

## Adventure World 'Escorted Holidays' Booking Terms and Conditions

### Important: Please Read Prior To Making Your Reservation

#### 1. VALIDITY

These terms and conditions are valid for the tour identified on the booking form. Please note pricing is subject to change in accordance with these terms and conditions.

#### 2. HOW TO BOOK

Member discounts are for RAC Members. A valid membership number must be stated at the time of booking. We recommend booking well in advance by sending a non-refundable deposit, which is confirmed on your invoice. The deposit; and completed booking form, are required within 7 days of confirmation to hold your booking. The booking confirmation will include the exact deposit amount required and the due date of final payment. Please read these terms and conditions carefully and raise any questions you may have prior to making your booking. Receipt of deposit will be taken as an understanding by Adventure World that the customer has checked their confirmed travel arrangements and has read and agrees to abide by these terms and conditions. Any verbal quote given is an estimate only of the price which will be subject to advice on confirmation of the reservation, after which you will have 7 days to pay your non-refundable deposit.

#### 3. PRICE GUARANTEE ON FULL PAYMENT

a. Prices are based on costs and exchange rates which may change. Should these costs change it may be necessary to make a surcharge on the price of your holiday which will be advised to you at the time you book.

b. However no surcharge in respect to cost or currency fluctuations will be made to the arrangements of your holiday once full payment has been received by Adventure World, unless any changes are made to your booking in accordance with these terms and conditions. This price guarantee does not apply to:

- i. fares, charges or levies imposed by airlines up until ticketing; or
- ii. any taxes, charges or levies imposed by any government or their agencies; or

**iii. escorted holidays departing in 2012 where the final price is not known at the time of going to print, and are subject to confirmation approximately 10 months in advance of travel. You must call to confirm if the final price for the escorted holiday of choice has been released. Once the final price is known and released, if you wish to cancel your booking, some or all of your deposit may be retained by NRMA Travel to cover reasonable costs or cancellation fees by third party suppliers.**

#### 4. AMENDMENTS

One change per booking is permitted free of charge. Each subsequent change will incur a fee of AUD33 per amendment to cover extra administrative and communication costs. In addition, cancellation and/or amendment fees may also be imposed by service providers such as accommodation providers and other service providers depending on the nature of the change. To the extent we are able to do so, we will advise you of all applicable cancellation and/or amendment charges at the time of confirmation of your booking. Separate conditions apply to air arrangements and are set out in the section entitled "Cancellations and Refunds Air Arrangements" in these terms and conditions.

#### 5. LATE BOOKINGS

A fee of AUD55 per booking will be levied for bookings made within 10 working days of departure from Australia. Any booking request made within 10 working days or within any relevant supplier's cancellation period cannot be processed until full payment has been received by Adventure World.

#### 6. ARRIVAL & DEPARTURE TRANSFERS

Transfers for coach holidays are included if travelling on the group flight arriving Day 1 of your tour. Return transfer is included to the group flight on the last day of the tour. Any transfers required out of this time frame will incur an additional fee.

#### 7. CONDITIONS OF CARRIAGE

Any passenger with special requirements or an incapacity must advise Adventure World at time of booking. Due to the difficulty of boarding & disembarking coaches, wheelchair restricted people are not recommended to travel unless accompanied by a carer. Adventure World also reserves the right to decline, or terminate any passenger's travel prior to, or during a tour when it is considered their mental or physical condition, or disposition, in the reasonable opinion of our company representative renders them: incapable of caring for themselves, objectionable to other passengers (and those passengers enjoyment of the tour), or if they have become a hazard to other passengers. Furthermore, Adventure World accepts no liability for any losses incurred by such passenger(s), or for any additional expenses incurred as a result of leaving the tour.

#### 8. LUGGAGE

On coach tours, each passenger is entitled to one piece of luggage that does not exceed 160cm (63 inches) and weight limit of 20kg (44 pounds).

#### 9. TOUR ESCORTS

While every effort is made to ensure individuals like Dawn Fraser and Charlie Little (but not limited too) escort certain tours and departure dates, illness or other reasons beyond our control may prevent them from travelling.

#### 10. CREDIT CARDS

Credit card service fees will be applied to the dollar amount paid as follows: MasterCard and Visa 1.5%, Diners Club 2.5% American Express 3%. This fee is non-refundable.

