

# Booking Conditions

Please read these booking conditions carefully as they incorporate the basis upon which bookings are accepted by Sno'n'Ski Tours. Sno'n'Ski Tours puts together holiday packages but it is not itself a transport, tour, event or accommodation provider. It acts only as an agent for those service providers. It is therefore important for you to obtain and read the service provider's terms and conditions applicable to the products in your package, and make sure you are aware of any exclusions or limitations of liability imposed by the service provider, some which limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage. Travel insurance is strongly recommended. Please note that all reservations are subject to availability at the time of booking. By booking with Sno'n'Ski Tours, you agree to all the terms and conditions of Sno'n'Ski Tours and their service providers.

**Brochure validity:** Northern Hemisphere 01 May 2012 to 30 April 2013, (unless otherwise specified). The brochure should be used as a guide only and is subject to errors and change with notice. Please refer to your travel consultant for full details.

**Prices & Exchange Rates:** All prices in this brochure are in Australian Dollars and are subject to change without notice due but not limited to currency exchange fluctuations, withdrawal or adjustment of contracted rates, tax alterations and errors in print. Sno'n'Ski will notify of any price changes due to fluctuations in the exchange rate at the time of quotation, deposit or final payment. Prices will be guaranteed only after receipt of final payment. Payment by Credit Cards will incur a Credit Card service fee. Prices in the brochure are based on the exchange rate as at 01 April 2012.

**Quotes and reservations:** All quotes and reservations are subject to availability and actual price at the time of booking. Any verbal quote is an estimate only, which will be subject to a written advice on confirmation of reservation. Quotes are valid for 72 hours only after which a re-quote will be required.

**Invoices:** All confirmed bookings will be issued with an invoice outlining all services booked. It is your responsibility to ensure all details are correct and that you acknowledge all cancellation conditions.

**Deposits:** A non-refundable deposit of 30% is payable within 72 hours of confirmation of your reservation. You will be notified at the time of your reservation if any additional deposit requirements apply. A deposit holds services requested but does not guarantee prices. Items such as flights may require payment in full at time of booking. Payment of the deposit or full payment must be accompanied by a signed booking form accepting the terms & conditions of Sno'n'Ski Tours.

**Full Payment:** Full payment for your holiday package is required no later than 60 days prior to departure, or by sale end date or payment deadline specified in individual conditions, whichever is the earliest. If for any reason your balance is not received by us by the due date, we reserve the right to treat your booking as cancelled and to apply the appropriate cancellation charges. All quotes and deposited bookings are subject to change until paid in full.

**Instant purchase items:** Individual segments of a package may be instant purchase with their own set of terms, conditions and cancellation rules. In such circumstances, the client will be subject to more strict conditions and in some cases may not be changeable or refundable.

**Late Booking Fee:** Bookings made within 30 days of departure will only be accepted if full payment is received by Sno'n'Ski Tours at the time of reservation. For booking made within 14 days of departure a fee of \$100 per file will apply. Courier fees to expedite delivery may also be charged.

**Amendment and Other Service Suppliers:** The first change to a deposited booking may be free, with further changes attracting a minimum fee of \$60 per person per revised booking. Airline tickets may have additional amendment charges.

**Reissue Fee:** If documents have been issued a \$60 fee per file will be charged, in addition to amendment and/or late booking fees and also to all charges levied by airlines, hotels and ground operators.

**Cancellations:** Cancellation of a booking must be made in writing and must be received AND acknowledged by Sno'n'Ski Tours. It is your responsibility to ensure that Sno'n'Ski Tours received written notification. If you cancel or terminate your holiday there may be no refund on your deposit and additional fees from ground operators, hotel and airlines may apply. If the booking is cancelled outside 60 days of departure, a minimum 20% of the booking cost will apply plus any charges applied by suppliers. If the booking is cancelled within 60 days of departure, 100% cancellation fee will apply. Early bird specials are non refundable once paid in full.

**Refunds:** To the extent permitted by law, no refund is available for cancellations after a holiday package has commenced or in respect of any tours, accommodation, meals or any other services not utilised. All refund applications must be received by Sno'n'Ski Tours within 60 days after travel and otherwise will be void.

**Travel Insurance:** It is highly recommended that at time of booking, you consider purchasing a travel insurance policy of your choice to cover loss, damage, illness, injury or other unexpected circumstances.

**Product descriptions:** Descriptions and features are based on information provided by hotels and suppliers. Any facilities shown as included are subject to change at any time. The standard of accommodation and other services are based on various factors, which are generally accepted as indicative of a certain class. However, we do not guarantee the class, or fitness for purpose of that accommodation or service. Maps are shown for general information and may not necessarily reflect actual routings, locations or services provided. Photographs show places in the geographic areas, but are not necessarily included in the holiday. Hotel rooms are representative only. Actual rooms occupied may vary in decor and inclusions from those shown.

