

Terms and Conditions

Please read these terms of trade very carefully as they form the basis upon which bookings are accepted by Well Connected Travel Pty. Ltd. 67 Ferguson St. Forestville NSW 2087 Australia. ABN49069387480, Llc.2TA4224, Tel: 61(02) 99752355 www.wellconnectedtravel.com.au info@wctravel.com.au

Our professional services are available for the purchase of travel and ancillary services, however the following terms of trade apply:-

1. Deposits and Final Payments: As indicated in the Payment Box, on your invoice

2. Fees:

- (i) Itinerary planning fee: Should a detailed itinerary/quote be requested with flight times and availability, a non-refundable planning fee will be charged per itinerary. This is payable prior to commencement. If you proceed with booking the quotation, the fee will be credited against the total cost...AUD50.00 per itinerary, per person.
 - (ii) Air booking fee: This is payable over and above the quoted airfare, taxes and surcharges. The fee may be applied, depending upon the commission offered to Well Connected Travel Pty. Ltd. by the airline/s used in the booking. The fee is based upon each sector booked. It is to be paid at the same time as airfare, taxes and surcharges...AUD20.00 per sector, per person.
 - (iii) Air ticketing fee: Variable. Payable over and above the quoted airfare, taxes, surcharges & booking fee. The fee may be applied, depending upon the sectors & the carrier being ticketed. This fee, if applicable, will appear on your invoice. It is to be paid at the same time that airfare, taxes, surcharges & booking fee payment is made...AUD30.00 per ticket, per person.
 - (iv) Air taxes & surcharges; Air/Land/Sea packages; Tours, Cruises : No booking fees are levied.
 - (v) Accommodation bookings in isolation - a booking fee of AUD\$50.00 per service, per participant, may be applied depending upon the commission offered to Well Connected Travel Pty. Ltd. by the suppliers used in the booking.
 - (vi) Amendment fee: Changes made to a confirmed itinerary after it has been accepted by the client will attract an AUD\$50 amendment fee, per booking, per amendment, plus any communication costs in securing further confirmations.
 - (vii) Visa procurement fee: Visas may be procured when in-conjunction with the purchase of travel arrangements made by Well Connected Travel Pty. Ltd. This fee is exclusive of consular registration, postage and/or courier charges and is payable in addition to any Consular or Government charge. If the consulate is Sydney based, a fee of AUD40.00 applies. If the consulate is based elsewhere in Australia, a fee of AUD80.00 applies. If the consulate is based outside Australia, reimbursement of costs incurred plus a fee of AUD80.00 applies.
 - (viii) Late Booking fee. Variable. Levied where bookings are made within 7 days of departure date.
 - (ix) Courier or personal delivery fee: Cost plus AUD20.00 fee.
 - (x) Card Transactions Fees: Transactions via Visa and Master-Card incur a 2% surcharge, Diners Club incurs a 3% surcharge, American Express incurs a 3.178% surcharge.
 - (xi) Cancellation fees. Variable. Not all travel and travel related products impose a cancellation fee, but many do. If the cancelled item is an airfare, it may take 3 months or longer for reimbursement. Fees will apply. Please note that not all airfares are refundable – airline ticketing rules vary according to the type of ticket purchased.
- * COMPREHENSIVE TRAVEL INSURANCE COVERING CANCELLATION CHARGES IS STRONGLY RECOMMENDED.**

3. Travel Insurance* : We strongly recommend that at the time of your booking you purchase comprehensive travel insurance of your choice. We can provide you with the necessary coverage utilizing Sure-save Travel Insurance, underwritten by Lloyds of London.

4. Changes in Prices and Itineraries: Prices are based on tariffs and airfares current as at the date of the invoice. In the event of currency (rate of exchange) fluctuations or increases in the price we pay for transportation, accommodation, and services generally, we reserve the right to adjust our prices as may be necessary at any time up to and including the day of departure even though the balance payment may have been made. If we are forced to change your booking due to circumstances beyond our control, we will do all possible to minimise inconvenience and provide alternative/s acceptable to you. We reserve the right to vary your itinerary and will give you notice, including any consequent change in price. In the event that any change, or series of changes, to your itinerary demonstrates that your trip has become materially different from that contemplated prior to the change/s being effected and in respect of which we have already accepted your deposit or balance payment, you have the right to ask for a re-arrangement or to withdraw from the trip and monies already paid will be refunded less any charges levied by suppliers. It is essential to check whether any such changes have occurred before you complete your booking.