#### 11. CANCELLATIONS AND REFUNDS LAND AND CRUISE ARRANGEMENTS

If you decide to cancel your holiday or you are unable to travel Adventure World will refund the amount you have paid less

(i) our reasonable costs and

(ii) any cancellation fees imposed by other suppliers. It is likely that other suppliers' cancellation fees (which we will pass on to you) will be greater when cancellation takes place closer to the departure date. If you notify us of cancellation more than 70 days before departure, then the cancellation charges are likely to only be the loss of your deposit. If you notify us of cancellation less than 70 days before departure, the cancellation charges may be up to 100% of the total booking cost. Regrettably cancellation charges cannot be waived. No refunds are available for unused services after departure from original city.

#### 12. CANCELLATIONS AND REFUNDS AIR ARRANGEMENTS

Cancellation fees will apply as required by airlines regulations and will vary dependant upon the type of airfare utilised. Airfare prices and conditions are subject to change or withdrawal without notification until ticketed. Full payment is required before tickets can be issued. Adventure World cannot be held liable for any increases in prices or changes in any airline regulations. Foreign currency airfares and airport taxes may fluctuate and are subject to the rate of exchange on date of ticket issue. Increases in airport taxes are not the responsibility of Adventure World and can be imposed up to departure. To the extent we are able to do so we will advise you of any increases of which we are aware at the time of confirmation of your booking.

#### 13. CONSUMER CLAIMS

Should you encounter any problems on your holiday it is always better to try and solve it directly with the supplier. If it is not possible to do so and you wish to lodge a complaint please do so in writing within 30 days of completing your Adventure World arrangements. Certain Commonwealth legislation, including the Competition and Consumer Act 2010 (Cth) (as amended from time to time), imply warranties or conditions or impose obligations which cannot be excluded, restricted or modified except to a limited extent. These Terms and Conditions do not purport to exclude any statutory rights available to you and must in all cases be read subject to those statutory provisions.

#### **14. NOT INCLUDED IN THE TOUR COST**

Visas, insurance, activities listed as optional or not included, alcoholic drinks, unless stated otherwise, excess baggage charges (over applicable airline allowances), extra meals, laundry, drinks, souvenirs, tips and gratuities other than for hotel portage, local guides and drivers, restaurant staff at included meals, and items of a personal nature are not included in the tour cost.

#### **15. VARIATIONS**

Considerable care has been taken to compile this information but circumstances not within Adventure World's control may necessitate changes in itineraries, accommodation and costs in which case you will be informed as soon as possible. When it is necessary to change a hotel Adventure World reserves the right to substitute accommodation of at least a similar standard. With the exception of escorted holidays departing in 2012 where the final price is not known at the time of going to print, Adventure World cannot be held responsible for any changes which may occur and reserves the right to increase the price of any travel arrangement up to the date of payment in full (or the date of ticketing in the case of airfares). This includes adjustment for fuel surcharges, airfare increases as well as international exchange rate fluctuations. To the extent we are able to do so, we will notify you of any applicable change in price prior to you making payment in full. Adventure World may update these terms and conditions at anytime. Any changes to these terms and conditions made after booking will be advised to you. The current version of terms and conditions will always be found on the website [www.adventureworld.com.au/escortedholidays](http://www.adventureworld.com.au/escortedholidays). If as a result of any of these variations either:

- (i) there is an increase in the cost of your holiday during the period between confirmation of your booking and the date on which you pay for your holiday in full; or
- (ii) you will suffer a detriment (whether financial or otherwise) then you may cancel your holiday, in which case Adventure World will refund the amount you have paid less any cancellation fees imposed by other suppliers plus Adventure World's reasonable administration costs of AUD33.

#### **16. HOTEL DESCRIPTIONS AND PHOTOGRAPHS**

Hotel and facility descriptions are based on current hotel guides and information provided by suppliers and may change at any time. Pictures may not show the particular room, décor, view or other specifications included in your booking.

#### **17. INSURANCE**

It is a condition of booking one of Adventure World's tours that travellers are adequately insured for the full duration of their travel arrangements in respect of illness, injury, death, loss of baggage and personal item cancellation and curtailment. Your travel agent will be able to offer a suitable holiday insurance policy, or you may purchase a suitable external policy with another specialist travel insurance provider.

#### **18. INTERNATIONAL TRAVEL**

You are responsible for all immigration, passport, visa, health, quarantine and customs laws, regulations, orders, demands or other requirements of countries visited or transited. Official travel advice issued by the Australian Department of Foreign Affairs and Trade is available by calling (in Australia) 1300 555 135 or visiting their website [www.dfat.gov.au](http://www.dfat.gov.au). We recommend that you review this information both prior to making your booking and prior to departure.

