations imposed by service providers.

Local travel, airport taxes and charges may apply while traveling abroad. These charges are not included in taxes paid to Travel Boutique.

PAYMENT OPTIONS

Payment can be made in cash or by bank cheque. Payments made by personal cheque will not be accepted within 5 business days of payment due date.

To make payment by credit card, please click here - <https://pay.travelpay.com.au/TRAVBOUTQ> - Google Chrome recommended.

Please enter your surname as the reference and note that merchant fees apply. *Visa/Mastercard 1.2% - Premium Visa/Mastercard 1.95% - American Express 1.95% - Diners Club 2.5% - International cards 3.0%*

Direct deposit can be made into the following account -

Bank: Commonwealth Bank

Account name: Travel Boutique Vic

BSB: 063886

Account: 10521907

Please use your surname as reference and email a copy of your receipt once processed

CANCELLATION AND AMENDMENT FEES

All deposits paid to Travel Boutique are non-refundable.

Please ensure you read all relevant supplier terms and conditions prior to paying a deposit on your booking. These will be outlined with your booking confirmation and can be obtained upon request. Many airline tickets and other booked travel services may be fully non refundable or carry heavy cancellation penalties, it is your responsibility to ensure you are aware of the penalties which apply to your travel bookings prior to making any payment.

Travel Boutique Cancellation and amendment fees apply in addition to those of the suppliers your booking is placed with. Booking fees and commission earned as part of any payment received by Travel Boutique is non refundable and non transferable.

Cancellation and amendment fees apply (Fees and Charges Schedule can be obtained on request). Please be aware that refunds, if applicable, may take 60-90 days to be processed by Airlines, Suppliers and Tour Companies.

It is your responsibility to provide Travel Boutique with passport copies/photo ID to ensure all names are spelt correctly at the time of booking and prior to making deposit payment. Travel Boutique will not be liable for any fees and charges imposed by third party suppliers for incorrect spelling of passenger names.

PASSPORT, VISA AND HEALTH REQUIREMENTS

Passports must be valid at least 6 months after your confirmed return date to Australia.

Please provide Travel Boutique with a copy of each passenger passport at the time of booking.

Ensure you check visa requirements for all countries you will visit, prior to departure from Australia. If you are not travelling with an Australian passport, please ensure you have valid re entry permits and/or visas prior to departure.

For up to date visa information or to process your visa application please visit - <http://www.visalink.com.au/tboutique>

It is the passenger's responsibility to ensure they are aware of these requirements prior to booking travel. Any costs incurred by the passenger as a result of not meeting the requirements of entry into a country are the sole responsibility of the passenger. Travel Boutique does not accept any liability.

In the event you are travelling to a country/countries which do not require a visa for Australian passport holders, it is your obligation to advise us of any arrests or convictions in respect of any offence or breach of law. Non disclosure of this information may lead to your being refused entry to certain countries. Travel Boutique accepts no responsibility if such information is withheld. If you would prefer not to disclose this information to our staff, you must contact the embassy of each country to make your own arrangements in regard to entry to each country.

It is your responsibility to become aware of any health requirements for your travel destination. We highly recommend you consult your Doctor for advice on required/recommended vaccinations for your destination/s or contact Travelvax on 1300 360 164 or visit their website at www.travelvax.com.au Vaccinations may need to be administered well in advance of departure. It remains your responsibility to ensure these vaccinations are received with ample time prior to travelling. Your doctor will also be able to provide you with written verification for any medication you may be required to carrying whilst on holiday.

TRAVEL INSURANCE

Travel Boutique strongly recommend that travel insurance is purchased at the time of booking. Travel Boutique can provide you with a quote and copy of the relevant providers Product Disclosure Statement (PDS). Please read the PDS carefully before purchasing a policy to ensure it provides the right level of cover for your needs. Should you wish to proceed with a policy, please inform your Travel Boutique consultant who will issue the policy on your behalf. A cooling off period applies from the date the policy has been issued.

Any pre-existing medical conditions will need to be disclosed to the insurance company prior to purchasing a policy and a surcharge may apply. Travel Boutique accepts no responsibility for cancellation/refusal of policies and/or any claims made to the insurance provider. Travel Boutique respects your privacy and abides by the Privacy Amendment Act 2000.

Should you require Travel Boutique to lodge or assist you in lodging an insurance claim for a policy not purchased through Travel Boutique, there is a minimum charge of \$150.00 per submission.

