



ABN 82008897238

We are delighted that you have booked your holiday through Au Revoir Travel it is our pleasure to look after you. Please read carefully our Booking Terms & Conditions:

The terms and conditions below will apply to your purchase and booking through Au Revoir Travel. Please read the following terms and conditions carefully. You must be 18 years of age or older to make a travel reservation.

By making a booking through Au Revoir Travel via telephone, email, website for travel products you agree to comply with and be bound by our T&C's.

#### **International travel**

We recommend you arrive to the Airport at least 3 hours before your scheduled departure for international flights. <https://www.smartraveller.gov.au/before-you-go>

#### **Passports and Visa Information**

All travelers must have a valid passport for international travel and many countries require a minimum of **6 months validity** from the date of return to Australia and some countries require a machine-readable passport. For international travel bookings, you must let us know if you have **less** than 6 months validity on your passport or if you do not have a machine-readable passport.

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.



#### **Travel Advice**

We recommend that you contact the **Department of Foreign Affairs and Trade (DFAT)** or visit their website [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.

It is your responsibility to ensure that you have valid **passports, visas and re-entry permits** which meet the requirements of immigration and other government authorities. Passports are required by all passengers travelling internationally and are always the responsibility of the passenger. Many countries require travellers to have at **least six months' validity remaining on their passports** beyond the date of return, and immigration authorities may refuse entry if you arrive with less than this. Some countries require a machine readable passport.

Please ensure you read the relevant **Latest Travel Information and Border requirements** as detailed on the Smartraveller website, this includes information on Local Laws, safety, Health requirements, Emergency contacts, Currency information. Listed on the Smartraveller website under the Destination location:

<https://www.smartraveller.gov.au/>

It is your responsible to ensure you read this information prior to commencing your Holiday.

### **Visas and entry requirements in Europe and the Schengen Area**

- It is your responsibility to check if the Country you are travelling to is located in the EU Schengen Area. Entry and exit conditions can change at short notice. Full details are located on the below link:

<https://www.smartraveller.gov.au/before-you-go/the-basics/schengen>

### **Entry and exit in the Schengen Area:**

Australians don't need a visa to travel to countries in the Schengen Area for up to **90 days** in any 180-day period. Your reason for travel must be for one or more of the reasons below:

- Business purposes
- visiting friends and family
- Tourism and holidays
- Cultural and sports events
- Airport transit and transit for seafarers
- Official visit
- Medical reasons
- Short-term study and research purposes

## **Department of Foreign Affairs and Trade**

### **Travel with peace of mind Travel Insurance**

**We strongly recommend Travel Insurance** it provides Australian residents with travel insurance cover for international trips to help protect against an array of unforeseen complications – from unexpected injury or illness to travel delays, lost luggage, and more.

You must read the **Insurer's Combined FSG/PDS** 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 21 day cooling-off period, and how you can access the Insurer's privacy policy and complaints handling procedures.

It is your responsibility to ensure that you have adequate travel insurance to cover all aspects of your Holiday.

Some travel providers to avail of their services Travel Insurance is a mandatory requirement to undertake and participate on their Cruise, Tour, Flight etc. This will be advised to you at time of booking via your travel consultant.

**Please ensure you take both a hard copy & electronic copy of your Travel Insurance Policy and their Emergency Contact Number when travelling.**

### **MANDATORY REQUIREMENTS TO ENTER USA & CANADA**

**If you are travelling to the United States (including Hawaii)** please see <https://esta.cbp.dhs.gov/> for information regarding compulsory pre-registration for their visa waiver program. Please note, you may not meet the requirements of ESTA and may be required to obtain a visa.

**If you are travelling to Canada you are also required to apply for their ETA**, please see details below:

- Get an [electronic travel authorisation \(eTA\)](#) before you travel to Canada by air. You may not be allowed into the country if you have a criminal record, including a drink driving conviction.
- Entry and exit conditions can change at short notice. You should contact the nearest high commission or consulate of Canada for the latest details.

We suggest to check with your respective **Airline's travel conditions** and requirements prior to departure on the Airlines website.

#### **Domestic Travel within Australia**

**We recommend that you arrive for your flight at least 90 minutes prior to flight departure time.**

Domestic flights - Each passenger must carry **photo identification** to be presented to the Airline on check-in if required.

**International Travel** we suggest you arrive at the International Airport at least 3 hours prior to scheduled flight departure time.

#### **Price validity, deposits and payments**

Please note that prices are subject to change at any time without notice until full payment has been made. Payments made by Credit Card may incur a fee. Au Revoir Travel's preferred payment method is via EFT, our bank details for direct payment are BSB: 016370, Account no # 419282094 ANZ Bank.