#### **19. UNLICENSED ENTITY DISCLAIMER**

If you request Adventure World to arrange for the provision of products or services by a person or company which is not licensed in accordance with any applicable law, Adventure World accepts no liability (whether in contract for negligence or otherwise) for any loss or damage suffered by you as a result.

#### **21. ADVENTURE WORLD'S RESPONSIBILITY**

Adventure World accepts bookings subject to the following conditions.

- i. A booking is accepted only after Adventure World receives the required deposit and issues the client or their travel agent confirmation invoices. Unless otherwise stated on your booking confirmation, the balance must be paid no later than 70 days before departure otherwise Adventure World will treat the booking as cancelled regardless of whether a deposit is being held.
- ii. Adventure World only acts as a coordinator of tours and an agent for the owners, contractors and suppliers of transportation, accommodation and/or other related travel services provided and assumes no responsibility for the loss or damage to baggage, property or for injury, illness, death or for any damages or claims howsoever caused arising directly or indirectly from accidents, loss or damage to person or property, delays, transport failures, strikes, wars and uprisings or acts of God etc over which we have no control. All coupon receipts and tickets are issued subject to the terms and conditions specified by third party suppliers and all services are subject to the laws of the country where the services are provided.
- iii. All matters directly relating to the services provided by Adventure World are governed by the laws of New South Wales.

#### **22. YOUR RESPONSIBILITY**

You acknowledge that an adequate level of personal health and fitness may be required for your holiday. You have made enquiries in this regard and are satisfied that you meet the minimum personal health and fitness requirements.

#### **23. PUBLICITY**

You agree that Adventure World may contact you to request consent to use images of you taken during the trip without recourse to you and without compensation to you, for publicity and promotion purposes only through whatever medium it chooses.

#### **24. PRIVACY**

Your personal information is protected by security safeguards as detailed in Adventure World's Privacy Policy. Personal information will only be used in accordance with Adventure World's Privacy Policy. Adventure World will also endeavour to provide you with an option to opt out of receipt of such communications. You should direct any request to access, update or correct information to Adventure World. You can contact Adventure World's Privacy Officer if you would like details of the personal information that Adventure World may hold about you or if you would like it to be corrected. Our Privacy Officer's contact details are:

Privacy Officer  
Adventure World  
Level 20, 141 Walker St  
North Sydney NSW 2060

or via email at [privacy.officer@adventureworld.com.au](mailto:privacy.officer@adventureworld.com.au)

Adventure World may, for an indefinite period, unless otherwise advised, use your personal information (such as name, age, membership number and image, mobile phone number, email address) and any other information provided to Adventure World pursuant to your booking without remuneration or compensation to you for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning you and promoting the National Roads and Motorists' Association Limited, its business and related companies.

Adventure World Travel Pty Limited Licence No. 2TA5870 A.B.N. 69 122 505 631

Adventure World is a member of the NRMA Motoring & Services group of companies.

Escorted Holiday of Choice? \_\_\_\_\_

Tour Departure date: Day: \_\_\_\_\_ Month: \_\_\_\_\_ Year: \_\_\_\_\_

Passenger details	Traveller 1	Traveller 2
Membership #		
<b>Please list the your information as it appears on the passport you will be travelling on</b>		
Title		
Surname (as shown on Passport)		
First Name/s		
Known as		
Address		
Phone (home)		
Phone (mobile)		
Email		
If you have any pre-existing medical conditions, we require a Doctors Certificate stating that you are fit to travel. Please show your Doctor the tour itinerary, and forward the certificate to us as soon as possible. If you have any condition which would prohibit full participation in the tour please list it below		
Condition (from above)		
Dietary Requirements		
Date of Birth		
Place of Birth		
Occupation		
Nationality		
Passport Number		
Date of Issue		
Place of Issue (City)		
Date of Expiry		
<b>Next of Kin details</b>	Please list someone not travelling with you in case we need to contact them.	
- Name		
- Relationship		
- Address		
Phone Number		

**I have read and fully understood the booking terms and conditions.**

**Traveller 1 - Signed :** \_\_\_\_\_

**Date :** \_\_\_\_\_

**Traveller 2 - Signed :** \_\_\_\_\_

**Date :** \_\_\_\_\_