General Information & Conditions

The following terms and conditions (“booking conditions”) form the contract between Australian Pacific Touring Pty Ltd (“APT”, “we” or “our”). Please read them carefully as they set out your and our respective rights and obligations. By confirming to us your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions, that you agree to them and that you agree to them applying to your holiday arrangements that you book and any supplements or arrangements to be made, to provide, to perform (as applicable) as part of our contract with you. Reference to “booking conditions” to “your holiday package” are references to the tour package you have booked with APT. References to ‘excursions’ are references to short trips or tours 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
Prices listed in this brochure are valid at the time of publication but are subject to change. They may be varied by advertising or special offers, or changed after the time of publication for any reason, including without limitation, to cover changes in government taxes and charges, exchange rate variations, fuel surcharges, airline charges, a force majeure event or other material increases by suppliers. The most up to date pricing may be obtained by contacting us on 1300 999 888 or visit www.aptouring.com.au. Prices will be confirmed at time of booking and honoured for up to seven days. Once the security deposit is paid the price of your holiday package is fixed and is protected by a security deposit per person, per holiday package is required within seven days of booking confirmation. Deposit requirements may vary when booking a special offer. Final payment of the balance of your holiday package price is due 100 days prior to departure unless stated in the terms of a special offer. APT reserves the right to cancel any ticket or booking if the full price of any package is not paid by the due date for any reason where APT has not determined the full amount of the booking for reservations made less than 100 days before departure. Deposits paid to APT New Zealand Limited and APT New Zealand are not refundable.

Included in Holiday Package Price
All coach and travel, accommodation, airport transfers on the itinerary. Meals, soft drinks and some snacks are included in the package as indicated in your itinerary, excess baggage, fuel surcharges and optional excursions and gratuities not specified in your itinerary.

Travel Information & Documents

For your protection, you are required to purchase comprehensive travel insurance that includes (without limitation) coverage for the full cost of your holiday package, medical expenses, loss of luggage, land and air content and airfare changes that may occur due to cancellation, impossibility of performance or other frustration, disruption, loss of deposit or strikes, and provide a copy to us.

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 am departures. Approximately 21 days before departure you will receive your eticket, please check these carefully for travel. In the case of late bookings, charges or late payment, tickets may be emailed to you. Itinerary changes, cancellation, impossibility of performance or other frustration, disruption, loss of deposit or strikes, and provide a copy to us.

Deposit Cancellation Peace of Mind

If you want to change any part of your holiday arrangements after the invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing by the person who made the original booking, or his or her travel agent. If it is possible to make the change, it will be subject to an administration charge of $30 per person and payment of any further costs incurred as a result of the change.

A Health, Fitness & Mobility Checklist can be requested from APT's general offices. It will detail the fitness and mobility requirements of the package, medical expenses, loss of luggage, land and air content and airfare changes that may occur due to cancellation, impossibility of performance or other frustration, disruption, loss of deposit or strikes, and provide a copy to us.

Special Requests

Where a special request (e.g. diet, room location, twin or double bedded room, a particular facility at a hotel, flight seat requests and/or particular meal) is an important factor in your choice of holiday, you must advise us when your booking is made. APT will do its best to accommodate the special need. A special request (e.g. diet, room location, twin or double bedded room) cannot be guaranteed and APT cannot be held responsible for any change or for any additional associated charges as a result.

For your protection, you are required to purchase comprehensive travel insurance that includes (without limitation) coverage for the full cost of your holiday package, medical expenses, loss of luggage, land and air content and airfare changes that may occur due to cancellation, impossibility of performance or other frustration, disruption, loss of deposit or strikes, and provide a copy to us.

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 am departures. Approximately 21 days before departure you will receive your eticket, please check these carefully for travel. In the case of late bookings, charges or late payment, tickets may be emailed to you. Itinerary changes, cancellation, impossibility of performance or other frustration, disruption, loss of deposit or strikes, and provide a copy to us.

If you want to change any part of your holiday arrangements after the invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing by the person who made the original booking, or his or her travel agent. If it is possible to make the change, it will be subject to an administration charge of $30 per person and payment of any further costs incurred as a result of the change.

APT Deposit Cancellation Peace of Mind Policy

Applicable when an upfront fee of $50 per person is paid with your deposit. The holiday package can be cancelled prior to the final payment date and your deposit will be retained as an APT holding credit to be used for future bookings. If Deposit Cancellation Peace of Mind is claimed, all fees (including any booking or travel insurance) cannot be redeemed against the original tour departure date. Deposit held in credit will exclude fees imposed by third parties, including but not limited to, airline, rail, hotel and travel agents. When booking airfares through APT (including when taking advantage of a special offer that includes air travel), standard airline cancellation fees will apply. In some cases, airfares will be non-refundable. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held. APT Deposit Cancellation Peace of Mind applies to new bookings only and is only valid up until 100 days prior to travel. After three years, unused credit funds will be redeemed. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held.

APT Deposit Cancellation Peace of Mind Policy applies to new bookings only and is only valid up until 100 days prior to travel. After three years, unused credit funds will be redeemed. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held.

APT Deposit Cancellation Peace of Mind Policy applies to new bookings only and is only valid up until 100 days prior to travel. After three years, unused credit funds will be redeemed. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held.

APT Deposit Cancellation Peace of Mind Policy applies to new bookings only and is only valid up until 100 days prior to travel. After three years, unused credit funds will be redeemed. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held.
Cancelling a Ticketed Airfare

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 change your flight date or routing on your ticketed air booking, an APT amendment fee of $30 per person for the first change and $85 per person for any subsequent changes will be charged in addition to airline charge fees and additional taxes that are applicable. If, for security reasons, a ticket change is required, a $125 per person name change fee will apply for every change in addition to any applicable airline fees.