## Schedule of Professional Service Fees

The below schedule of fees lists all the fees charged by us. These are in addition to any Fees or Non-refundable components charged by the Travel Providers, these fees are detailed under the providers T&C's.

<b>Service Fees</b>	\$100 Domestic/Trans-Tasman airfare per person
	From \$150 International airfare per person
	\$100 Domestic/Trans-Tasman business class airfare per person
	From \$200 International Business class airfare per person
	\$100 Domestic/Trans-Tasman package, tour or cruise per booking
	\$100 International package, tour or cruise per booking From \$100 Low cost airline reservations
<b>Detailed Itineraries &amp; Trip planning</b>	\$250 per person planning fee  (This will be deducted from the balance of your Holiday
<b>Reservation Deposit</b>	For all bookings a deposit of \$100 per person at time of booking is required, this is non-refundable.
<b>Amendment Fees Domestic</b>	Changes to Domestic/Trans-Tasman bookings may incur a fee of \$100 per person per booking in addition to the Travel Provider and credit card fees.
<b>Amendment Fees International</b>	Changes to International bookings (excluding Trans-Tasman bookings) will incur a fee of \$100 per person per booking in addition to the Travel Provider and credit card fees.
<b>Cancellation Fees Domestic</b>	Cancellations to Domestic/Trans-Tasman bookings including Accommodation reservations will incur a fee of \$100 minimum per person in addition to the Travel Provider and credit card fees.
<b>Cancellation Fees International</b>	Cancellations to International bookings Au Revoir Travel will charge a minimum fee of \$250 per person in addition to the Travel Provider and credit card fees.
<b>Visa Lodgment</b>	\$100 per visa in addition to consulate fees Visa Lodgment & Management This fee is in addition to any consulate fee, money orders or bank cheques that also may be applicable.

<b>Commissions</b>	In addition to the Booking & Advisory Service fees, we may receive commission, fees, gifts or financial incentives from Travel Providers in respect of your booking.
<b>After Hours Fee</b>	From \$150 per person

**PAYMENT TERMS**

**Au Revoir Travel Bank Details:**

**BSB: 016370**  
**ACT: 419282094**  
**ANZ**

**Please write your name as the reference**

**Please email a confirmation of the transaction as receipt of payment**

**Payments by Direct Deposit**

Please note that EFT payments may take up to 3 business days to process. If you are paying by this method, you will need to make the payment at least 3 business days prior to the actual payment due date. You must notify your consultant of your payment once it has been made.

**Please note we are unable to accept payment via EFTPOS cards.**

**Payment by Credit Card-Debit Card**

Credit card surcharges apply and range between 1%- 3%, this surcharge will be advised on request and at time of charging. If you have paid any amount to us by credit card, you agree that you will not lodge any dispute with your credit card issuer about the validity of the transaction or the provision of goods or services by us, where a service provider fails to provide a service to you for any reason. You agree that your remedy lies against that service provider and not against us, and that by lodging a dispute with your credit card issuer you will be seeking a remedy against us in breach of these terms and conditions. Any failure by you to make payment of the Travel Products in full by the due date may result in your reservation being cancelled and forfeiture of any deposit paid. Payments processed in foreign currency may incur a currency conversion fee. Please refer to ANZ for applicable fees.

**Fees and Commissions**

We charge a fee for providing the Booking & Advisory Services to you. The fee & our commission are non- refundable, even if the Travel Product is not used.

All fees are outlined in the Schedule of Professional Service Fees.

We may receive a commission, fee, rebate, gift or financial incentives from Providers, in respect of your booking. Any commission, gift, fee, rebate and/or financial incentive received by us from Providers in relation to your booking is non-refundable in the event of cancellation.

### **Booking Terms & conditions**

Fees may apply should you unfortunately have to cancel or amend your reservation. Once tickets have been issued name changes are not permitted and amendment fees may be incurred, some airline tickets are non-refundable. The refund amount is subject to terms and conditions of all suppliers involved. Au Revoir Travel may charge additional cancellation and amendment fees. Cancelled bookings may also incur supplier fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced.

We reserve the right to apply other service fees in addition to those charged by airlines, resorts and other service providers, for any services provided by us in addition to those included in your holiday package. Some of these fees may include, but are not limited to, credit card surcharges, late booking fees, processing fees and urgent documentation delivery.