FREQUENT FLYER POINTS

Please provide Travel Boutique with your Frequent Flyer Membership details at the time of booking. It remains your responsibility to check with the relevant airline to ascertain whether your flights will earn you points. Some discounted fares may not be eligible. Always retain your boarding passes for proof of travel in case of points claims after travel has been completed. Travel Boutique does not take any responsibility for lost or unissued Frequent Flyer Points.

DISCLOSURE OF FEES AND COMMISSIONS

Travel Boutique may charge a booking fee and a schedule of these is provided at the time of booking, prior to receiving payment.

Travel Boutique may receive commissions from third party suppliers/airlines under this contract

Booking fees charged and commissions earned that form part of any payment made to Travel Boutique are non refundable and non transferable in case of cancellation or amendment to your booking.

LIMITATION OF LIABILITY

Subject to Australian Consumer Law, Travel Boutique does not accept any liability in contract, tort or otherwise for any injury, damage, loss, delay, additional expense or inconvenience caused by suppliers or third party providers over whom we as agents have no direct control.

Travel Boutique is not liable for Force Majeure or any other event which is beyond our control and not preventable by Travel Boutique.

YOUR RESPONSIBILITY

You have read Travel Boutique Terms and Conditions and agree to be bound by those.

You have read all relevant airline/supplier/third party service provider Terms and Conditions and agree to be bound by those.

You are responsible for checking the accuracy of all documents provided to you.

OTHER USEFUL INFORMATION

For Australian Government travel advice, please visit www.smartraveller.gov.au

For Australian Embassies and Consular assistance, please visit www.dfat.gov.au

After hours emergency assistance please call +61 451 096 144

TRAVEL BOUTIQUE TRADING HOURS

Monday to Friday 9am - 5pm AEST

Saturday By appointment

Sunday Closed

COMPLAINTS HANDLING PROCEDURE & COMPLAINTS FORM

Can be found on our website at - www.travelboutique.com.au

ACCEPTANCE OF THIS CONTRACT

For booking confirmations received by email, please reply "I agree YES to all booking terms and conditions and confirm that my itinerary and booking details are correct" which is suffice to replace signature required below.

I, _____ agree that I have read and understood the above Terms and Conditions in relation to my booking and have also read and understand all relevant supplier terms and conditions which apply to my booking. By providing payment I acknowledge that I am bound by these terms and conditions on behalf of all traveling person/s.

Signed: _____

Date: _____

FEES AND CHARGES SCHEDULE

DEPOSIT												
Domestic	\$110.00 per person	All deposits are in addition to those required by relevant suppliers and are non refundable										
International	\$220.00 per person											
VISA ASSISTANCE	\$120.00 per person per consulate	Assistance with online visa \$33.00 per person										
ITINERARY FEES	\$90.00 per adult	Capped at \$220.00 per booking										
<i>INTERNATIONAL</i>	\$45.00 per child											
ITINERARY FEES	\$44.00 per adult	Capped at \$150.00 per booking										
<i>DOMESTIC</i>	\$44.00 per child											
FREQUENT FLYER REDEMPTIONS	\$110.00 per person											
AMENDMENT FEES	International \$55.00 per booking per change Domestic \$33.00 per booking per change											
CANCELLATION CHARGES	As per relevant supplier/wholesaler/airline/consolidator Terms and Conditions	All commissions on paid or part paid bookings are retained										
REFUND PROCESSING FEE	\$55.00 per refund											
ASSISTANCE WITH SUPPLIER ONLINE BOOKING FORMS	\$33.00 per person	Eg Tour or Cruise mandatory online booking registrations										
CREDIT CARD CHARGES	<i>If Travel Boutique is Merchant –</i> <table border="0"> <tr> <td>Visa/Mastercard</td> <td>1.2%</td> </tr> <tr> <td>Premium Visa/Mastercard</td> <td>1.2%</td> </tr> <tr> <td>American Express</td> <td>1.95%</td> </tr> <tr> <td>Diners Club</td> <td>2.5%</td> </tr> <tr> <td>International cards</td> <td>3.0%</td> </tr> </table>	Visa/Mastercard	1.2%	Premium Visa/Mastercard	1.2%	American Express	1.95%	Diners Club	2.5%	International cards	3.0%	<i>If supplier is merchant –</i> Exact charges will be confirmed prior to payment being finalised
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