General Information & Conditions

The following terms and conditions (“booking conditions”) form part of, and are to be read as part of, any contract with APT. By participating in any holiday or making a booking with APT, you are deemed to have accepted these booking conditions. Please read them carefully as they set out your and our respective rights and obligations. APT reserves the right, without limitation, to confirm, amend, cancel or terminate your booking. You are entitled to assume that you have had the opportunity to read these booking conditions, that you agree to them and that you agree to them applying to your holiday arrangements that you book with APT and which we agree to make, provide, or book for you (as applicable) as part of our contract with you. Reference to “APT,” “we,” “our,” “ourselves,” “yourself,” “yourselves,” “your holiday,” “your holiday arrangement,” “the package” or “package” are references to the tour package you have booked with APT. References to “exclusions” are references to short trips or tours included or available as part of your holiday package.

Governing Law
The terms and 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 brochure is released. These new special deals/offers go to www.aptouring.com.au/specialdeals. These new special deals/offers do not apply to existing bookings unless otherwise stated.

APT Tour Cancellation Peace of Mind
Applicable when an upfront fee of $99 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 tour holding credit to be used for future bookings. If Deposit Cancellation Peace of Mind is claimed, monies held will be used on a future tour and 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 air travel, rail travel and hotels. When booking airfares through APT (including when taking advantage of a special offer that includes air travel), standard airline cancellation fees will apply. Where required, there will be no refunds. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held. Deposit paid for a future cruise will be non-refundable. APT does not replace travel insurance, which you are required to purchase at the time of booking.

Travel Insurance
Travel Insurance is not included in your holiday package. For your protection, you are strongly advised to take out comprehensive travel insurance that includes (without limitation) coverage for the full cost of your holiday package, medical expenses, loss of luggage, land content and airfare changes that may occur due to cancellation, impossibility of performance or other frustrations, 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 correctness of the included information. Please ensure that you check your flight timings carefully on your tickets, particularly early morning departures. Approximately 24 hours prior to your departure you will receive your etiquette together with your final itinerary. However in the case of late bookings, charges or late payment, tickets may be emailed to you.

Special Requests
Where a special request (e.g. diet, room location, twin or double bedded room, a particular bed by side docking, etc.) is included in your booking, APT will do its best to accommodate your request. However APT cannot guarantee that it will be accommodated. APT will pass on any dietary requests to the airline but we strongly recommend that you check your flight timings carefully on your tickets, particularly early morning departures. Approximately 24 hours prior to your departure you will receive your etiquette together with your final itinerary. However in the case of late bookings, charges or late payment, tickets may be emailed to you.

Credit Card Surcharges
If you pay APT by credit card, a surcharge of between 1% and 3% will be added to your tour price.

IF YOU WANT TO CHANGE OR CANCEL YOUR HOLIDAY

Changes or Additions to Your Holiday
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 in all circumstances. 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 a charge of $70 per person and payment of any further costs incurred as a result of the change.
Cancellation Policy
For all holiday packages in this brochure, the following APT accommodation and airfare fees apply:

- Days of Notice: Fee Per Person
  - 100 days or more 50% of holiday package price
  - 90-61 days 50% of holiday package price
  - 60-31 days 50% of holiday package price
  - 30 or less Loss of deposit

All cancellations must be received in writing by and are not effective 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 unsold services or if portions of the holiday package are missed. Additional cancellation fees may also be charged in response to any services 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 applicable). The amounts are calculated 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 you request changes, or amend your booking or air ticket, APT may charge you an administration and processing fee of $70 per person in addition to any applicable cancellation fees.

Cancellation of Ticked Airfares
An APT cancellation fee of $50 per person applies for ticked airfares, in addition to any airline cancellation fees that are applicable.

Changes to Ticked Airfares
If you fail to be at your boarding date or route on your ticketed air booking, an APT amendment fee of $30 per person for a business class upgrade, or $125 per person name change fee will apply for every change in addition to any applicable airline fees.