**Passport and Visa: Highly Important:** A passport is required for travel overseas, with a validity of a least 6 months after your arrival date home. A Visa may also be required to enter certain countries. Ask your travel agent for further details, however it is your sole responsibility to ensure your passports are valid and be aware of any visa requirements.

**Documents:** A valid passport is required for all travelers travelling abroad. Prior to departure you will be in possession of tickets, itinerary and/or vouchers. Please ensure that you read all documentation carefully to make sure that all travel arrangements have been organised and are correct. Lost documentation may be reissued with applicable fees. Passport and Visa requirements are the responsibility of the passenger to organise. You can check these requirements at [www.dfat.gov.au](http://www.dfat.gov.au)

**Delivery of travel documents:** Will be sent out approximately 10 to 14 days prior to departure. If you require documents earlier for any reason, Sno'n'Ski Tours must be advised of this with at least 2 weeks notice. Fees may apply.

**Lost or destroyed documents:** Replacement of lost or destroyed vouchers and airline tickets will be subject to charges deemed appropriate by Sno'n'Ski Tours.

**Events beyond our control:** Sno'n'Ski Tours does not accept any liability whatsoever for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events which are beyond its control including but not limited to, war, civil disturbance, fire, floods, acts of god, acts of government or of any other authorities accident to or failure of machinery or equipment or industrial action. This includes extreme weather conditions regardless if it is covered by travel insurance.

**Client responsibility:** It is the responsibility of the client to contact their travel consultant as soon as possible if they experience any problems or issues while they are away or if they miss any of their transfers or travel arrangements. The client voids Sno'n'Ski Tours of any responsibility if they do not contact Sno'n'Ski Tours within a reasonable time window.

**Responsibility clause:** Sno'n'Ski Tours reserves the right in any way it sees fit to alter or substitute routes, itineraries, carriers and accommodation and reserve the right to cancel or withdraw a tour or holiday or refuse to accept any person on such a tour holiday. Programs, tour prices, services and conditions are based on the situation at the time of publication of promotional material but prices are subject to change without notice due to unseen circumstances typing error and increases in operational costs.

**Run of house:** All suppliers of accommodation reserve the right to re-room properties prior to check in.

**Weather conditions:** Sno'n'Ski Tours holds no responsibility for adverse snow or weather conditions. If in the event that a ski resort should close prior to departure date, we will offer an alternate resort. If you do not travel, some components may be refundable. Any extra cost will be at the travellers expense. Sno'n'Ski Tours will not offer any compensation due to weather conditions.

**Airline disclaimer:** Airlines featured in this brochure are involved in the tour packages as air carriers only and shall carry no responsibility for statements in the literature relating to the tour or any of its features. The agent shall indemnify these air carriers against any claims, action, loss or damage which may be made against them or which they may incur as a result of any incorrect description or misleading information contained in the tour literature.

**Airfare Taxes:** Airfares are quoted plus taxes. These taxes are subject to change until payment and ticketing of airfares is made.

**Baggage Allowance:** Airlines have different baggage allowance conditions and restrictions. It is essential that you visit the airline website to ensure you are fully familiar with their baggage conditions.

**Law of contract:** Any contract for these holidays is deemed to be made in Queensland and any disputes shall be dealt with within Queensland and heard in the Brisbane Law Courts or the Brisbane Consumer Affairs Tribunal. Our brochures are the sole responsibility of Sno'n'Ski Tours.

**Pre-departure contact:** A contact mobile number must be advised to your travel agent for the period of 48 hours prior to departure in the event of last minute changes.

**Limit of Liability:** We do our best to make sure that your arrangements are satisfactory, however many of the goods and services offered in this brochure are supplied by third parties. Sno'n'Ski Tours acts only as an agent for those suppliers. To the extent permitted by law, Sno'n'Ski Tours excludes all liability for any loss or damage whatsoever (including but not limited to physical and psychological injury, loss or damage to property of whatever nature) that may arise in any way in any connection with the offer or the supply of goods and services through Sno'n'Ski Tours or any third parties, or in connection with the supply of such goods and services. If the Trade Practices Act 1974 (Cth) or any similar law implies a conditions or warranty that cannot be excluded, the liability of Sno'n'Ski Tours in absolute discretion to:

- (a) in the case of goods any one or more of the following:
  - (i) the replacement of the cost of replacing the goods or of acquiring equivalent goods; and
  - (b) in the case of services
    - (i) the supplying of the services again; or
    - (ii) the payment of the cost of having the services supplied again

If for any reason any travel service provider is unable to provide the services for which you have contracted, your remedy lies against that provider, and not against Sno'n'Ski Tours. In the event that payment has been made to Sno'n'Ski Tours by credit card, you agree that you will not seek to charge back your payment to Sno'n'Ski Tours.