

BOOKING CONDITIONS

1 Goods and Services Tax – GST

Does not apply to overseas arrangements such as hotels, tours, hire cars but does apply to service fees charged in Australia, such as amendment and cancellation fees. Where applicable, GST is included in the prices quoted.

2 Brochure Validity

Holidays on Location brochure Validity:
Summer season: 01 Apr 2018 – 31 Oct 2018;
Winter season: 01 Nov 2018 – 31 Mar 2019,
except where indicated in the publication

3 Deposits and Final Payments

A NON-REFUNDABLE **DEPOSIT** of A\$220.00 per person for land-only bookings; A\$350.00 per person for all coach tours & packaged holidays; Rocky Mountaineer product - 20% of packaged price is payable at time of placing your booking. Product suppliers reserve the right to request a higher deposit at time of booking. In the event where your booking request cannot be confirmed, we will refund your deposit in full (excludes Rocky Mountaineer product). **FINAL PAYMENT** is due 60 days before your departure date from Australia for all confirmed arrangements (Except for Rocky Mountaineer product, where FINAL PAYMENT is required 75 days before your departure from Australia). Product suppliers reserve the right to require full payment at time of booking and once confirmed product becomes Non-refundable.

4 Single Room Supplement

Single occupancy of a room by choice or circumstance is subject to the applicable supplement as charged by the service provider.

5 Individual Rail Bookings

A minimum fee of A\$55 per booking will be levied on all point-to-point rail tickets and seat reservations.

6 Booking and Amendment Fees

Booking conditions and amendment fees apply to all products and services.

PLEASE NOTE Booking fees are applicable for one-night stays and when no accommodation has been booked with requested service.

Prior to final payment: One change/amendment is permitted without penalty (This excludes airline, rail, cruise or other services where an amendment may be treated as a cancellation). Subsequent amendments will attract a fee of A\$55 per file, per amendment. An amendment is a change to an existing booking and not a transfer to another tour, where cancellation fees may apply. Product suppliers reserve the right to charge higher booking and amendment fees as applicable.

Correct names: To avoid any possible inconvenience or denial of service, it is important that the booking name/s given to Holidays on Location is exactly as shown in your passport. Any name, initial or spelling change will incur a fee of A\$55.00 per file and if this is required to be made after documents have been issued A\$ 110.00 per file will apply excluding Rail where higher fees may apply. **Proof of Age** to qualify for a seniors discount must be evidenced before the booking is confirmed.

7 Late Bookings

a) **Bookings made within 60 days:** If a booking request for any Holidays on Location product is received within 60 days prior to departure from Australia, full payment is required at the time of placing the booking.

b) **Bookings made within 10 days:** If a booking request for all products is received within 10 working days prior to departure from Australia, full payment is required at the time of placing the booking and will incur an additional service fee of A\$55 per file.

8 Unused Services

Holidays on Location **DOES NOT AUTHORIZE** employees of overseas suppliers or service providers to promise a refund to clients for **UNUSED SERVICES** for any reason. All such services, unless otherwise specified on voucher documentation issued by Holidays on Location remain non-refundable.

9 Invoices

All confirmed bookings/reservations will be issued with an invoice detailing all services booked and confirmed or in the case of rail sectors RQ= On Request if such reservation falls out of system range. It is the responsibility of the booking agent or the person who **has placed the booking on behalf of others to ensure that all details are correct and all related pricing and cancellation conditions** have been understood and communicated to all members of your party involved with the booking/reservation.

10 Invoice Errors & Omissions (E&OE)

The right is reserved to correct any errors in rates quoted or calculated for any service notwithstanding that the invoice may have been paid in full.

11 Cancellations

Should you or any member of your party be forced to cancel your travel arrangements for **any reason** you must advise in writing to your travel agent or Holidays on Location without further delay. The following charges (including GST where applicable) will apply for all except Rocky Mountaineer product and services and other services where varied rules apply.

If you cancel your reservation 61+ days prior to your departure from Australia, your deposit is **NON REFUNDABLE**, nor can be transferred or credited to another booking.

Cancellation within 60 days of departure:

a - Your deposit is non refundable. PLUS b - Additional charges levied by service providers and your Travel Agent up to 100% of the total cost of travel arrangements may not be refundable.

Important Note: No refund will be made on any pre-booked hotels, apartments, villas, homestays, transfers, transport and museum cards, cultural tickets, pre-paid restaurant bookings, city transport cards, day tours (no show: no refund) or other travel not used for whatever reason. No refund will be available for cancellations after holiday package has commenced or in respect of any tours, accommodation, rail, meals or any other services not utilised.