5. Not Included in the Cost of the Journey: Passports; visas; airport taxes (where applicable); items of personal nature such as laundry, taxis outside of regular transfers that are provided; telephone calls; excess baggage charges; personal and baggage insurance; portage; postage; facsimiles; e-mail; telegrams; cables; drinks; room service; meals (unless specified) and tips.

6. Pre-Departure Contact: It is essential you advise a telephone number and email address where you can be reached during the 24 hours prior to your departure from Australia.

7. Immigration & Health: Passengers should familiarise themselves with any visa or health requirements that may be applicable to the area they intend visiting, and shall be responsible for all entry, exit, health or other documents required by laws, regulations, orders, demands or requirements of the countries visited or transmitted. Each person should carry a valid passport at all times. Persons residing in Australia who do not hold an Australian passport will require an Australian Re-Entry Visa. Kindly note that compliance with prescribed regulations pertaining to passports, visa/s, travel documentation, vaccination/s and customs, are your responsibility and we are not liable for any loss or expense due to non-compliance.

8. Baggage: On the Eastern Hemisphere (EH), Trans Siberian (TS) and African (AF) airline routings, checked baggage in economy class is limited (as a rule) to 20kgs and business class is limited to 30kgs. On North and/or South America (AP) airline routings, checked baggage maximum is set at two pieces of 32kgs each, however, it is recommended that the weight of each bag is not more than 23kgs, due to some countries/airlines imposing their own baggage handling restrictions, where bags exceeding 23 kgs each, are either not processed in the usual manner or are rejected. Hand luggage (cabin) is not to exceed 5kgs-7kgs and certain size regulations apply. Variations may apply to the preceding general conditions.

9. Liability & Responsibility: (a) All invoices, receipts, coupons, vouchers and tickets are subject to the terms and conditions specified by the suppliers. (b) Well Connected Travel Pty. Ltd. or its trading names of Well Connected Tours, Baltic Connections, Coral Connections and Mantra Wild Adventures are not themselves carriers or hoteliers, nor do we own aircraft, hotels or tour operations. We exercise every care in the selection of reputable airlines, hotels, tour operators and other suppliers of the various travel services which are used in our itineraries. It is important to note that all bookings with us are subject to the terms and conditions and limitations of liability imposed by airlines, tour operators, hoteliers, rail, car hire, shipping and other service providers, whose services we utilise, some of which limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage. (c) No airline will incur responsibility or liability to any person named in the booking aside from that liability which may be incurred as a carrier. (d) We always do our best to make sure that your travel arrangements are satisfactory and we accept liability for, but only to the extent of, any loss or damage sustained by you as a result of our negligence or that of our employees, associates, or agents. However we cannot accept liability of whatever nature for the acts, omissions or default, whether negligence or otherwise, of those airlines, tour operators, shipping companies, hoteliers or other persons providing services in connection with your trip pursuant to a contract between themselves and yourself (which may be evidenced in writing by the issue of a coupon, voucher, ticket, or the like) and over whom we have no direct or exclusive control. (e) We do not accept any liability in contract or tort for injury, damage, loss, delay, additional expenses or inconvenience based directly or indirectly by force majeure or other events which are beyond our control, or which are not preventable by reasonable diligence on our part, including but not limited to war, civil disturbance, fire, floods, unusually severe weather, acts of God, acts of Government or of any authorities, accidents or failure of machinery or equipment, or industrial action (whether or not involving our employees & even though such action may be settled by acceding to the demands of a labour group).

10. Law of Contract: The contract is governed in all aspects by the law of the State of New South Wales, Australia and any legal action arising under the contract shall be litigated only in the appropriate court having jurisdiction in that State, except that certain consumer claims may be brought before the Consumer Claims Tribunal having jurisdiction in respect thereof or similar Tribunals in other States or Territories of Australia.