

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 April 2020 – 31 Mar 2021, except where indicated in the publication

3 Deposits and Final Payments

A NON-REFUNDABLE DEPOSIT of A\$220 per person for land-only bookings; A\$350 per person for all coach tours & packaged holidays; A 50% Non refundable deposit is required to book and confirm travel arrangements to Rovaniemi in Finland, except for the month of December where 100% of the booking value is payable on confirmation.

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. FINAL PAYMENT is due 60 days before your departure date from Australia or as stated on your invoice for all confirmed arrangements. 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 also applicable for one-night stays and when no accommodation has been booked with requested service. Booking and Amendment fee terms and conditions vary for travel arrangements booked to Rovaniemi Finland. These terms will be advised to you with your confirmation details.

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 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 15 days:** If a booking request for all products is received within 15 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%
Rail Packages^	Deposit	45%	80%	100%

^ = Percentage of total gross value of tour booked.

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.

11 Cancellations (cont.)

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 01 June 2020 (Winter 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.