



## TERMS AND CONDITIONS

The following conditions should be read carefully as they incorporate the basis upon which bookings are undertaken. By paying a deposit, you confirm that these conditions have been read, understood and accepted.

These terms and conditions are subject to change. Any changes to these conditions will be immediately updated via our website, and it is requested that you refer to our website for the current terms & conditions at [www.visit-vanuatu.com](http://www.visit-vanuatu.com)

### 1. How To Make A Booking

Contact a member of our friendly Visit-Vanuatu team or Travel Agent, who will assist you in making a reservation. Please note that all bookings are subject to availability at the time of booking. All verbal quotes are accurate estimates of the price and are valid for 7 days only. Written advice of the price is provided on confirmation of the reservation.

### 2. General Conditions

Visit-Vanuatu.com act as an agent only for the airline, accommodation, tour and transportation companies providing services. Some events are beyond our control and we accept no liability caused directly or indirectly by such, including, but not limited to: war, terrorism, civil disturbance, fire, floods, acts of God, and acts of Government or of any other authorities, accident to or failure of machinery or equipment or industrial action. Additionally, we make no representation as to the safety or conditions that any destination offers.

Whilst acting in good faith we are subject to the terms and conditions and limitations of liability imposed by suppliers involved in your travel booking, some of which limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage. We do not accept responsibility for injury, inconvenience, loss, damages, and delay to persons or property, or for related expenses on the part of employees, agents or individuals providing travel service. Furthermore we do not accept responsibility for any loss, damage, delay, injury, and inconvenience or for any related expense for any omission, error or any misleading statement or information contained in any brochure. The issuance and acceptance of any tickets, service vouchers or exchange orders is deemed as passenger consent to these conditions.

It may be necessary for airline/port/government agencies to search you and/or your luggage and goods. Airline operators reserve the right to deny boarding or to disembark any person in possession of illicit substances.

When passengers themselves make own arrangements for portions of their holiday in conjunction with a Visit-Vanuatu experience, they should ensure the chosen means of transport is scheduled to adequately connect with Visit-Vanuatu's arrangements, and that we are made aware at the time of the reservation. We will not be held responsible for any unforeseen circumstances that necessitate any changes to your travel arrangements

Passengers with disabilities or those requiring assistance should advise us at the time of reservation. Most suppliers have certain facilities available for people with disabilities or who require assistance. Please ask for details of such facilities if you have any special needs.

### 3. Travel Documents, Visas and Health

When required, each passenger must possess a passport with at least 6 months validity beyond the date of return, and be familiar with visa requirements, taking responsibility for obtaining all entry, exit, re-entry, health and other documents required by laws, regulations, orders, demands or requirements of the countries visited or transited. We cannot accept responsibility for failure to have correct travel information. Travel advice can be obtained from various sources, including local government, local consular offices and the Australian Department of Foreign Affairs and Trade website: <http://www.smartraveller.gov.au>. Passengers should also be familiar with health requirements and the DFAT website also has a section on Travel Health or passengers can seek advice from their doctor.

#### 4.1 Payments by Direct Deposits or Electronic Funds Transfer

Payments to Fit 4 Travel Client Funds Trust Account (BSB: 014313 Acct: 253603141) Cleared funds are required for ticketing, please factor in an extra 3 working days for transfers between banking systems

#### 4.2 Payments by Credit Card

The prices shown on flyers, brochures and website are for payments by cash. Additional Credit Card Service Fees will be applied to the dollar amount paid by credit or charge card. Our scale of these fees will be: Visa and MasterCard 1%; American Express and Diners Card 3%. Fees apply to the total invoiced amount and added to the booking at time of payment



#### 4.3 Payments by Cheque

Payments to Fit 4 Travel Pty Ltd. Please post to Fit 4 Travel, GPO Box 1375, Brisbane, Qld, 4001 Cleared funds are required for ticketing, please factor in an extra 7 working days for transfers between banking systems. Payment of special airfares cannot be paid by cheque.