### **Au Revoir Travel**

We act as an agent only. We offer a range of travel services (which may include but are not limited to flights, accommodation, coach, rail and cruise liner services) on behalf of others who provide those services. Our duties to you are limited to arranging bookings on your behalf with those service providers. We are not responsible for providing those services to you, or for the standard of any service provided. If a service provider fails to provide you with a service, or you are not satisfied with the standard of any service provided, you agree that your only rights are directly against the service provider and not against us. You agree that we are not liable to you for any losses that you suffer in those circumstances, and that you will not claim against us (directly or indirectly) any refund, credit or other compensation. You agree that any money that you have paid to us will not be held on trust for you, but will be used by us to make payment to the service providers to secure the booking for your travel services.

When we provide Booking & Advisory Services and once you have made a reservation through us, you will have a contract with us in relation to the Booking & Advisory Services and a contract with the relevant Travel Provider(s). Subject to your rights under the Australian Consumer Law, your rights to amend your booking and any right to a refund will be governed by the relevant Travel Provider(s) T&C and our booking T&C's.

You are solely responsible for the suitability of any travel product that you purchase. Au Revoir Travel are not liable for any inconvenience caused or expense incurred as a result of any unsuitability for the travel product that you have purchased, subject to the rights under the Australian Consumer Law.

### **Pricing changes**

Prices for Travel Products displayed on our website or otherwise communicated to you are provided as an indicative guide only. Prices can vary due to peak travel periods, changes in surcharges, fees, taxes and or currency fluctuations. All prices quoted are not fixed until you receive written confirmation from us that your booking is confirmed.

### **Download the Airlines Mobile App**

Travel is made easy. Plan, book and manage your trip with the Airlines app. Bringing you a digital travel experience with access to a range of features at your fingertips, you can expect even more enhancements that will progressively be added in future.

**Airlines fees and pre-allocation of Airline seats**

Please note that the majority of Airlines are now charging for pre-seat allocation and checked baggage, low cost airlines do charge for in-flight meals, drinks and entertainment, please ask your Travel Consultant for full details at time of booking.

**Baggage:** Your luggage allowance will be detailed on your Airlines E Ticket. All baggage details are located on the individual Airlines website.

**Seating**

Passengers may be allocated any seat on the flight in the class of service for which the ticket has been issued. Passengers who have pre-selected their seats or purchased specific seats are advised that such pre-selected or purchased seats are not guaranteed and may not be available in some cases, and the Airlines reserves the right to allocate another seat to the passenger, within the same cabin, in lieu of the seat pre-selected or purchased by the passenger earlier.

Denied Boarding due to late check-in, late boarding or overbooking: You may be denied boarding if you do not check in or board your flight by the stipulated deadlines, or if the flight is overbooked. For the avoidance of doubt, the above is subject to the applicable laws and regulations, which will take precedence accordingly.

**Accommodation**

Please note that the majority of Accommodation Providers in USA do charge a resort fee and or applicable taxes such as City tax, State tax. These will be advised to you at check-in at your Hotel, a Credit Card is also required at time of check-in as a Security Bond.

Please note a majority of **European Hotels** do not have elevators only stairs nor air-conditioning.

**Cashless Hotels -Going Cashless**

Please note that some properties are going cashless and will only be accepting the following payment methods: Credit card, debit card, secured online payment, mobile payment and electronic bank transfer. We suggest you check with your Hotel prior to arrival.

**Frequent Traveller**

Should you hold a Frequent Flyer, repeat passengers, Cruise Loyalty membership, please ensure that you advise your consultant at time of booking, so this can be added to your reservation. Please note that some airfares do not accrue frequent flyer points /status credits, please check directly with your frequent flyer company.

**Website and Links**

We may at any time modify our T&C's and the changes will come into effect once they are uploaded onto our website.

## Privacy Policy

We treat your privacy seriously. We use the personal information that we collect to identify your personal preferences and match your needs with relevant products and services and assist in processing any bookings. The collection of this information allows us to deal with your booking or enquiry as smoothly and quickly as possible. Au Revoir Travel does not sell, trade, or rent your personal information to others.

## Health & Vaccination requirements

We recommend that you consult with your Doctor, travel medical service or specialist vaccination clinic before commencing your travel. Should you travel with prescription medication, we suggest that you take a letter from your Doctor detailing your Medical information and if liquid restrictions allow, pack this in your hand luggage.

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel booking and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of COVID-19 and/or Yellow Fever vaccination) may deny you entry into a country.

## COVID19 RESTRICTIONS:

It is the customer's responsibility to check the country of departure and country of arrival's COVID19 restrictions. Our 3rd party supply partners ie Airlines, Cruise Line, Accommodation & Touring operators may also have additional restrictions, so it is the customer's responsibility to check that all travellers in your party also meet these requirements. We recommend that you use the information on the supplier's website to ensure that you are aware of the latest updates.