Exception to the rule are charges imposed by Coach Tours, Hiking and Cycling Tours, Rail Packages, Point-to-Point Rail Tickets related seat reservation charges to any form of Rail Travel and Rail Passes where different terms and cancellation conditions may apply as listed below:-

Tour Type	61+ Days	60-35 Days	34-15 Days	14-0 Days
Coach Tours ^^	Deposit	45%	80%	100%
Hiking/Cycling^	Deposit	35%	80%	100%
RailPackages^	Deposit	45%	80%	100%

*Refer below for Charges relating to Rocky Mountaineer products or www.rockymountaineer.com for their full terms and conditions.

	75+ Days	74-46 Days	45-0 Days
Rocky Mountaineer Incl. Cruise	Deposit	100%	100%
Rocky Mountaineer^	Deposit	50% + \$150	100%

^ = Percentage of total gross value of tour booked.

11 Cancellations (cont.)

Cancellations due to a lack of snow or inclement weather

If upon arrival at your winter destination, the resort does not offer optimal ski conditions and you therefore decide not to ski, you will not be entitled to any refund. If you decide to cancel your reservation because of a concern over a lack snow/ inclement weather and you choose not to travel to your winter destination, the regular terms and conditions for cancellation or voluntary rescindment of services apply.

Cancellation of Point-to-Point Rail tickets

Refunds where applicable, will be paid on a point-to-point rail ticket (except advance purchase tickets where no refund applies once confirmed) and returned to our office prior to travel date or provided the ticket is stamped as cancelled by any rail station in Europe and returned to Holidays on Location within 30 days from the train departure date in the original jacket of issue. Refunds and exchanges are subject to a minimum 25% cancellation fee.

Cancellation of Seat Reservations for Rail Travel

Non-refundable after issue of ticket.

Cancellation of Rail Passes

Refunds where applicable, will be paid if a pass is returned to our office totally unused and without rail station validation, in the original jacket of issue. This must be done before the first day of validity of the pass, and within six months of the issue date. Refunds and exchanges are subject to a minimum 25% cancellation fee. Rail Passes cannot be refunded or reissued if lost or stolen.

12 Travel Documents

All travel documents (including hotel vouchers) should be handled by the passenger with the utmost care. In general, travel documents will be issued in Australia. In some instances, travel documents will be exchanged on arrival at an International airport, rail station or at check-in at the hotel. However, if the request for delivery (in case of a late booking) is instigated by Travel Agent or client, a private delivery fee of between A\$55 and A\$165 (GST inclusive) will apply, depending on the delivery address. No refund will be processed for unused vouchers. Lost or stolen or destroyed travel documents (rail, transport, theatre, concert, special events, and museum, exhibit or sightseeing tickets) cannot be replaced or refunded. Note carefully: Principals will only accept an official Holidays on Location voucher or their own voucher validated by Holidays on Location.

13 Additional Services

Holidays on Location and its associated representatives worldwide, will not accept responsibility nor approve requests to pay for additional charges for extra services requested by clients and not included in our final invoice. It is your responsibility to settle these charges, if any, before departure including parking and other fines or fees incurred when a rental vehicle is used.

14 Additional Hotel Nights or Car Rental Days

The special rates shown are available only when booked and paid in advance of your departure from Australia. Should you wish to obtain extra nights or additional days car rental when overseas, the cost will be at the local rates and cannot be booked through Holidays on Location.

15 Not Included

Itineraries, packages and products do not include cost of travel from your home town to the city from which you are departing and the destination country you are travelling to overseas. You are also responsible for the cost of your passport, visas, airport taxes, fuel levies, government and local authority charges where applicable, excess baggage costs, insurance and items of a personal nature such as telephone calls, laundry, taxis outside of regular transfers provided, postage and communication costs, drinks, room service or meals, unless specified.

16 Changes to Prices and Itineraries

Selling prices were calculated on exchange rates current as at 30 November 2017 (Swiss Brochure). All costs are subject to change at any time by the principals and/or because of currency fluctuations. No surcharges in respect of cost or currency deterioration will be made once full payment for your arrangements has been received. This guarantee does not apply to any taxes, charges or levies imposed by any government or their agencies or to errors or omissions. In exchange for these guarantees, no refund will be made if costs are reduced. The range of products featured in this brochure are offered at the selling prices shown on each page but prices printed do not imply that similar products may or may not be available at a lower price if obtained direct, however, payment sent overseas by travellers is excluded from the protection provided by ATAS accreditation scheme. If we are forced to change your booking or part of it for reasons beyond our control, for instance if a European rail service changes its timetable or accommodation is overbooked, we reserve the right to vary your itinerary and will give you, or cause to be given to you, notice of these changes and provide you with alternative products or services of a similar standard.