#### 5. Prices

Any quote is an estimate only of price, which will be subject to availability and to written advice on confirmation of all travel components. Group prices quoted are net, based on a group of 10 or more persons travelling on the same service. Quoted details will appear on the confirmation/invoice provided and in your documentation. Prices may change at any time up until departure and do not include meals, airport transfers, and sightseeing tours unless stated. They also exclude personal expenditure such as insurance, laundry, telephone calls, emergency evacuation costs, drinks, excess baggage, passport, visa fees, gratuities, and travel costs in Australia to the point of international departure.

#### 6. Price Validity

In published flyers or brochures validity date ranges may vary from brochure to brochure - if in doubt please check that the brochure you are planning from is current. All prices quoted are in Australian dollars, based on foreign currency tariffs and taxes published as at the quote issue date. If foreign currency rates were to fluctuate, then the package may require re-costing. Prices are valid for travel as specified and are indicative only based on per person per night assuming twin share unless otherwise stated. Special offers are released frequently but may change without notice please ask for the latest special flyers or visit our website at [www.fit4travel.com.au](http://www.fit4travel.com.au)

#### 7.1 Deposit for Packaged Holidays

For bookings made more than 60 days before departure a deposit of \$200 per person plus any applicable Airfare is required within 5 days of written confirmation. For bookings within 60 days of departure, full payment is required within 5 days of written confirmation. For bookings within 30 days of departure, full payment is required within 24 Hours of written confirmation. Special airfares may also have ticketing deadlines requiring immediate full payment. If for any reason the deposit is not received by the due date we reserve the right to cancel the booking as hotels, resorts and suppliers may impose strict deposit and booking terms. A deposit holds services requested but does not guarantee prices. Booking details will be sent to the travel agent and they shall on receipt of passenger monies, hold them until the booking is confirmed, at which time, the monies shall be promptly remitted to us.

#### 7.2 Deposits for Group Bookings

For Visit-Vanuatu departures a non-refundable deposit of \$300 per person is payable 100 days prior to departure. For all other destinations a \$300 per person deposit is payable within 7 days of confirmation.

#### 8.1 Balance of Payment for Packaged Holidays

The final balance of payment will be confirmed at the time of booking however in general the balance of payment is due 60 days prior to departure. If for any reason the balance of monies is not received by the due date, we reserve the right to cancel the booking and apply the deposit against cancellation fees and other charges incurred on the passenger's behalf.

#### 8.2 Balance of Payment for Group Holidays

The final balance of payment will be confirmed at the time of booking however in general the balance of payment is due 75 days prior to departure. If for any reason the balance of monies is not received by the due date, we reserve the right to cancel the booking and apply the deposit against cancellation fees and other charges incurred on the passenger's behalf.

#### 9. Amendment and Re-issue Fees

A fee of \$35 per amendment per file may be payable for changes made after a booking has been confirmed and will apply once a deposit is paid. Once documents have been issued, the \$35 amendment fee applies plus any re-issue charges applied by airlines or suppliers. Re-issue means altering an existing booking, not a transfer to another package wherein cancellation fees may apply. (see 14.1).

#### 10.1 Cancellations Packaged Holidays

Cancellation requests must be received writing by post or email: [info@visit-vanuatu.com](mailto:info@visit-vanuatu.com) during business hours and we will acknowledge via return email, but please note we apply reasonable professional service fees, plus any charge levied by suppliers, which can be up to 100% depending on each supplier's rules.

After deposit Loss of Deposit \$200 per person and any fees levied by airlines and suppliers

After balance of payment \$300 per person and any fees levied by airlines and suppliers



#### 10.2 Cancellations of Group Holidays

Cancellation requests must be received in writing by post or email: [info@visit-vanuatu.com](mailto:info@visit-vanuatu.com) during business hours and we will acknowledge.

After deposit Loss of Deposit \$200 per person and any fees levied by airlines and suppliers

After balance of payment Full cancellation fees apply

#### 11. Cancellations and Changes made by Suppliers

At times circumstance beyond our control may mean we have to change a booking, (eg: if an airline changes its schedules or if a hotel overbooks). If the changes result in your holiday costing more or otherwise being materially different from that contemplated prior to the changes being effected, and we have already accepted your deposit or balance payment; you have the right to ask for a rearrangement or to withdraw from the holiday. We will apply a \$35 per passenger amendment fee to cover our professional services plus any charges levied by suppliers. The balance of monies will be refunded less these amounts.

#### 12. Refunds

Once the reservation we have booked for you commences, no refunds can be made for any unused services whether by choice or circumstance.

#### 13. Passenger Names and Contacts

Visit-Vanuatu require the following details for booking: full name and gender as appears in passport, date of birth, passport number, place of issue and expiry date and a telephone number or address where passengers can be reached if necessary within 24 hrs prior to departure.

It is the passenger's responsibility that these details are recorded correctly. Name changes after a booking will incur amendment fees and may also mean having to cancel the original booking and the resultant loss of the airline seat/s.

Any request for name or initial changes after documents have been issued has the same risks and also attracts ticket re-issue charges.

All groups must provide a rooming list with above details at time of payment of final monies.

#### 14.1 Airlines

In addition to these booking conditions Airlines also provide additional detailed travel conditions with their paper or e-tickets. Visit-Vanuatu will base our costs and invoices on airfare classes as per the quote provided and/or the advice from the Client at time of booking / confirmation and classes held. In the event that the rules for the airfare booked by the Travel Agent has a ticketing deadline, it is the responsibility of the travel agent to notify Visit-Vanuatu of the ticketing deadline and to arrange payment in time for the ticketing conditions to be met. If the conditions of the airfares used have not been followed, or inaccurate information has been supplied, Visit-Vanuatu reserves the right to pass on to the agent any additional monies charged to us by the airline.

#### 14.2 Air Only Bookings

A service fee of \$25 per booking will be applied.

#### 15. Baggage

Please check baggage allowances applied by airlines, cruise companies and coach operators prior to travel. Baggage allowances vary depending on the airline and destination.

#### 16. Taxes and Levies

Legislation requires us to collect from you the taxes and levies controlled by the airline, government or airport authorities. These costs may change without notice at any time up until departure. Full payment of your holiday does not exempt you from implementation of additional charges outside of our control. We will offer advice in this regard, but regret we do not control, nor will we be held responsible for any government's taxes, levies and airport charges.

All Australian and foreign country departure taxes that are payable prior to departure will be shown on your airline ticket. Some countries charge departure tax upon departure and some airports charge a small Airport Improvement fee which must be paid at that airport on departure.

#### 17. Privacy Laws

The client acknowledges that he/she will provide us from time to time with information about the client of a personal nature ("Personal Information"). The client consents to us using any personal information for the purposes of making



and completing airline bookings and travel related arrangements on behalf of the client. Visit-Vanuatu will only discuss booking information with the passengers or their Travel Agent.

#### 18. Travel Insurance

It is a condition of sale of our holidays that passengers are offered their choice of adequate travel insurance for their protection. It should be advised that some island destinations can be subject to aircraft diversions in extreme weather conditions or other circumstances, which can cause major disruption to schedules. Passengers electing not to take Travel Insurance need to advise us of this and accept responsibility for their own costs or losses sustained in the event the travel arrangements are disrupted.

#### 19. Website and Brochure

The product descriptions, maps and images of accommodation and services in our website and Brochures are based on information provided by tourist offices, hotels and suppliers. The facilities are subject to change at any time and we do not guarantee the standard, class, or fitness for purpose of that accommodation or service. Maps are shown for general information and may not reflect actual locations or services provided. Images show geographic areas, but are not necessarily included in the holiday. Hotel room images are representative only; actual rooms occupied may vary in décor and inclusions.

#### 20. Travel Compensation Fund

Visit-Vanuatu (Fit 4 Travel Pty Ltd) is a member of the Australian Travel Compensation Fund (TCF). TCF is a fund administered by a regulatory body established by government to give passengers financial protection in the event of a member's failure. Visit-Vanuatu's clients can have confidence that the Company meets the strict financial criteria necessary for participation in the TCF.

We would like to personally thank you for booking your holiday experience with Visit-Vanuatu. We are excited to share our experience and product knowledge with you, to ensure your holiday is one to be cherished. Your business is sincerely appreciated and we welcome your feedback and suggestions to:

Visit-Vanuatu  
GPO Box 1375,  
Brisbane, QLD 4001

or email us at [info@visit-vanuatu.com](mailto:info@visit-vanuatu.com)