

General Booking Terms and Conditions

(Other terms and conditions may apply to specific itineraries, as advised prior to booking)



Discovery Holidays

1. Guest supported travel bookings are confirmed only on receipt of :

- 1) Completed and signed Guest Services Plan
- 2) Applicable medical consent form and declarations.
- 3) Completed and signed Guest Service Summary and Agreement.
- 4) \$225 Service Planning and Booking Fee (non-refundable)
- 5) Minimum travel deposit as specified for the holiday itinerary.

2. PAYMENTS

Client payments are received into our Client Trust Account and held in trust until distributed to purchase the goods and services associated with the Guest's itinerary.

Payments via EFT to:

Account Name: Discovery Holidays WA (Trust) BSB: 036 134 ACC: 240 928

Payments via CHEQUE to: Discovery Holidays PO Box 388 Biggera Waters QLD 4216

3. CANCELLATIONS

- 1) Intention to cancel must be notified in writing.
- 2) Booking and Service Planning Fees are not refundable.
- 3) Cancellation Fees – Travel Services

Refund amounts and cancellation fees will be in accordance with the Terms and Conditions of individual accommodation, transport and activity suppliers for the specified itinerary.

4) Cancellation Fees - Guest Support Services

Support Services INDIVIDUAL (1:1):

- 14 days or less from departure 25% cancellation fees apply
- 7 days or less from departure 50% cancellation fees apply
- 3 days or less from departure 100% cancellation fees apply

Support Services SHARED GROUP (1:4 and 1:2) where no substitute Guest is found:

- 90 days or less from departure 25% cancellation fees apply
- 60 days or less from departure 50% cancellation fees apply
- 30 days or less from departure 100% cancellation fees apply

- 5) Discovery Holidays reserves the right to cancel any advertised tour or holiday if minimum participants is not reached. In the event that such a cancellation should occur Guests may transfer their deposit or payment to another available holiday or receive a full refund.
- 6) Discovery Holidays reserves the right to terminate or withdraw Guest participation in any of our holidays due to behaviour that does, or is likely to, affect the safety and enjoyment of the Guest, staff, other customers or any third party supplier or service. In the event that guardian will be liable for the full cost of returning the Guest from the holiday including the cost of staff accompanying them on the return journey.

4. ITINERARY CHANGES

- 1) Third party providers of travel and travel related services may change their prices, details of their packages, tours, other information displayed on the site at any time. Accordingly, all advertised prices displayed on the Site are subject to change without notice.
- 2) Discovery Holidays reserves the right to alter change or amend the holiday itinerary in any way necessary to ensure the smooth and safe operation of our services including but not limited to changes in services due to any cancellation made by third party suppliers, weather, transport or any unforeseen circumstance.

5. INCLUSIONS

All Advertised tour prices include (unless otherwise specified):

- 1) Air, Cruise, Train or coach transport return fares from the departure point named in the specific itinerary
- 2) Twin share hotel, motel, resort or holiday accommodation
- 3) All meals daily Breakfast, Lunch, Dinner and light refreshments.
- 4) All highlighted entry fees, tickets and entertainment
- 5) Personal Guest Support Services (per Guest Service ratios)
- 6) Travel Insurance (eligible Guests)
- 7) Gift and Photo Memories USB

Tour Prices DO NOT include (unless otherwise specified):

- 1) Passenger personal spending money
- 2) Passports, visas or other travel documents
- 3) Snacks, soft or alcoholic beverages, barista coffees
- 4) Personal items such as laundry, telephone, toiletries, excess baggage
- 5) Medical or first aid supplies
- 6) Equipment rental such as wheelchair hire, hoist and shower chair.

6. GUEST SERVICES

- 1) Personal Guest support and care service ratios are determined by the guest, their families, service agency or other nominated representative and Discovery Holidays WA.
- 2) It is the customer's responsibility to provide accurate, recently reviewed, relevant information detailing the care and support preferences of the guest.

7. MEDICAL CONDITIONS, ALLERGIES AND ALERTS

- 1) Guests with pre-existing medical conditions are required to provide a letter of Fitness to Travel from their doctor.
- 2) Guest's travelling with epilepsy, allergy, asthma or other managed condition must provide a recently reviewed Medical Response Plan detailing response plan to known risk factors.

8. HEALTH AND PERSONAL DOCUMENTS

- 1) You are responsible for obtaining all personal documents, passports, visas that you may require. We may assist you to obtain such information, however the final responsibility for obtaining the necessary information and complying with any identification documents or health requirement remains with you.
- 2) If you have a medical condition, the carrier may ask you to complete a health questionnaire to ensure your safety.
- 3) Discovery Holidays WA or the carrier reserves the right to refuse or cancel a booking where there is a significant risk to the health or safety of a Guest or another person.

9. BAGGAGE AND PERSONAL BELONGINGS

- 1) Limits: Each Guest is able to bring:
 - one piece of hand luggage that does not exceed 56 x 36 x 23 cm and does not weigh more than 5 kg.
 - one piece of luggage/suitcase that does not exceed 140 x 60 x 40 cm and weigh no more than 20 kg and
- 2) All personal belongings are the sole responsibility of the Guest. Discovery Holidays will not be held liable for any loss or damage of any items or monies not directly under the supervision of Guest service officers.

10. LIMITATION OF LIABILITY

- 1) All holiday and travel arrangements are made on the Guests behalf on the express condition that neither Discovery Holidays, the owner, staff or other company representative shall be liable or responsible for any negligent or wilful act or failure to act of any third party which are engaged to, or do supply any goods or services on any holiday.
- 2) Guests are liable for costs and legally responsible for any wilful damage or injury caused to any person or property.

11. TRAVEL INSURANCE

Discovery Holiday s WA accompanied Guests may be nominated for travel insurance cover by the company's Corporate Travel Insurance AHI International as described by the full Product Disclosure Statement (available on request).