

Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. References to “us”, “we” and/or “our” in these booking terms and conditions shall mean Unique Destination Travel also trading as Dialysis Abroad. These terms and conditions apply to bookings made over the phone or by email.

Passports and Visas

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Australian passport. If this is not the case, you must let us know. It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part).

If you need information regarding visa and other travel document requirements for your trip please let us know. We can provide you with general information on visa and passport requirements that apply to international travel bookings you make with us. We can also obtain more specific information from an external visa advisory service provider on your behalf (if you wish, we can also assist you to obtain visas through this external service and fees will apply).

We do not warrant the accuracy of information provided by an external source and accept no liability for any loss or damage which you may suffer in reliance on it (except to the extent caused by fault on our part).

If you are travelling to the United States

Please see <https://esta.cbp.dhs.gov> for important information regarding compulsory pre-registration for their visa waiver programme. Australian passport holders will not be able to enter the United States without a valid ESTA (or visa) Please note, you may not meet the requirements of ESTA and may be required to obtain a visa.

Travel Insurance

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Travel Insurance is also strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. We are an authorised representative of CoverMore Travel Insurance Services Pty Ltd. Financial Services. You must obtain a Financial Services Guide/Product Disclosure Statement relating to the travel insurance product you are considering purchasing and should read that document before making any decision about whether to acquire the product. We are also an authorised representative for CHI and AIG Travel Insurance.

To take travel insurance through us we will provide you with the PDS and your travel insurance application form to complete, sign it and return to us. We cannot issue your insurance until this form is provided regardless of whether payment has been made. If you decline travel insurance you may be required to sign a declaration. Please note if taking travel insurance with another provider any documentation required from our office to process your claim will incur a fee of AUD \$150.00.

Travel Advice

We recommend you contact the Department of Foreign Affairs and Trade or visit their website at www.smarttraveller.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.

Health

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccinations documentation. In some cases, failure to present required vaccination documents (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. Please check with your local doctor or specialist vaccination clinic before commencing your travel. General health advice for the destination you visit is also available from DFAT (see smarttraveller.gov.au).

Prices

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed when paid in full by you. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases. Please contact us for up to date prices.

Our Changes and Cancellation Fees

Subject to your refund and remedy rights under the Australian Consumer Law, the following fees apply if we change or cancel any bookings at your request:

- Changes to Domestic/Trans-Tasman bookings will incur a fee per passenger in addition to supplier fees.
- Cancellations to Domestic/Trans-Tasman bookings will incur a fee per passenger per booking in addition to supplier fees.

- Cancellation to International bookings (excluding Trans-Tasman bookings) will incur a fee per passenger per booking in addition to supplier fees.

Supplier Change and Cancellation Fees

Cancelled bookings may 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 indemnify us for the amount of that fee. 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. Cancellations can only be accepted in writing.

Deposit and Final Payment

You will be required to pay a deposit or deposits when booking. We will advise you of how much that will be. All deposits are non-refundable for changes of mind or cancellations by you subject to our rights under the Australian Consumer Law). Final payment is required no later than 6 weeks prior to departure unless otherwise stated. Some fares or services must be paid in full at the time of booking.

Payment by Credit Card

Credit card surcharges of 1.3% for VISA and MasterCard will apply when paying by credit card. American Express and Diners cannot be accepted for payment.

Payments by Direct Deposit

Please note that direct deposit takes up to 3 business days to process. If you are paying by this method you will need to make the payment at least 3 business days prior to the actual due date. You must notify your consultant of your payment once it has been made.

Direct Deposit – Account Name: Unique Destination Travel - BSB: 035 039 (Westpac) Account No: 307771.

Payments by Cheque

Not accepted

Taxes

Airline taxes are subject to change and are confirmed at the time your airline ticket is issued. There may also be a local tax charged at some airports and hotels.

SERVICE GUARANTEES

Our bookings and advisory services come with a guarantee that:

- They will be provided with due care and skill;
- They will be reasonably fit for specific purpose;
- They can be reasonably be expected to achieve the desired result; and
- They will be provided within a reasonable time

Agency

We act as an agent for and sell various travel related products as agent on behalf of, numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, as well as all of our wholesalers. Our obligation to you is to (and expressly authorise us to) make travel bookings as your agent on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we have no control over, or liability for the services provided by third parties. All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability imposed by these service providers. We can provide you with copies of the relevant service provider terms and conditions on request. Your legal rights in connection with the provision of travel services are against the specific provider and except to the extent a problem is caused by fault on our part, are not against us. Specifically, for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted your rights are against that provider and not against us.

Liability:

To the extent permitted by law, We do not accept any liability in contract, tort or otherwise, for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Our liability, will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air,, the Athens Convention in respect to travel by sea, the Berne Convention in respect to travel by rail and the Paris Convention in respect of the provision of accommodation limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law. (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act.

Special Requirements

Please liaise with us regarding any special requirements you may have for your travel arrangements such as special meal and seating requests, room type or disabled access.

Frequent Flyer

Please advise us of your frequent flyer membership details for inclusion in your booking. Please check your frequent flyer programme for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking.

Travel Documents

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.

Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. All incorrect names on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documents carefully and advise us immediately of any errors in names, dates or timings. Your travel documents will be posted out to you.

As a general rule your travel documents will be available 2 weeks prior to departure, however, this will depend on your individual arrangements. Please contact us to confirm when your travel documents will be sent to you.

Schedule Changes

We recommend you contact the airline to confirm your scheduled departure time 24hours prior to your flight.

Privacy Policy

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy, which is available online at www.uniquedestinationtravel.com.au By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy. In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service provider(s) (e.g. accommodation or tour providers) with whom you seek to make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which the business is based. Where we disclose your personal information to an overseas recipient, you agree that we will not be required to ensure the recipient's compliance with Australian privacy laws and otherwise accountable for how the recipient handles your personal information.

Monies Not Held On Trust

All monies paid by you to us will be the property of Unique Destination Travel and will be a debt due and payable to the travel service provider once the services to which the money relates have been provided (except for monies paid for flights with an IATA airline, which might be held on trust for that IATA airline).. You agree and acknowledge that such monies will not be held by us on trust for and on behalf of you and we may hold such monies in any account as we see fit, including with our own and/or other customer monies.

Government Law

If any dispute arises in relation to the agreement between you and us, the laws of South Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of South Australia, and waive any right that you may have to object to an action being brought in those courts.

I acknowledge that I am 18 years of age or older and that I understand and agree with the above terms and conditions.

Authorised signature for all travellers in this booking: _____

Full Name: _____

Date: _____

These terms and conditions were last updated on 26th June 2017