17 Hotel Descriptions

Descriptions featured are based on current international hotel guides and contractual agreements provided by the hotels and suppliers. Any facilities shown as included are subject to change at any time. Please note that air-conditioning is not a common standard in Europe or Canada.

18 Room and Bedding Guide

Prices in this brochure are based on existing bedding in the room. Request for particular bedding arrangements must be made at the time of booking. A twin room can be either a room with two single beds or one double bed (either one double or two single mattresses). Triple room rates can apply to either a full-sized triple room built to take three beds or to a twin/double room with an extra roll-away bed. The provision of hotel rooms is on a Run-of-House basis, unless otherwise specified. Particular room types e.g. interconnecting, twin vs double, can be requested but cannot be guaranteed.

19 Children

Costs vary according to the number of adults, ages of children travelling together, and accommodation selected. Holidays on Location will be pleased to quote on the required arrangements.

20 Specified Meal Services

Meal inclusions specified in accommodation packages are based on set menus offering a choice of meal options.

21 Car Rental

Each vehicle is supplied under the terms and conditions of the contractor. Rental inclusions will be detailed on the invoice we provide to your Travel Agent. Specific car types cannot be guaranteed. Rental vehicles cannot be taken into some European countries.

22 Hotel Check-in and Vehicle Rentals

Validation of a current credit card will be required by the hotel and rental car companies at check-in/car pick-up. For certain car rental categories, two valid credit cards are required.

23 Tours, Excursions & Sightseeing

These are provided by motor coach (regular services) and include the services of a tour escort when indicated and/or local tourist guide/s whenever necessary. Both the tour escort and the local guide/s will conduct the tour/s in more than one language. The tour company reserves the right to make changes to the tour programme, without notice.

24 Passports, Visas, Vaccinations and Baggage

Your Travel Agent will have full details of current requirements. Holidays on Location is not responsible for advising you of health, visa or passport requirements and is not liable for any loss or exposure incurred by your failure to comply with any such requirements.

Depending on your nationality and passport held, Visas may also be required for travel to or transit through various European and neighbouring countries, regardless of the passenger's intention to disembark in that country. It is the passenger's responsibility to check the routing of all rail journeys prior to embarkation and to make arrangements for any such visa requirement. For further information visit the Australian Department of Foreign Affairs web site: <http://www.smarttraveller.gov.au>

25 Pre-Departure Contact

It is essential that you supply us with a contact telephone number where you can be reached, within 24 hours prior to your departure from home.

26 Special Events, Festivals & Trade Fairs

Bookings which run-over special events, festivals and trade fairs, may incur higher prices and cancellation fees.

27 Maps and Photographs

Maps are shown for general information and may not necessarily reflect actual routing, location or services provided. Photographs show places in the geographic areas, but are not necessarily included in the itineraries or tours. Hotel room photographs may not be specific to the actual room occupied.

28 Luggage

The luggage allowance for transfers from airport/rail station to city hotel by multi-stop shuttle service, private car or mini-van applicable is 1 suitcase per person, weighing not more than 30kgs, to be stored in the rack provided in the shuttle or the boot of the car. Oversize or additional pieces will not be carried by the booked transport vehicle. In such a case, alternate arrangements must be made locally with the driver, and any additional cost settled on-the-spot. If you are planning to take additional cases with you, please inform us, so that arrangements can be made and the additional fees settled in advance. Holidays on Location will not accept billings beyond the contracted services.

29 Travel Insurance

Travel Insurance is not included in any of the prices in this brochure. It is a requirement by Holidays on Location that you have comprehensive travel insurance to cover you for the full duration of your journey for costs associated with illness, injury, death, loss of or damage to baggage or personal items, cancellation, loss of deposit, medical and hospitalization, repatriation and curtailment expenses due to illness, the need to return home unexpectedly, evacuation expenses, and accidental death or disability. Your Travel Agent is the most-qualified person to provide professional advice in obtaining travel insurance. However, you are solely responsible for obtaining the appropriate cover as set out above.

30 Booking Arrangements

All booking arrangements are to be made through your Travel Agent and the person making the booking shall be deemed to have accepted the Booking Conditions on behalf of all persons named in the booking. The contract will be governed by and subject to the Booking Conditions and to the general information contained in this brochure. No variation to the Booking Conditions shall be of any effect unless made in writing and with the authority of the directors of Holidays on Location. All communications from us will be sent to your Travel Agent. Your Travel Agent shall, on receipt of any monies, hold such monies for each and every person named in the booking until that booking is confirmed at which time, those monies shall be remitted to us.

