

Eastern Hill Travel Terms and Conditions and Privacy Statement Effective 1st January 2020

General Conditions

Route Sixty-Six Travel Pty Ltd trading as Eastern Hill Travel acts as an agent for, and sells travel related products as an agent on behalf of, transport, accommodation and other service providers, including but not limited to airlines, tour operators, rail service providers, cruise line operators, as well as general travel product wholesalers.

By engaging our services, you authorise us to make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers.

Eastern Hill Travel exercises care in selecting, recommending, and booking reputable travel service providers to you, however we have no control over, or liability for, the services provided by any third-party travel service providers. In the event of a service failure of a travel service provider we have booked on your behalf, we will provide feedback to the travel service provider. Any subsequent correspondence or claim, legal or otherwise, regarding the service failure is between you and the travel service provider.

All bookings made with travel service providers on your behalf are subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by those travel service providers. We can provide you with copies of the relevant travel service provider terms and conditions on request.

Pricing

Eastern Hill Travel may from time to time advertise or display prices on behalf of travel service providers.

All prices displayed are for cash payments. Other forms of payment are accepted however these may attract a fee.

Prices and taxes (if included) are correct at time of advertising or display and are subject to change without notice. The travel service provider may withdraw the pricing offer at any time.

Any advertised or displayed price is subject to availability, and the offer is subject to the terms and conditions of the travel service provider.

Any advertised or displayed price, or any quote offered, is current at the time of enquiry. Prices are not guaranteed until bookings have been secured and you have paid. Every effort is made to ensure prices are correct at the time of quoting, however additional levies, government charges & other applicable fees, including additional taxes, surcharges and visa fees specific to your departure date or flight routing, may not be apparent until bookings are finalised.

Eastern Hill Travel charges professional service fees for a range of services. The fees are displayed on our premises and where they apply, will be advised to you before any bookings are made on your behalf.

Deposit and 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 are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law). Final payment date is subject to the terms and conditions of the travel service provider. Some services, including but not limited to airfares, must be paid in full at the time of booking.

Payments made by cash or direct deposit to our bank account do not attract any fees. Other forms of payment may attract fees. Payments by cheque are not accepted for any product requiring immediate payment, and final arrangements will not be confirmed until the cheque funds have cleared to our bank account.

Passports, Visas, and Health Requirements:

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 finalising an international travel booking, we will assume that all travellers on the booking have a valid Australian passport. It is your responsibility to advise us if you hold other than an Australian Passport.

Many countries require Australian Passport holders to have a visa or travel authority prior to entering that country. This may take a number of forms including but not limited to a physical stamp or sticker in a passport, an official document that must be presented with the passport, or an electronic travel authority. Any advice provided regarding entry documents is correct at the time the advice is provided and is subject to change. It is your responsibility to ensure you have the correct entry documentation for any country.

Many countries require certain vaccinations or health precautions to be taken when visiting that country. Australia requires people who have travelled to some countries in Africa and South America to provide proof of vaccination against some illnesses before entering Australia (including Australian residents and citizens returning to Australia). It is your responsibility to meet the correct health requirements, and we recommend discussing these requirements with a doctor.

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. Your insurance protection should include cover for cancellation, medical and repatriation expenses, personal injury and accident, death and loss of personal baggage and money and personal liability insurance. Evidence of such insurances should be produced to your travel consultant on request. Insurance cover offered by credit card companies or reciprocal medical cover agreements are often not necessarily comprehensive. Your travel consultant can provide information to you about travel insurance. For details of the services they provide, including a quote, please refer to the insurer's Financial Services Guide/Product Disclosure Statement.

Travel Advice:

We recommend that you contact the Department of Foreign Affairs and Trade or visit their website at 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.

Change and Cancellation Fees:

Travel service providers may charge change and cancellation fees in accordance with their terms and conditions, up to 100% value in the case of non-refundable services. These fees will be passed on to you. In addition to supplier fees, Eastern Hill Travel may charge fees to transact any changes or cancellations on your behalf. The fees are detailed on our Schedule of Professional Fees and are subject to change.

Privacy Policy:

Eastern Hill Travel may, in the course of arranging travel for you, receive and hold personal information about you, that includes but is not limited to, your full name, your contact details, your business or home address, your date of birth, your passport data, details of any loyalty program memberships, and other data relevant to the services we provide you.

We are committed to protecting your personal information and expressly agree not to disclose your personal information unless authorised by you.

For some travel bookings, personal information including but not limited to, passport data, identity information, membership of loyalty programs, or contact details, is required. In these circumstances, you agree that transacting travel bookings authorises us to disclose only the required personal information when required, in order to finalise these travel bookings on your behalf.

SCHEDULE OF PROFESSIONAL SERVICE FEES EFFECTIVE 1st JANUARY 2020

DOMESTIC	SERVICE FEE INCLUDING GST
DOMESTIC BOOKINGS	<p>\$44 per person per booking (not including frequent flyer redemption bookings). Fee waived when booked in conjunction with international flights.</p> <p>\$55 per person per booking for domestic frequent flyer redemption bookings.</p>
INTERNATIONAL	SERVICE FEE INCLUDING GST
INTERNATIONAL BOOKINGS	<p>\$110 Quote and itinerary preparation fee (converts to deposit when booking is confirmed and paid).</p> <p>\$55 per person per trip for New Zealand/South Pacific flights.</p> <p>\$110 per person per booking for international frequent flyer redemption bookings, and airline or hotel or other bookings made on-line.</p> <p>\$75 per person per visa (plus any fees charged by the consulates, embassies, and couriers).</p>
CHANGES AND CANCELLATIONS	SERVICE FEE INCLUDING GST
	<p>Supplier change and cancellation fees apply.</p> <p>Additional Eastern Hill Travel fees</p> <ul style="list-style-type: none"> • Change fee \$55 per person. • Cancellation fee may be applied up to 10% of total trip or component value.
INSURANCE CLAIMS	SERVICE FEE INCLUDING GST
	<p>\$110 per person per claim, for providing documents, assistance lodging claim, and liaising with insurance companies</p> <p>Fee waived for insurance policies purchased through Eastern Hill Travel</p>