



# Booking Terms & Conditions



GLOBAL

 *Travel*  
CLUB

THE GLOBALTRAVEL TRUST TRADING AS  
GLOBAL TRAVEL CLUB ABN 42 733 625 594



# *Booking Terms & Conditions*

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## **BY MAKING PAYMENT ON THIS INVOICE, YOU AGREE THAT:**

- ALL NAMES ARE CORRECT AS PER TRAVELLING PASSPORTS
  - ALL PASSPORTS HAVE AT LEAST 6 MONTH VALIDITY FROM YOUR DATE OF RETURN, OR YOU WILL BE OBTAINING A NEW PASSPORT PRIOR TO TRAVELLING.
  - YOU HAVE ALL NECESSARY ENTRY, TRANSIT & RE-ENTRY VISAS REQUIRED FOR YOUR TRAVEL ARRANGEMENTS.
  - THE DATES, TIMES AND PRODUCTS BOOKED ARE CORRECT,
  - YOU UNDERSTAND AND AGREE TO THE TERMS & CONDITIONS OF EACH PART OF YOUR BOOKING, AND TO THE FOLLOWING BOOKING TERMS & CONDITIONS.
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Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. References to "us", "we" and/or "our" in these booking terms and conditions shall mean The Global Travel Club Trust (Trading as Global Travel Club and Global Travel Club) which includes, but is not limited to any of its related bodies corporate, directors, employees or sub contracted agents.

These terms and conditions apply to bookings you make with our consultants (face to face, over the phone or by email) as well as online bookings you make on our website. We will rely on the authority of the person making the booking to act on behalf of any other traveller on the booking and that person will bind all such travellers to these terms and conditions.

All agents operate independent businesses under separate ABN's. Your contract and agreements are with your Travel Agent's Business not The Global Travel Trust (Global Travel Club & Global Travel Network).

## **PASSPORTS & VISAS**

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Australian passport. If this is not

the case, you must let us know. It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part).

If you need information regarding visas, passports and other travel document requirements for your trip, please let your consultant know. We can provide you with general information on visa and passport requirements that apply to international travel bookings you make with us. Our consultants can also obtain more specific information from an external visa advisory service provider on your behalf (if you wish, we can assist you to obtain visas through this external service and fees will apply).

We do not warrant the accuracy of information provided by any external service and accept no liability for any loss or damage which you may suffer in reliance on it.

If you are travelling to, or transiting via the United States please see <https://esta.cbp.dhs.gov> for important information regarding compulsory pre-registration for their visa waiver program ("ESTA"). Australian passport holders will not be able to enter the United States without a valid ESTA (or visa). Please note, you may not meet the eligibility requirements of ESTA and may be required to obtain a visa.

If you are travelling to, or transiting via Canada please see <http://www.cic.gc.ca/english/visit/eta.asp> for important information regarding compulsory electronic travel authorisation for visa-exempt foreign nationals ("ETA"). Australian passport holders will not be able to enter Canada without a valid ETA (or visa) from 15 March 2016. Please note, you may not meet the eligibility requirements of ETA and may be required to obtain a visa or permit.

## **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. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases. Please contact your consultant for up-to-date prices.

## **OUR CHANGE & CANCELLATION FEES**

Subject to your refund and remedy rights under the Australian Consumer Law, the following change and cancellation fees apply to all bookings:

Changes to Domestic/Trans-Tasman bookings will incur a fee of \$30 per passenger per booking in addition to supplier fees.

Cancellations to Domestic/Trans-Tasman bookings will incur a fee of \$50 per passenger per booking in addition to supplier fees.

Changes to International bookings (excluding Trans-Tasman bookings) will incur a fee of \$75 per passenger per booking in addition to supplier fees.

Cancellations to International bookings (excluding Trans-Tasman bookings) will incur a fee of \$300 per passenger per booking in addition to supplier fees.

Please keep in mind that some elements of your booking may be completely non-refundable due to supplier booking conditions.

## **SUPPLIER CHANGE & CANCELLATION FEES**

Cancelled bookings will incur supplier fees unless fully flexible rates have been requested and paid for (at an additional premium). Supplier cancellation fees can be up to 100% of the cost of the booking, regardless of whether travel has commenced.

Supplier fees may also apply where a booking is changed and when tickets or documents are re-issued.

Where we incur any liability for a supplier cancellation fee for any booking which you change or cancel, that fee and any other associated costs are payable by you. You agree to indemnify us for the amount of that fee.

Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds (less fees and any other associated costs) from that supplier.

## **DEPOSITS & FINAL PAYMENT**

You will be required to pay a deposit or deposits when booking. Your consultant will advise you of how much that will be.

All deposits, scheduled group travel instalment payments are non-refundable for changes of mind or cancellations. (Subject to your rights under the Australian Consumer Law).

Final payment is required no later than 6 weeks prior to departure unless otherwise stated. Some fares or services must be paid in full at the time of booking.

## **PAYMENT BY CREDIT & DEBIT CARDS**

The following Credit card surcharges apply:

- 1.2% for MasterCard Credit and Debit Cards
- 1.4% for Visa Credit and Debit Cards
- 1.8% for American Express
- 2.5% for Diners Club
- 3.0% for International Cards

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.

## **TAXES**

Airline taxes are subject to change and are confirmed at the time your airline ticket is issued. There may also be a local tax charged at some airports and city hotels.

