



Booking Terms and Conditions

Introduction

Travel on Q is a member of the itravel Group.

We sell and facilitate various travel arrangements and services on behalf of our Principals. Our principals are airlines, tour operators, hotels, cruise lines, other transport operators, other accommodation providers and other principal suppliers. References to “us”, “we” and/or “our” in these booking terms and conditions shall mean Travel on Q.

Travel Insurance

Without travel insurance you and/or your family are personally liable for covering any medical and associated costs you may incur while travelling. We strongly recommend you take out a full coverage travel insurance policy at the time you pay for your booking. All Travel on Q agents are FSR compliant and can recommend a policy to suit your needs. It is your responsibility to read and fully understand the Product Disclosure Statement of your insurer.

Disclosure Authorisation

In the event that a natural disaster or other emergency is reported to have occurred in a country where you may be visiting at that time, you authorise Travel on Q to disclose the details of your itinerary and contact details to the Australian Department of Foreign Affairs and Trade.

Passports and Visa Requirements

All travellers must have a valid passport with at least 6 months validity beyond the period of intended stay. Some countries require a longer validity. Permanent residents travelling on a foreign passport must hold a Resident Return Visa to re-enter Australia. We recommend that you check the entry requirements of the countries you plan to visit or transit, including all visa requirements, with the relevant foreign embassy or consulate.

Health Requirements and Vaccinations

Some countries require you to be vaccinated against specific infection and/or diseases. We recommend that you consult with your doctor or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available at the Department of Foreign Affairs and Trade website: smartraveller.gov.au.

Prices

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid for in full by you. Price changes can occur between the time you make a reservation and the date of full payment. Factors influencing price changes can be currency fluctuations, fuel surcharges, taxes and other provider increases outside of our control.

Payment

Once a booking is confirmed, payment must be received within the payment deadline as advised by your Travel on Q agent. Failure to pay for tickets or other travel documents within the deadline will result in automatic cancellation of the booking.

Payments are accepted by BPAY, direct deposit, by cheque or by credit card. Some travel bookings may not be payable with a credit card. Please check with your Travel on Q agent. In some circumstances your credit card will be charged by the Principal. You authorise us to pass on your credit card details to the Principal.

When your credit card is processed by Travel on Q or itravel you agree to not have your payment ‘charged back’ or reversed by your credit card provider where the services have been provided.

Direct deposits must be paid into the itravel Client Trust Account: CBA BSB: 062-033 Account: 10383350. itravel agents do not accept cash payments. Payments must not be paid into any other bank account other than the itravel Client Trust Account.

Payment Surcharges

Credit or debit card payments will incur surcharges. Please check with your Travel on Q consultant for our current charges.

Booking Cancellation and Amendment Charges

If you wish to cancel or change a confirmed reservation you are likely to incur fees. In some cases, Travel on Q may charge cancellation and/or amendment fees in addition to those imposed by travel service providers. You should always check amendment or cancellation fee schedules before entering into a transaction. Some air tickets and other bookings may be non-refundable.

Refunds

If you cancel your travel arrangements and a refund is due, the refund will be made available to you once we received the monies from the Principal involved. In some cases, you may not be able to claim a refund.

Travel Documents

While we have taken great care to check your travel documents, it is important that you review all of the information in the documents including but not limited to, your name, travel dates and other particulars relating to your travel arrangements. Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider.

Schedule Changes

It is important to check your flight times at least 24 hours prior to the departure of each flight as airlines reserve the right to amend their flight schedules.

Accuracy of Information and Limitation of Liability

Travel on Q does not warrant the accuracy, completeness, or performance of the services offered by the Principals and we will not be liable in the event that you suffer loss, injury or disappointment by reason of any undertakings or failings of any Principal.

Travel on Q accepts no responsibility or liability for any failure or delay on the part of any Principal in providing travel services to you where your booking has been properly processed by Travel on Q; nor is Travel on Q responsible for any acts or omissions of Principals in the course of delivery of such travel services.

Changes to these Terms and Conditions

Travel on Q has the authority and the right to at any time it sees fit to change or modify all or any part of these terms and conditions.