



MACEDON RANGES TRAVEL SERVICES

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**** IF YOU HAVE ANY QUESTIONS OR CHANGES TO ANYTHING MENTIONED BELOW ASK US IMMEDIATELY ****

BOOKING CHECKLIST	✓
NAMES and PASSPORTS Please ensure your passports are VALID for at least 6 months after your return date to Australia, and has at least 6 clear pages. Ensure the name on your passport matches your itinerary EXACTLY. For domestic bookings, your name must match your government issued identification (e.g. Driver Licence). Names changes incur fees which will be passed on to you for payment. If you are not an Australian passport holder please also check your re-entry visa.	
TRAVEL INSURANCE It is recommended that you purchase your fully comprehensive Travel Insurance Policy when you pay your initial deposit. From the moment you take our travel insurance it provides cover against cancellation for unforeseen circumstances (as per the Insurance PDS). If you are planning more than 1 trip within a 12 month period it may be worth considering an annual policy.	
ITINERARY Please read your itinerary carefully and check that all details are correct and are as agreed with your consultant. Changes to your itinerary may affect the price of your trip.	
CHANGES/CANCELLATIONS Once your itinerary is final and arrangements have been paid, any changes will incur amendment fees. Fees are charged by the supplier and by MRTS. Please see our terms and conditions for further information.	
VISAS – RE ENTRY We can always help you with visas but ultimately YOU are responsible for visas. Please double check that the country you are travelling to doesn't require you to have a visa. Ask us if you need help with this. Some countries have different rules for different nationalities. If you are not travelling on an Australian Passport please make sure you have the correct documentation for re-entry upon your return to Australia. If you have a criminal conviction you must contact the appropriate consulates to check their procedures	
TRAVEL ADVISORY The Australian Government travel advisory website address is www.smartraveller.gov.au . Please take a few minutes to look at this site, you can also register your trip details on here so the government can locate you in emergencies.	
HEALTH Please contact your doctor or a specialist travel clinic to check vaccination requirements for the countries you are visiting. Arrange sufficient amounts of any regular medications and a doctor's letter with a brief medical history. We recommend that you also check that your medications are legal where you intend to visit.	

BOOKING CHECKLIST	✓
FREQUENT FLYER POINTS If you are affiliated with any airline program please let us know your numbers so we can add to your flight booking before your final flight sector. We recommend you keep your boarding passes when travelling until you see the points credited.	
SPECIAL REQUESTS If you have any special requests such as meal, mobility or medical requirements please tell us so we can notify the appropriate suppliers. If you are celebrating a special occasion such as birthday or anniversary, please also let us know!	
SEATING We can request seating on most international flights. Some airlines charge for standard seat selection and offer to secure an exit row or extra leg room seat for a fee. Bassinet seating for infants is always requested but never guaranteed, this is usually a first come first serve basis. Please talk to us about pre-booking your seats and remember that seat selection is never guaranteed by MRTS or the airline.	
EMERGENCY CONTACTS Please let us know your preferred emergency contact/s in the event of any unforeseen circumstances.	

PASSPORTS

Passports are required for all international travel and must be **valid** for a minimum of at least six months beyond your scheduled return date to Australia. The name/s on Travel documents and airline tickets **must match EXACTLY** the name and spelling as it appears in your passport.

To make sure we get names right we like to have a copy of the bio data page (the photo page) of all passengers' passports. If you do not provide your passport (or copy) upon making a booking, it is your responsibility to have a valid passport ready for travel.

If you are not travelling on an Australian passport please inform us immediately as visa requirements may be different. It is your responsibility to obtain the necessary re-entry visa into Australia. Please also advise us of problems such as a previous criminal record, communicable disease etc. This could deny entry into your country of destination. We respect your privacy in such cases so please refer to our privacy policy.

Whilst we offer general advice and assistance where possible, please remember we are travel agents and not government authorities. It is the responsibility of each traveller to ensure that they have full and correct documentation to undertake their journey.

VISA REQUIREMENTS

Although we are happy to assist in obtaining visas, issuance and compliance is not the responsibility of your travel agent. We cannot be held responsible should you be unable to obtain the correct visa to undertake your journey. Deportation for non-issuance or incorrect visa is at the traveller's expense. Entry to any country is always at the discretion of local officials. MRTS charge a processing fee if we obtain a visa on your behalf. We have external services to assist with most visa applications and information. Please note visas can sometimes take time to obtain, so be sure to plan in advance.

TRAVEL INSURANCE

Your holiday safety and enjoyment is very important to us, therefore, we insist that you have comprehensive travel insurance. To help you identify the most suitable policy for your needs, we can provide a brochure (product disclosure statement, or PDS/ Financial Services Guide, or FSG) from our preferred travel insurance providers.

It is important, legally, to read this brochure carefully and to take note of the cover and exclusions as they may relate to your particular circumstances. Your consultant can only offer general advice in regards to insurance.