ATP, its agent and/or its service providers, APT is not responsible for the conduct of any independent service providers, their servants and agents or for any ramifications of that conduct. Optional excursions may, depending on your holiday package, include activities such as climbing, exploring, bike riding, swimming and snorkeling. You accept and assume the risk involved with these activities.

APT accepts no responsibility for any death, injury, illness, loss (including loss of enjoyment), damage, detention, delay (including mechanical breakdown) beyond its control.

4. Any term, condition or warranty express or implied by law, statute or otherwise in respect of the holiday packages contained in this brochure are excluded to the full extent permitted by law. Nothing in these booking conditions excludes, restricts or modifies the application of the Competition and Consumer Act 2010 (Cth) as amended, consolidated, supplemented and interpreted as permitted by law.

5. To the full extent permitted by law, APT’s liability arising from the booking contract is limited to the re-supply of the products or services or the payment of the cost of re-supply of the products or services to you and (b) excludes liability for any indirect or consequential losses suffered by you or any third party, however caused, including but not limited to pure economic loss or any special, extraordinary or punitive damage to you or any other party.

6. Your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not our agent for the purpose of receipt of monies. Receipt of deposits and subsequent payments by the travel agent does not constitute receipt of those monies by us and the travel agent has no authority expressed or implied to receive monies on our behalf. There is no liability on the part of APT in respect to any monies paid to your travel agent unless and until APT notifies you (by way of a booking confirmation advice or payment receipt advice) that monies have been received by APT. APT reserves the right to cancel any ticket or booking or refuse to carry any passenger where payment has not been received by APT within the specified time.

7. Specific meal requests are requests only and cannot be guaranteed.

Medical Assistance

APT does not employ 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 requiring a medical facility, or for a medical practitioner visiting you. APT is not responsible for the type or quality of the medical services you may receive.

Smoking

Government regulations forbid smoking in tourist accommodations and on all flights, and APT requires all passengers to abide by those wishing to smoke. Smoking is not permitted in hotel rooms. Requests for smoking/non-smoking rooms will be passed on to hotels but cannot be guaranteed.

Service Enquiries

If a problem occurs during your holiday you should, in the first instance, advise your tour director. APT may seek access to, or correction of, the personal information held about you, and our complaint resolution procedures. Our Privacy Policy is available at www.aptouring.com.au/privacy or by request to us. By providing personal or sensitive information to us, you are agreeing to the terms of our Privacy Policy.

General Information

APT endeavours to provide you with all the services contracted to you at the time of your booking. However, we plan arrangements a long time in advance of your departure date using independent suppliers such as airlines, hotels and local tour operators. If, as a result of local conditions, weather conditions, strikes or other reasons beyond APT’s reasonable control, it becomes necessary to make changes to your itinerary, APT cannot guarantee exact arrival and departure times for carriers and operators used by APT and will not be liable to make connections with any other services or attractions beyond its control.

Personal Belongings & Lost Items

For security reasons, valuables should be kept to a minimum and packed in your hand luggage along with your medicines. It is your responsibility to look after your property at all times and to make sure you are adequately covered by comprehensive travel insurance in the event of any loss.

ON RETURN FROM YOUR HOLIDAY

Data Protection Policy

Any personal information (including sensitive information and health information) that APT obtains and retains from you or about you is necessary for our business purposes. Our Privacy Policy details why we collect this information, who we may disclose it to (including overseas recipients), and the main consequences if we do not collect it. Our Privacy Policy also contains information about how you may seek access to, or correction of, the personal information held about you, and our complaint resolution procedures. Our Privacy Policy is available at www.aptouring.com.au/privacy or by request to us. By providing personal or sensitive information to us, you are agreeing to the terms of our Privacy Policy.

Limitation of Liability

1. Our holiday packages include the services of independent providers, such as hotels, airlines, cruise companies and other operators, who are not agents, servants or employees of APT. APT reserves the right to cancel any ticket or booking or refuse to carry any passenger where payment has not been received by APT within the specified time.

2. APT does not employ 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 requiring a medical facility, or for a medical practitioner visiting you. APT is not responsible for the type or quality of the medical services you may receive.

3. APT accepts no responsibility for any death, injury, illness, loss (including loss of enjoyment), damage, detention, delay (including mechanical breakdown) beyond its control.

4. Any term, condition or warranty express or implied by law, statute or otherwise in respect of the holiday packages contained in this brochure are excluded to the full extent permitted by law. Nothing in these booking conditions excludes, restricts or modifies the application of the Competition and Consumer Act 2010 (Cth) as amended, consolidated, supplemented and interpreted as permitted by law.

5. To the full extent permitted by law, APT’s liability arising from the booking contract is limited to the re-supply of the products or services or the payment of the cost of re-supply of the products or services to you and (b) excludes liability for any indirect or consequential losses suffered by you or any third party, however caused, including but not limited to pure economic loss or any special, extraordinary or punitive damage to you or any other party.

6. Your travel agent will forward deposits and other payments to us on your behalf, but your travel agent is not our agent for the purpose of receipt of monies. Receipt of deposits and subsequent payments by the travel agent does not constitute receipt of those monies by us and the travel agent has no authority expressed or implied to receive monies on our behalf. There is no liability on the part of APT in respect to any monies paid to your travel agent unless and until APT notifies you (by way of a booking confirmation advice or payment receipt advice) that monies have been received by APT. APT reserves the right to cancel any ticket or booking or refuse to carry any passenger where payment has not been received by APT within the specified time.

7. Specific meal requests are requests only and cannot be guaranteed.