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Meek Family Trust – ATAS A14129

TERMS & CONDITIONS AS AT 1 NOVEMBER 2020:

By completing the DOCUSIGN and returning, you hereby agree to the terms and conditions for Be Inspired by Travel who you have chosen to engage as your Travel Professional.

- ❖ A pre-paid \$250 non-refundable itinerary planning fee is to be paid prior to any work commencing on your destination desires. Once you proceed with your confirmed booking with Be Inspired by Travel, this will be credited to your holiday. To commence, please deposit your planning fee to: Be Inspired by Travel – BSB 633 000 – ACCOUNT 160 329 413 with your surname as the reference.
- ❖ Whilst Be Inspired by Travel is your “agent” you will need to check the terms and conditions of the travel “supplier” as per their booking conditions on their website. You agree to be bound by these terms and conditions:
- ❖ (send links)
- ❖ Please note that some services may be non-refundable once payments are made to third party suppliers.
- ❖ A deposit, as set out by the third party supplier will be required on acceptance of your itinerary. Please note that your deposit is non-refundable.
- ❖ **Domestic Australian booking fees on Airline tickets:** The airlines pay no commission to travel agents. A booking fee of \$55 per person will be charged in addition to the airfare and taxes as set by the airline.
- ❖ **International booking fees on Airline tickets:** The airlines pay no commission to travel agents. A booking fee of \$165 per person will be charged in addition to the airfare and taxes as set by the airline.
- ❖ Overseas local bus and rail bookings will incur a service fee of \$55 per person as no commission is paid to travel agents for booking these services.
- ❖ Cruise holidays: a \$55 per person service fee will be charged for completing your necessary “check-in” details and supplying cruise documentation specific to your holiday needs.
- ❖ Payment by Visa or Mastercard will incur a 1.2% surcharge.

- ❖ Should you cancel after final payment is made, a fee equal to the commission on your file will be non-refundable. This is in addition to the cancellation fees as set out by the third party suppliers terms and conditions.
- ❖ Travel Insurance is therefore strongly recommended. I will assist you with your insurance claims as part of my service.
- ❖ Visas are required for some countries. A visa processing fee plus a courier fee will be incurred if assistance is required. It is your responsibility to ensure you have the requisite documentation. Please allow 35 days for processing.
- ❖ We recommend you register with DFAT for emergencies.
- ❖ Once confirmed in writing to you, review and then sign and return the acceptance documentation. There is a limitation of liability for any error's in relation to your booking once accepted. Please review your itinerary and details closely, and bring to our attention any changes that are required, prior to making your payments.
- ❖ Refunds from the Travel Suppliers will take some time. It is unlawful to forward any refund on to you, our customer, prior to the business receiving your funds from the third party supplier as we operate a Trust Account. We will forward your refunds as soon as the third party supplier processes in to our Trust Account.
- ❖ We disclose that we receive commission payments from third party suppliers who we booked your travel plans through. The commission paid to a travel agent are no cost to you. This does not determine which supplier we use for your services, as this is on a case by case basis determined by price and destination.
- ❖ Prices provided to you are in AUD (unless otherwise stated and therefore subject to currency fluctuations at time of making your final payment) which is beyond our control.
- ❖ Note that as per the terms and conditions of the third party travel supplier, all prices are subject to change until final payment has been secured. Should you wish to avoid any price increases, it would be wise to pay at your earliest convenience.
- ❖ Third party suppliers request a non-refundable deposit within 7 days and final payment no less than 6 weeks prior to your departure. Your payment schedule will be confirmed to you in writing and must be strictly adhered to as these deadlines are set by the suppliers.
- ❖ Be Inspired by Travel does guarantee the performance of the third party travel supplier, and be assured we shall endeavour to secure your pre-paid arrangements through the best available suppliers based in Australia.
- ❖ Nil financial guarantee will be provided for any off shore company that you request we book your services through. Bookings fees will also be charged for these services.
- ❖ **It is a Government requirement that you have 6 months validity in your Australian Passport from the date you arrive back in to Australia.** You are required to provide a copy of your passport to me to ensure your full name, date of birth and passport validity requirements are met.
- ❖ Travellers on Foreign Passports may require a re-entry into Australia and it will be your responsibility to check the Visa requirements for the countries you are to visit.

- ❖ Vaccinations and advice will be your responsibility from your doctor and you may also check the requirements on SmartTraveller.
- ❖ https://www.smartraveller.gov.au/?gclid=Cj0KCQiA88X_BRDUARIsACVMYD-Up_Q5m_McqAsTqVkxxZvAMLTyrNW38E2c2IUVPMT0SGt_8AUau8kaAkkREALw_wcB
- ❖ If you are an airline Frequent Flyer, it is your responsibility to ensure you provide us with these details or you will not accrue points.
- ❖ It is your responsibility to advise of any special dietary requirements for your flight, tour, cruise to ensure your needs are adequately met. It is not the ultimate responsibility of Be Inspired by Travel should the travel supplier not be able to meet your needs whilst travelling.
- ❖ Be Inspired by Travel takes no responsibility in relation to the suppliers terms, conditions, fare rules, credit policy, cancellation policies, payment policies, nor their force majeure policy.
- ❖ Subject to Australian Consumer Law, a travel agent does not accept any liability in contract, tort or otherwise for any injury, damage, loss, delay, additional expense or inconvenience caused by the suppliers or third party providers over whom Be Inspired by Travel has no direct control.
- ❖ Be Inspired by Travel is not liable for any force majeure or other event which is beyond an agent's control of which is not preventable by the agent. *This is due to the following causes: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, outbreaks of infectious disease or any other public health crisis, civil commotion, breakdown of communication facilities, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalised lack of availability of raw materials for energy. For the avoidance of doubt, Force Majeure shall not include (a) financial distress nor the inability of either party to make a profit or avoid a financial loss (b) changes in the market prices or conditions (c) a party's financial inability to perform its obligations hereunder.*
- ❖ Due to new COVID regulations, we are required by law to supply the following mandatory information to airlines, cruise lines, tour operators: Passenger name, Mobile phone number, Email address and home address details.

Signed:

Dated: