The following terms and conditions (‘booking conditions’) form the basis of your contract with Australian Pacific Touring Pty Ltd. (‘APT’, ‘we’ or ‘our’). Please read them carefully as they are a part of your contract and are the legal obligations and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and understand these booking conditions. You agree to them and that you agree to them applying to your booking when you book with us and which we agree to make, provide or perform (as applicable) as part of our contract with you. References to anything affecting your ‘Holiday’, including any references to the tour or cruise package you have booked with APT. References to ‘excursions’ are references to shared tours which are included or available as part of your holiday package.

Governing Law
These booking conditions are governed by the law in force in Victoria, Australia.

BEFORE YOU BOOK

Prices – Deposits – Discounts – Payments
Your booking price will be set out in this brochure unless it is varied by advertising or a special offer, or is changed after accommodation, air travel, airport transfers on the first and last day, sightseeing, specified excursions, meals, tour admissions, the services of a tour director (if minimum numbers require an extra tour director), any special requests listed (e.g. diet, special dietary needs or twin, double or single bedded room, a particular facility at a hotel) or tour financial arrangements. The following terms and conditions are not included on extended touring packages.

Travel With Minors
Children under the age of 12 years of age are not recommended on tours and cruises. Children under 18 years of age must be accompanied by an adult and share their accommodation with an adult.

Included in the Holiday Package Price
As indicated in individual itineraries: all coach and other travel, accommodation, airport transfers on the first and last day, sightseeing, specified excursions, meals, tour admissions, the services of a tour director (if minimum numbers require an extra tour director), any special requests listed (e.g. diet, special dietary needs or twin, double or single bedded room, a particular facility at a hotel) or tour financial arrangements. The following terms and conditions are not included on extended touring packages.

Transfers
Airport transfers are included on the first and last day of the holiday package at designated times. No refund will be given for unused transfers. Transfers can be re-routed to other pick-up points or destinations. Passengers are not responsible for any unavoidable transfers that must make their own way to/from the hotel at their own expense. Some holiday packages include group transfers from or in between airports/hotels and vice versa. A group transfer is generally a shared transfer and the type of vehicle used will normally be dependent upon the size of the group.

Not Included in the Holiday Package Price
Airfares (unless stated), airport taxes, departure tax, visa and fuel surcharges, visas required for countries not on the regular table d’hôte menu, drinks may or may not be included in your itinerary, excess baggage, fuel surcharges, optional excursions and gratuities not specified in your itinerary.

Choosing Your Holiday
The holidays contained within this brochure are for departures between 1 October 2018 and 30 September 2019. For full terms and conditions of your APT holiday and to ensure that it lives up to your expectations it is important that you choose the right holiday package for you. We strongly recommend you check the details carefully and read the included information. Please ensure that you check your flight timings carefully on your tickets, and read the included information. Important information relevant to your holiday package. Travel Information & Documents
After booking you will receive an invoice with all important information relevant to your holiday package. We strongly recommend you check the details carefully and read the included information. Please ensure that you check your flight timings carefully on your tickets, particularly early morning (am) departures. Approximately 21 days before departure you will receive your e-ticket together with your final itinerary. However in the case of late bookings; charges or late payment, tickets may not be emailed to you.

Special Requests
Where a special request (e.g. diet, room location, twin, double or triple bedding, etc.) has been made in your booking, please go to www.aptpaturing.com.au/specialrequests.

Other Special Offers
Special Deals and Special Offers other than those advertised in this brochure may be promoted by APT after the brochure is released. These new special deals/ offers do not apply to existing bookings unless otherwise stated.

BOOKING AND PAYING FOR YOUR HOLIDAY

Airfares
Airfares are arranged with independent airlines. APT will arrange air travel as advertised in connection with your holiday package or otherwise arranged with APT. All airfares are subject to flight and booking class availability. Airfares will be booked and ticketed upon receipt of your deposit. To avoid price or tax increases, Airline taxes vary for each departure point and route of airline. Airline schedules are subject to change without notice. Once air tickets are issued, air travel arrangements and airfares are non-refundable. Name changes and voluntary date and schedule changes will incur fees. APT is not liable for delays or disruptions of air travel. Once tickets are issued APT will have no further liability or responsibility to the cost of any services booked in conjunction with the flights.

Out of Date Range Flights
If flights have not published their schedule at the time this brochure was printed or at the time of booking, APT will estimate the cost of airfares connected with your holiday package. When airfares are confirmed and tickets issued, APT will confirm seats and prices to you by sending you an updated invoice. Once tickets have been confirmed by you and payment has been received APT will issue your ticket/s.

A PT Deposit Cancellation Peace of Mind
A $200 security deposit per person, per holiday package will be retained as an APT holding credit to be used for future bookings. If Deposit Cancellation Peace of Mind is cancelled, no refunds will be made. If the request is not met, charges or late payment, your deposit will be refunded.

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Lynne Vella
Managing Director

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If you want to change or cancel your holiday, you must do so in writing to APT and are not entitled until this notification has been received. If your holiday has commenced, 100% of the full holiday package price is charged. There is no refund for unused services or if portions of the holiday package are missed. Additional cancellation fees may also be charged in respect of accommodation reserved outside the holiday package dates. These cancellation fees are in addition to any fees that may be levied by APT and your travel agent (if any). You acknowledge that the amounts estimated under the Cancellation Policy are reasonable and represent a genuine pre-estimate of APT’s loss and are otherwise reasonably necessary to protect the legitimate interests of APT. If APT has issued your documents, APT may charge you an administration and processing fee of $70 per person in respect of any further cancellation fees.

Cancellation of Ticketed Airfares

An APT cancellation fee of $50 per person applies for ticketed airfares in addition to any airline cancellation fees that are applicable.

Changes to Ticketed Airfares

If you wish to amend the date or routing on your ticketed and non-refundable airfare, an APT amendment fee of $30 per person for the first change and $85 for any subsequent changes will be charged. Additional changes and additional taxes that are applicable. If, for any reason, a name change to a ticketed airfare is required, a $25 per person fee will apply for any change in addition to any applicable airline fees.

IF WE CHANGE OR CANCEL YOUR HOLIDAY

Brochure Accuracy

APT is not under any obligation to ensure that the information given in this brochure about accommodation, itineraries, cruises, or attractions is correct to the best of its knowledge at the time of going to print. However, advertised descriptions and facilities and prices may change after publication. We will confirm the details of any chosen holiday package at the time of booking. Additional charges may apply due to changes and additional taxes that are applicable. If, for any reason, a name change to a ticketed airfare is required, a $25 per person fee will apply for any change in addition to any applicable airline fees.

Flight Changes

The flight details published in our brochure, on our website and detailed on your confirmation invoice are subject to airline, weather, safety and invoice you for any additional costs.

If you are solely responsible for any import duty or local purchases.

APT is not responsible for any items you may purchase locally ie: jewellery/furniture etc. You acknowledge that you are agreeing to the terms of our Privacy Policy.

If your nominated Freedom of Choice Inclusion is unavailable you may choose an alternative.

For security reasons valuables should be kept to a minimum and packed in your hand luggage along with your medicines, camera, electrical or battery-operated appliances, as well as basic essentials such as a change of clothes, your passport, and your identity card. It is your responsibility to look after your property at all times and you must ensure you are adequately covered by comprehensive travel insurance in the event of any loss.

Disruption to Itinerary Arrangements

Itineraries are intended as a guide only and are subject to alteration without notice. Alternations may be necessary for various reasons including, without limitation, road, river or weather conditions, strikes or other reasons beyond APT’s reasonable control. If conditions render any routes unsafe for navigation, APT reserves the right to provide alternative accommodation, but not limited to, accommodation on the docked ship or substitute land arrangements. Under normal cruise conditions, itineraries will operate as described in this brochure. However, sometimes for reasons beyond our control, it may be necessary to alter your itinerary. For example, it may be necessary to operate part of the itinerary by coach and alternative sightseeing may be included at your own expense. Our complaints procedure should be followed in the event that you are not satisfied with the standards of any additional luggage. Your tour/cruise director will advise you of any changes to your itinerary.

Medical Assistance

APT has not arranged medical staff on our tours. If you require medical attention, local medical services can be contacted immediately. You are responsible for all charges that result from visiting a local medical facility or a medical practitioner visiting you. APT is not responsible for the type or quality of the medical services you may receive.

Holland America Line Cruises Cancellation Protection Plan (CPP Standard Plan)

Holland America’s Standard Cancellation Protection Plan allows you, for any reason, to provide written cancellation up to 24 hours prior to scheduled cruise or tour departure and receive a refund equal to 80% of the applicable cancellation fee. CPP is optional, must be paid at time of deposit and is not refundable. In addition, Holland America automatically assumes an additional $550 of liability for lost, damaged or delayed baggage of $2000. You should purchase travel insurance to adequately protect yourself against the costs that may be incurred by APT, including but not limited to the costs of flights, accommodation and services performed personally by APT, leading up to the commencement of the holiday package, alternatively prior to the Force Majeure event.

Holland America’s Standard Cancellation Protection Plan

In the event that APT cancels or changes your travel arrangements; or (b) the Force Majeure event. APT is not responsible for the type or quality of the medical services you may receive.

If your nominated Freedom of Choice Inclusion is unavailable you may choose an alternative.

For security reasons valuables should be kept to a minimum and packed in your hand luggage along with your medicines, camera, electrical or battery-operated appliances, as well as basic essentials such as a change of clothes, your passport, and your identity card. It is your responsibility to look after your property at all times and you must ensure you are adequately covered by comprehensive travel insurance in the event of any loss.

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