If you have any pre-existing medical conditions (other than those listed as automatic inclusions in the PDS) then special approval is required by the Insurer and additional costs may be incurred. Your consultant will help you complete the appropriate processes for this.

Please note that when providing you with a quote for insurance we have not taken into account your personal objectives, financial situation or needs. The Product Disclosure Statement and Financial Services Guide have been included for your perusal.

If you decline the offer to purchase Travel Insurance from MRTS you may be required to sign an Indemnity Form before travel documents can be released. **We reserve the right to charge an administration fee of \$250 for any claim assistance for policies not purchased with MRTS.** Claims can be complicated and time consuming so we thank you for your understanding.

TERMS & CONDITIONS

It is compulsory that you and **all** members of the travelling party are aware of the following terms & conditions as they may relate all or in part to the bookings held by our office on your behalf. If you are making bookings on behalf of a couple or a group we will be happy to provide you with more than one copy of this confirmation if requested.

All reservations have been booked under the terms & conditions laid down by the airlines and tour operators. Please pay particular attention to the clauses covering amendments and cancellations as detailed in their brochure. (If you require further details of our suppliers' terms and conditions please ask your consultant. Macedon Ranges Travel Services (MRTS) reserves the right to impose service, cancellation and amendment fees as per our "Menu of Services"

These terms and conditions apply to bookings you make with our consultants (in-office, over phone or by email) as well as online bookings you may make on our website.

BOOKING NAMES

The name/s on all travel reservations and airline tickets **must match EXACTLY** the name and spelling as it appears in your passport (or government issued identification for domestic bookings). Before confirming your booking and paying your deposit / account, please double check all correspondence to ensure that your full name is correct. If your name is found to be incorrect you will be liable for the costs involved to rectify the error. This can be more expensive than you think.

PRICES QUOTED

Prices quoted are not guaranteed until full payment has been made. Prior to full payment, costs may vary depending on currency fluctuations, fuel and security charges and other reasons such as changes in airport and government taxes. Prices can be withdrawn at any time. Deposits merely hold the reservations, they do not guarantee prices.

DEPOSITS & BALANCES

A non-refundable deposit (subject to your rights under the Australian Consumer Law) of \$200.00 per person is required at the time of booking, **along with** any deposits requested by operators, hotels or airlines. Final balances of bookings may be required instantly or up to approximately 1 month prior to travel. Each supplier is different, your consultant will notify you of important payment dates.

PAYMENT OPTIONS

Prices quoted are based on payment by cash, cheque or direct deposit. Credit card payments are accepted however, a surcharge of 1.2% will be applied. Cheques may not be accepted for travel within 7 working days of travel.

CANCELLATION, AMENDMENTS & REFUNDS

In the event of a cancellation your deposit will be forfeited and become (or form part of) our cancellation fee. Our cancellation fee is in addition to cancellation fees imposed by our suppliers, airlines, hotels, tour operators etc* Detailed information on supplier cancellation fees is printed on their brochures, if you would like to know these costs before committing to a booking please ask your consultant.

Any changes made to a confirmed, deposited or finalised booking prior to departure will attract an amendment fee as per our Menu of Services.

*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. If you are to 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 from that supplier.

SERVICE FEES

Booking and Service fees may be charged as per our "Menu of Services". Fees have been compiled with regard to consultants' time, expertise and knowledge.

TAXES & LEVIES IMPOSED

Governments, airlines and airports impose a variety of security, airport and departure taxes. Where possible these taxes and charges have been included in the cost of the airline ticket. There may be some variations in final costs depending on exchange rate fluctuation and new taxes imposed at time of ticketing. Any additional costs or taxes that occur after departure are the responsibility of the traveller.

TRAVEL ADVICE / DEPARTMENT OF FOREIGN AFFAIRS & TRADE (DFAT)

Political unrest, acts of war or terrorism or natural disasters occur in certain parts of the world. Therefore, the Australian Government, in conjunction with various other worldwide bodies, issues an advisory to Australian passport holders relating to travel in various countries. In these instances whilst travel to some countries is not advisable and some clauses of the travel insurance coverage may not be affective, we appreciate that some clients may still need to travel to those areas. Whilst we are prepared to make these bookings on our clients' behalf we do so without responsibility or liability.

Should you wish to access the advice provided by the Department of Foreign Affairs, their websites are www.dfat.gov.au and www.smarttraveller.gov.au. There is another service provided to Australian travellers where you are able to register your personal details on www.orao.dfat.gov.au and the information is passed on to the relevant Embassies of the countries you will be visiting and you can be contacted in case of emergency.

FREQUENT FLYER PROGRAMS

Whilst your consultant is happy to advise which airlines participate in various frequent flyer programs and forward your frequent flyer numbers to airlines when making bookings, other matters related to Frequent Flyer Reward Programs is not our responsibility. Rules of these programs change on a regular basis and it is your responsibility to ensure that you are aware of any frequent flyer entitlements. Please note Frequent Flyer points are not always available on special (cheapest) fares with some airlines.

