



TERMS AND CONDITIONS

Booking fees

Travel on Q charges consultation fees and booking and amendment fees as per our 'Schedule of Fees' and in accordance with the fees that are charged by the wholesalers and travel providers that we represent. Tour wholesaler terms and conditions will be provided at the time of booking.

Please refer to the schedule of fees on the website
www.travelong.com.au

Passport / Visa

- Assume that you require a visa and check on the Smart traveller website.
www.smarttraveller.gov.au
- We may be able to assist with general enquiries but your responsibility to check.
- For entry / transit to most countries, passports should have 6 months validity beyond the date of your return to Australia. If in doubt you must check with us or the Smart Traveller website.
- Travel on a foreign passport may require a re-entry visa on return to Australia. It is your responsibility to obtain any such visa.
- It is the passenger's responsibility to inform us of any passport / visa difficulty.

Travel Insurance

- Travel on Q strongly recommends the purchase of travel insurance at the time of tour deposit or airfare purchase. For many wholesalers and for all our small group tours, insurance is mandatory.
- If you purchase your own insurance or rely on credit card insurance, it is your responsibility that the cover is adequate for your travel requirements
- Travel on Q does not give advice on other suppliers insurance.
- Travel on Q can issue policies on your behalf with Allianz and Covermore.

General / Specific Travel Advice

- It is the passenger's responsibility to check the specific advice warnings for countries to which they intend to travel. Travelling against specific advice is not recommended and we cannot be responsible for difficulties that arise should you do so.
- When travelling overseas you should register with DFAT for emergencies.

Health Precautions

- There may be the need for vaccinations for travel to some countries and you may be denied entry or re-entry to Australia. Check on the Smart Traveller site or with your G.P.
- Consult your medical specialist if necessary prior to travelling overseas.

Prices / Cancellation Fees

- Generally prices are only guaranteed once paid for in full.
- All airfare quotes are subject to change.
- Even if paid in full, a price may change by reason for reasons outside of our control.
- Credit card fees may apply and are determined by wholesalers, airlines and Travel on Q.
- Cancelled bookings incur cancellation fees that may be up to one hundred percent of the cost of the booking.
- Some tickets may be non-refundable. All reissues incur change fees.
- Supplier fees may apply where a booking is changed. All fees will be passed on and an additional fee may apply if significant time is involved in the rebooking process.
- Any refund for cancelled booking will not be paid until supplier provides any such refund.
- Required to pay deposit when booking – we will advise of amount of deposit.
- Some airfares or services must be paid in full at time of booking.
- All deposits are non-refundable.
- Final payment for tours is determined by each wholesaler / airline. Late payment can result in cancellation and loss of monies already paid. Monies cannot be paid to wholesalers / airlines unless the funds are actually in our account.
- Non included checked baggage and excess baggage fees are at your cost.

Travel Documents

- It is your responsibility to check that your names on all documentation is as per passport at the time of booking. For airline bookings this is essential as name changes are not free or charge and seats may be lost in the event of rebooking and reissue of tickets.
- You may not be permitted to travel if identification / passport not match your ticket.
- Your responsibility to review all travel documents and immediately advise of errors in names, dates or timings. Re-issue fees will be charged if documents need to be reissued.

Airlines / Cruise Lines

- Airlines/cruise lines are third party providers and impose different terms and conditions to the ones imposed by us. Clients should read their Terms and Conditions before finalising travel bookings.
- There are numerous rules and regulations in relation to advance purchase and other discounted airfares which involve substantial cancellation or amendment fees and may be no refund on cancellations or amendments.
- Client's responsibility to re-confirm outbound and inbound flights and times if you have been advised to do so. Most airlines do not require reconfirmation.
- Internet airlines however DO require online check-in within 30 days of travel.
- We will do our best to advise you of amended flight timings or other charges.
- We recommend the use of the complimentary Tripcase to keep a check on your flight times whilst travelling.

Frequent Flyer

- If you wish your frequent traveller number to be added to a booking, this must be provided prior to travel.

Service Providers

- We act as an agent and sell products on behalf of accommodation, transport and other providers such as airlines, rail, coach and cruise line operators.
- We are not a travel provider and, whilst we exercise care, we have no control over or liability for the services provided by the third parties.
- All bookings are subject to the provider's Terms and Conditions including conditions of carriage and limits on liability. You are advised to read them before finalising transactions.
- We can provide their Terms and Conditions of suppliers if they are supplied to us. Our role is to arrange and co-ordinate the service offered by third party service providers. We arrange a contractual relationship between you and the provider.
- We cannot guarantee the performance of the service providers.
- Any brochures supplied are from the service providers and we accept no liability for errors in that material.

Limits and Liability

- Subject to Australian Consumer Law we are not liable for errors or omissions of suppliers.
- Travel insurance is an important component of your travel arrangements and you should not leave home without it.

Governing Law

- The Laws of Australia apply.

Your Responsibilities

- You warrant that you are over the age of eighteen (18) and have sufficient funds to pay for the travel services.
- You have read our Terms and Conditions, and if booking for a third party have conveyed these to them.
- You have read the Terms and Conditions of the product service providers and agree to be bound by those.
- You are responsible for checking the accuracy of all documents provided to you.
- You warrant and acknowledge that you have accessed the Smarttraveller website for any specific enquiries in relation to your intended destination.
- Passport / visa and other required identification documents are your responsibility.

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