## **TRAVEL INSURANCE**

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Travel insurance is also strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel.

We are an authorised representative of CoverMore Insurance Services Pty Ltd (ABN 95 003 114 145) ("Cover-More") and nib Travel Services (Australia) Pty Limited (ABN 81 115 932 173, AFSL 308461), also trading as SureSave Pty Limited. We receive financial and non-financial benefits when you buy travel insurance products through us. We, Cover-More nib Travel Services and SureSave are authorised to provide you with general advice about, and arrange, travel insurance products on behalf of the insurers, Great Lakes Reinsurance (UK) SE (ARBN 127 740 532 ABN 18 964 589 576) trading as 'Great Lakes Australia', a limited liability company incorporated in England and Wales for Cover-More, and XL Insurance Company SE (Australia Branch) ABN 36 083 570 441. XL Insurance Company SE is part of AXA XL, a division of AXA for SureSave and nib.

You must read the Combined Financial Services Guide/Product Disclosure Statement before you decide to buy the travel insurance product you are considering purchasing to ensure it meets your needs and financial situation. The Combined FSG/PDS also contains information about the conditions, limits and exclusions that apply to the insurance, the relative cooling off period, and how you can access their Privacy Policies and complaints handling procedures.

Please contact your consultant to take out travel insurance through us or if you have any questions about Cover-More's travel insurance products. If you purchase travel and decline travel insurance, you may be required to sign a disclaimer.

## **TRAVEL ADVICE**

We recommend that you contact the Department of Foreign Affairs and Trade or visit their website at [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.

## **HEALTH**

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available from DFAT.

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

## **SERVICE GUARANTEES**

Our booking and advisory services come with a guarantee that: they will be provided with due care and skill; they will be reasonably fit for the specified purpose; they can reasonably be expected to achieve the desired result; and they will be provided within a

reasonable time. If we fail to meet any of these guarantees, you have rights under the Australian Consumer Law.

## **SPECIAL REQUIREMENTS**

Please liaise with your consultant regarding any special requirements you may have for your travel arrangements such as special dietary and/or seating requests, room types or accessibility requirements such as wheelchair assistance, clearance for medical equipment on board or accessible rooms.

## **FREQUENT FLYER**

Frequent Flyer: When booking with one of our consultants, please let them know your frequent flyer membership details (or other applicable loyalty program details) for inclusion in your booking. Please check your frequent flyer program (or other applicable loyalty program) for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking. If you are wanting to upgrade using your frequent flyer points, please advise your consultant at the time of booking to ensure you purchase an upgradeable fare.

## **TRAVEL DOCUMENTS**

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. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder.

An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in names, dates or timings. It is your responsibility to collect all travel documents from us prior to travel. As a general rule your travel documents will be available for collection 2 weeks prior to departure, however this will depend on your individual arrangements. Please contact your consultant to confirm when your travel documents are ready for collection.

## **SCHEDULE CHANGES**

We will always do our best to notify you of any major schedule changes however it is your responsibility to ensure you arrive at the relevant airport with enough time to be accepted onto your booked flight.

You agree to indemnify us for any costs associated with missed flight connections due to airline (or other supplier) delay or schedule/time changes even if we were notified.

We recommend that you contact the airline to confirm your scheduled departure time 24 hours prior to your flight departure. This can be done online (through the airline's website or social media) or by calling your airline or consultant.



## **AGENCY**

We act as an agent for, and sell various travel related products as agent on behalf of, numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, as well as all of our wholesalers. Any services we provide to you are collateral to that agency relationship.

Our obligation to you is to (and you expressly authorise us to) make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties.

All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us.

Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted, your rights are against that provider and not against us.

## **LIABILITY**

To the extent permitted by law, neither The Global Travel Trust (Global Travel Club & Global Travel Network) nor any of its related bodies corporate, directors, employees or agents 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 the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part.

Our liability will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage.

Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

All agents operate independent businesses under separate ABN's. Your contract and agreements are with your Travel Agent's Business not The Global Travel Trust (Global Travel Club & Global Travel Network).

## **PRIVACY POLICY**

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy, which is available online at [www.travelexecs.com.au/privacypolicy](http://www.travelexecs.com.au/privacypolicy) or from your consultant. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy.

In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service providers (e.g. airlines, accommodation or tour providers) with whom you make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business is based. We may also disclose your personal information to our overseas related entities and to service providers who perform services for us within and outside of Australia.

Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person (including any overseas recipients), you agree that we will not be required to ensure that person's compliance with Australian privacy laws or otherwise be accountable for how they handle your personal information. When used above, "disclose" includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

## **MONIES NOT HELD ON TRUST**

All monies paid by you to us will be the property of The Global Travel Trust and will be a debt due and payable to the travel service provider once the services to which the money relates have been provided or are required. You agree and acknowledge that such monies will not be held by us on trust for or on behalf of you, and we may hold such monies in any account as we see fit, including with other customer monies.

## **GOVERNING LAW**

If any dispute arises between you and us, the laws of Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Australia, and waive any right that you may have to object to an action being brought in those courts.

## **ACKNOWLEDGEMENT**

You acknowledge that you are 18 years of age or older and that you understand and agree with the above Booking Terms and Conditions.

You acknowledge that by making payment on your invoice you the above Terms & Conditions are enacted.