IF WE NEED TO CANCEL OR CANCEL YOUR HOLIDAY
APT endeavours to provide you with all the services confirmed to you at the time of your booking. However, we may choose to cancel a booking at any time in advance of your departure date using independent suppliers such as airlines, cruise companies, hotels, coaches, where we have no direct control. On occasions changes do have to be made, and APT reserves the right to cancel or amend holiday packages/excursions accordingly.

Brochure Accuracy
APT has endeavoured to ensure that the information given in this brochure is accurate, including accommodation, itineraries, etc., is correct to the best of its knowledge at the time of going to print. However, advertised descriptors and facilities are subject to change.

We recommend that you confirm the details of your chosen holiday package at the time of booking. Additionally, flight times, carriers and routes in the brochure are given for guidance only as there may be changes. Final details will be provided by APT at the time of booking. Holiday package or excursion itineraries may change or be different from those described in the brochure due to a variety of factors such as weather conditions, events, and decisions by individuals or operators, beyond APT’s control. APT will notify you of any significant changes prior to your departure.

Flight Changes
The flight timings shown in our brochure, on our website and in our publications will be subject to change and are for guidance only and are subject to alteration and confirmation. Flight times are set by airlines and subject to изменения by airlines, cruise companies and other operators, who are not agents, servants or employees of APT. Although we take care in selecting the Independent Service Providers and the optional excursions conducted by some independent service providers, APT is not responsible for the conduct of the independent service providers, their agents and/or employees for any incidents arising from their services or any advice given to you by the Independent Service Providers. APT does not accept responsibility for any changes made by independent service providers to the optional excursions whether booking a package through a travel agent or by contacting the Independent Service Provider directly.

Limitation of Liability
1. Our holiday packages include the services of independent contractors, such as airlines, cruise companies and other operators, who are not agents, servants or employees of APT. Although we take care in selecting the Independent Service Providers and the optional excursions conducted by some independent service providers, APT is not responsible for the conduct of the independent service providers, their servants and/or employees. APT does not accept responsibility for any changes made by independent service providers to the optional excursions whether booking a package through a travel agent or by contacting the Independent Service Provider directly.

2. In the opinion of any representative of APT, your mental or physical condition, or general behaviour is such as to affect your personal safety and the safety of those around you, APT may immediately terminate your participation on the tour. APT reserves the right to make changes to the holiday if the health, safety and general well-being of other passengers is threatened or if the continuation of the holiday is no longer possible.

3. Any term, condition or warranty express or implied by statute or otherwise in respect of the holiday packages contained in this Brochure is limited 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 (as amended), consolidated, supplemented or replaced.

4. To the full extent permitted by law, APT’s liability arising out of or in connection with these booking conditions:
   - (a) 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, howeversoever caused, including but not limited to pure economic loss or any special, extraordinary or punitive damage to you or any other party.

5. 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.

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.

8. Coral Expedition Cruises pricing is based on a Porthole cabin located on the main deck. Once allocation of main deck cabins are sold out, all further requests are subject to availability and a surcharge may apply. Twin or Junior King bedded accommodation is available on Bridge deck. Please refer to pricing panel for fares. Specific meal requests are requests only and cannot be guaranteed.

Cruising Cabin Selection
APT will make every effort to assign specific cabins, cabin numbers or locations on the ship if requested. If this is not possible APT reserves the right to make changes to the accommodation within the category booked without prior notice.

Medical Assistance
We recommend that you travel with your own medical doctor and medical supplies. If you require medical attention, APT is not responsible for the type or quality of the medical services you may receive.

Smoking
Following the Federal Government regulations forbid smoking in tourist coaches, however frequent stops are made for those wishing to smoke. Smoking is not permitted in hotel rooms. Requests for smoking will be passed on to hotels but cannot be guaranteed.

Luggage Limits
Each passenger is entitled to take one piece of luggage that does not exceed 100cm (63 inches), or weigh more than 20kg (44 pounds). Dimensions for checked baggage are calculated by adding together the width, height and depth of the piece of baggage. An extra charge will be imposed to cover porterage handling of any additional luggage. Your tour director will advise you of the exact additional charge.

APT Club Terms & Condition
Apt club card holders receive a 10% off discount on selected holidays. The range of benefits are available on our website at: www.apttravel.com.au/APTClub

Maps Within This Publication
Note that maps may not be to scale.

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