Please ensure that you advise your consultant of your frequent flyer memberships prior to booking. As a safeguard it is also advisable to keep all your boarding passes so that you can verify this against your Points Summary after travel has been completed.

SPECIAL REQUESTS

If you have any special requests such as smoking or non-smoking rooms, aisle or window seats, special dietary requirements, airport assistance or hotel room type, every attempt will be made by us to accommodate your request. As we are not the ultimate service provider we are not able to guarantee such requests.

TRAVELLERS HEALTH ADVICE

Some areas of the world have special vaccination and health requirements. We recommend that you contact your doctor or travel health clinics for advice. If you are unable to undertake travel because you do not meet the health requirements we will not be liable for any extra costs that may be incurred. Smart Traveller website can also provide general information. Ensure you have sufficient amounts of any regular medications and a brief medical history from your doctor if required.

CASH PASSPORTS & FOREIGN CURRENCY

We are able to assist you with pre ordering a wide range of foreign currency. Purchasing some cash prior to your departure will save both time and money when you arrive at your destination. Your consultant will be happy to arrange this for you if you allow at least 7 working days prior to your departure. A nominal service fee may be applicable.

We also offer the Access Pre Paid Cash Passport which is a secure, reusable, prepaid plastic card able to be used at automatic teller machines throughout the world to withdraw local currency.

PRIVACY ACT

Macedon Ranges Travel Services respects your privacy and abides by the Privacy Act 1988. We will only collect information about you that is relevant to your travel arrangements. We will protect the information you provide us and only pass it on to third parties when it necessary to fulfil your travel arrangements. In providing this information to Macedon Ranges Travel Services, you consent to us using this personal information to make and complete travel arrangements on your behalf. We may also use this information to contact you regarding future travel arrangements and special offers. Please let us know if you do not wish to receive such communications from us.

EXPECTATIONS OF SERVICE

We will always use our care and knowledge towards your booking by providing the best fit we see possible from the parameters given. We will do this in the quickest way we can, however, please note that other bookings may take priority due to earlier departure dates.

WHAT WE DO AS A TRAVEL AGENCY & LIABILITY

Macedon Ranges Travel Services, including its Directors, Employees or agents act as an agent for our clients and sell various travel related products. This includes but is not limited to transport and accommodation providers, such as airlines, coach, rail and cruise line operators and other products from various wholesale companies. Our obligation to you is to make travel bookings on your behalf and to arrange relevant contracts between you and these travel service providers. By using our services, you expressly authorise us to make such arrangements.

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. Macedon Ranges Travel Services, including its Directors, Employees or agents shall not be liable or responsible for any direct, indirect, consequential or incidental damage, injury, loss, accident, delay or irregularity of any kind, which may be occasioned by reason of any act or omission of any third party (including without limitation, any act, inaction or breach of contract of any third party which supplies any goods or services for your trip). Without limiting the foregoing, Macedon Ranges Travel Services does not own or operate any third-party suppliers of services such as hotels, restaurants, transportation companies, sightseeing companies or tour operators. It is not responsible for any injury, death, loss or expense due to overbooking of accommodations, default of any third parties, sickness, weather, strikes, acts of Nature/God, Government, acts of terrorism, criminal activity, war, quarantine, force majeure events or any other cause beyond its control. All such risk, loss and expense must be borne by the client.

All bookings are made on your behalf and are subject to the individual supplier's terms and conditions. We can provide you with copies of the relevant service provider terms and conditions on request.

Macedon Ranges Travel Services is unable to guarantee exact arrival and departure times and is not liable for any failure to make connections with any other service or guarantee the operation of any service.

MENU OF SERVICES

These fees **may** be imposed by MRTS and are **in addition** to all supplier & airline fees:

Amendment or cancellation to Domestic/Trans-Tasman flight bookings	\$45.00 per person/per change
Amendment or cancellation to International flight bookings	\$55.00 per person/per change
Domestic flight only bookings or frequent flyer redemption bookings	\$45.00 per person
International flight only bookings or frequent flyer redemption bookings	\$55.00 per person
Land or rail only reservations	\$55.00 per booking
Cancellation of Booking (various supplier conditions apply)	Minimum 15% of total holiday cost
Visa Processing - Holding a booking with MRTS (Plus consular charge, courier and bank fees)	\$55.00 per person
Visa assistance – Non MRTS booking (Plus consular charge, courier and bank fees)	\$100.00 per person
Assistance with Insurance Claims for non MRTS policies	\$250.00 per claim.

We reserve the right to amend these fees at any time.

Cancelled bookings usually also incur supplier fees, which 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, you agree to pay these fees. 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 from that supplier.