## International COVID-19 Vaccination Certificate

Whilst the majority of countries have relaxed their Covid 19 entry conditions, we do still recommend to carry copies of your Covid Vaccination Certificates in case the border entry requirements/suppliers require change whilst on your holiday.

Find out how to get your International COVID-19 Vaccination Certificate for overseas travel.

[Request your International COVID-19 Vaccination Certificate](#)

The International COVID-19 Vaccination Certificate provides a **secure record of vaccinations** for people travelling internationally. It's been developed to meet agreed international travel standards.

## Refunds

Refunds are processed according to the terms and conditions of the Service Provider. If you have a right to be refunded, your refund will be processed using the same form of payment as used to pay for the booking. Please note that air fares contain different elements and not all of them may be refundable, so even if you are eligible to be refunded according to the Service Provider policies, the refunded amount may not be exactly the total price paid for your booking.

All refunds are paid from the applicable Service Provider and we, acting as the intermediary, have no influence over the Service Provider's handling times.

As an intermediary we will only process a payment refund where we have already received such from the applicable Service Provider. The total price of your booking will include the price of the Travel Service(s), any add-on products and our service fees. Please note that our **service fees are non-refundable**. This is because the service fees are charged for our mediation services which shall be considered fulfilled when the booking has been confirmed to you. Any Service Provider add-on products are refundable only to the extent we have received relevant amounts in return from the Service Provider. Our own add-on products are non-refundable.



**No shows**

If you have a booking with us in relation to Travel, however you do not show at the Airport for check-in or otherwise do not avail yourself of the Travel Product, you may not be entitled to any refund, subject to any rights you may have under the Australian Consumer Law.

**Force Majeure**

We will not be held liable for any failure or delay in providing you with Booking & Advisory service in relation to Travel Products that is due to events beyond our control. Including however not limited to acts of God, accident, war, riot, terrorist act, epidemic, pandemic, quarantine, outbreaks of infectious diseases, civil war, natural catastrophes, Government acts or omissions, changes in laws or changes in Border controls. If a force majeure event occurs that does affect your travel reservation or ability to travel, your entitlement to a refund, credit or re-scheduled travel booking will depend on the relevant Travel providers T&C's and will be subject to any rights you have under Australian Consumer Law.

If your booking is impacted by a force majeure event and if you are entitled to a refund, we will facilitate this refund on your behalf. Such refunds may take up to 6 months to be forthcoming.

**Key Terms**

Agency

a) We are a travel agent. We sell Travel Products on behalf of Travel Providers.

b) When we provide Booking & Advisory Services and once you have made a booking with us, you will have a contract with us in relation to the Booking & Advisory Services and a contract with the relevant Travel Provider(s).

Subject to your rights under the Australian Consumer Law, your rights to amend or cancel your Booking and any right to a refund will be governed by the relevant Travel Provider T&Cs and these Booking T&Cs.

**Flight Schedule Changes**

We recommend that you check with the Airline that you are travelling with at *least 24 hours* prior to departure to re-confirm flight times. Au Revoir Travel cannot be held responsible for Airline schedule changes.

The airlines have the right to reschedule or cancel flights at any time. It is your responsibility to contact the airline prior to travel to ensure the scheduled departure time has not changed. We do not accept responsibility should changes occur nor do we accept responsibility for any additional cost incurred by you to make alterations to your booking to accommodate these changes as these are beyond our control.

**Travel Money**

We suggest to contact your local bank or Travelex for Exchange Currency Online Travel money card, foreign currency and international money transfer.

**Travelex assists with Travel Money Cards and sim cards** – <https://www.travelex.com.au/>

The closest store for Travelex Currency Services is:

Shop 65 Morley Galleria Cnr Collier/Walter Roads  
Morley, WA, 6062

<https://www.travelex.com.au/sim-cards/simify>

<https://www.travelex.com.au/travel-money-card>

### Special needs/requests

Please advise your travel consultant at time of booking should you have any special requests, ie meal request, Airline meet and assistance, wheelchair/mobility needs. Please ensure you advise your Consultant of local and destination contact details. Your Australian departure tax is included in the cost of your ticket.

### Driving Overseas

- You may need an International Driving Permit (IDP) to drive in certain countries. Get your IDP before you leave Australia obtainable from the RAC.
- <https://rac.com.au/travel-touring/international-driving-permit>
- Some states may let you drive using your Australian driver's licence. Learn local traffic rules and driving conditions before you drive.

It has been our pleasure to plan and book your Holiday! We thank you for booking through Au Revoir Travel, please do not hesitate to contact us should you require any further information.

319 Walcott Street | Mt Lawley | WA 6050 | Australia

**Operating Since 1968**