31 About Costs

For each product or package in Holidays on Location 2018-19 brochures and web pages, included in the selling price are charges to cover costs of research, reservations from travel agents in Australia and from Australia to Europe, North America and Canada, postage, courier charges, facsimile, telephone, bank charges, currency transfers, documentation, itinerary preparation, brochure production, printing, brochure distribution, advertising and remuneration to Travel Agents. No breakup of costs is supplied. Receipt of your deposit signifies your acceptance of these normal commercial costs and reservation fees paid to our overseas associates.

32 Consumer Protection

Holidays on Location is a registered brand name used by Majestic International Travel Service Pty Ltd which holds the following accreditations: **ATAS** (the AFTA travel accreditation scheme), **ASTA** (the American Society of Travel Agents) **AFTA** (the Australian Federation of Travel Agents), **CATO** (Council of Australian Tour Operators) and **ETOA** (European Tourism Association). All monies received by Holidays on Location are, as required by law, deposited on your behalf into a trust account as client monies in the name of Holidays on Location with the National Australia Bank, our bankers. We will be entitled to keep any interest earned on such monies. It is a condition of confirmation of your booking and acceptance of your deposit in respect of your booking that all monies paid by you to us through your Travel Agent whether by way of a deposit or otherwise in respect of your booking, may be disbursed by us, as and when we see fit or in respect of the services to be provided or fees payable relating to your booking and the payment of a deposit or otherwise for your booking shall be deemed to be a direction to disburse such monies aforesaid.

33 Our Responsibility

Holidays on Location and/or its associated companies or agents, give notice that they act as booking agents only for the persons or companies providing products and/or services and all receipts, tickets, voucher coupons or exchange orders are issued subject to the terms and conditions of such products and/or services. Holidays on Location and/or its associated companies or agents, do not accept any responsibility for loss or injury to persons or property whether by negligence or misadventure by the principal contracted to provide the products and/or services. Holidays on Location and/or its associated companies or agents, are not liable for any delays, omissions, irregularities, illness, injuries, strikes, civil disturbances, wars, quarantines, floods or force majeure interfering with, altering, or adding to the cost of the products and/or services booked.

Holidays on Location and/or its associated companies or agents, are not liable for any dissatisfaction the client may have with persons or companies providing or offering the products and/or services. The above exclusions of liability which may not be excluded by law. Holidays on Location and/or its associated companies or agents, do their best to make sure your arrangements are as agreed, however cannot represent or guarantee the standard, class or fitness for purpose of the product and/or service. Holidays on Location and/or its associated companies or agents, only accept liability for, and only to the extent of, any loss or damage sustained as a result of its negligence or that of its employees. We are not liable for any act or omission or default, whether negligent or otherwise, of airlines, coach operators, shipping and rail companies, hoteliers or other persons providing products and/or services in connection with the product and/or services pursuant to a contract between them and yourselves and over whom we have no direct and exclusive control.

Holidays on Location and/or its associated companies or agents, are not liable in contract or in tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused 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 of any other authorities, accidents to or failure of, machinery or equipment or industrial action (whether or not involving our employees and even through such action may be settled by agreeing to demands of a labour group).

It is the responsibility of the passenger to ensure that he or she is in possession of the proper travel documents and that they are in compliance with the current government and transport companies' regulations. The right is reserved to modify the itinerary in any way considered necessary or desirable or to change any reservation, and/or means of conveyance, without notice and for any reason whatsoever. The right is also reserved to cancel or withdraw any tour, or any booking made for a passenger, or to decline to accept or retain any person as a member of a tour, for any reason whatsoever. No refunds can be made in respect of accommodation and meals not utilised and under no circumstances can refunds be authorised for tours and sightseeing excursions not undertaken.

34 Consumer Claims

Attempts should be made in the first instance to rectify any difficulties directly with the hotel management, our local representative or supplier. Should any difficulties not be resolved as they occur and you wish to lodge a claim, this must be made in writing with supporting documentation within 30 days of your return to Australia. The claim should be lodged through your Travel Agent.

35 Law of contract

The Terms and Conditions published herein are governed by the laws of the State of Victoria, Australia, except when federal or other legislation takes precedence.

THANK YOU

Thank you to the following Tourism boards who contributed to 2018-19 Switzerland Holidays.



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