



## **Your Booking Agreement with P & J Travel Information Centre and our Suppliers**

Please read these booking conditions carefully as they are the sole terms and conditions of the contract between you and our suppliers, for all bookings made from the P & J Travel Information Centre and/or our Website. These terms and conditions apply equally to Australia resident bookings and other worldwide resident bookings.

Note carefully, as per clause 11 below, that we act as an agent only under your contract with us in respect of all bookings we make on your behalf with our various suppliers, for accommodation, transport or any other booked services. The supplier's booking conditions will apply to your contract and we accept no liability ourselves.

P & J Travel Information Centre does not represent or warrant that the information and terms and conditions available on this site are appropriate and/or available for use in other jurisdictions and access to the site's information and terms and conditions from jurisdictions where its contents are unlawful is prohibited.

You may only use this site for lawful purposes and in accordance with these terms and conditions. The person making the booking shall be deemed to have accepted the booking conditions on behalf of all the persons named in the booking. A binding contract exists between you and our suppliers when we send your invoice on the supplier's behalf to the person making the booking; the terms and conditions of the relevant suppliers will then apply.

### **1. Prices and price changes**

As we act only as agent for our suppliers, we and our suppliers reserve the right to change, amend or correct prices shown on our site at any time before or after you have booked. After you have booked, if the price of your booking changes in such a way we will pass on the details of the change as soon as possible.

### **2. Changes made to your booking**

We and our suppliers will do all we can to tell you of any significant changes to your arrangements. If you do not wish to accept the change, if they can our suppliers may offer you an alternative arrangement with an alteration in price or otherwise the booking will be cancelled subject to the charges set out below. As agent only for the supplier we are unable to accept any liability for any changes, significant or otherwise, to your booking.

### **3. Circumstances beyond our or our supplier's control**

No compensation of any kind or responsibility can be taken if, due to circumstances beyond our or our supplier's control, we have to notify a change to your arrangements after departure, or we or our suppliers cannot supply your arrangements in full or in part as agreed, or you suffer any loss or damage of any description. A circumstance beyond our or our supplier's control is one that cannot be foreseen or avoided, even after taking all due care and includes but is not limited to war, terrorist activity, civil unrest, industrial disputes and bad weather situations or forecasts.

### **4. If You Have a Complaint**

If you have cause for complaint whilst on your trip, this must be brought to the attention of the relevant supplier immediately so that action can be taken to remedy the problem. Failure to report your complaint in this way may jeopardise any claim you subsequently make. Complaints must also be notified to the P & J Travel Information Centre Customer Services Department within 35 days after the end of your trip. The assistance we provide to resolve your complaint is provided on behalf of our suppliers in our capacity as agent only.

### **5. Prices and Payment.**

Full payment is required to make a reservation. Prices are per person, unless otherwise specified. Prices are based on the local tariffs at the time of quoting converted at the prevailing foreign exchange rate. Price quotations are subject to change without notice until a booking has been confirmed.

Please note not included as part of the services we offer are any applicable foreign departure, security, port charges, park fees, customs, immigration, agricultural, passenger facility charges and international transportation tax. In addition, tips/gratuities to tour directors, drivers, and local guides; passports; visa; baggage and personal insurance; beverages and food not listed under inclusions in the travel product (these items are billed to you before leaving the hotel/restaurant) and all other items of a personal nature are also not included. You should retain sufficient local currency to pay for all of the above items if necessary.

### **6. Special Requests**

Please check with us when you book if you wish to make a special request for any service or facility that is not automatically part of your booking. We will ask our suppliers and where possible they will try to help but please note such requests cannot be guaranteed.

### **7. Changes after booking but before travel**

Please note that it will not be possible to make any changes to a booking once confirmed unless the original booking is cancelled and a new booking made. Cancellation charges will apply as per paragraph 8 below. Prices applying to all new bookings made following a cancellation will be those prices applicable on the day the new booking is made.

# *P & J Travel Information Centre*

A Division of Westlink Australia Pty Ltd

ACN 070 864 916



P & J Travel Information Centre reserves the right to cancel, change or substitute any service and to decline to accept or retain any tour members at any time for any reason including, without limitation, an insufficient number of participants.

Please check your booking details carefully to ensure that any related flight and/or other arrangements coincide with the dates you have booked with us as we will not be liable for any costs incurred as a result of any mistakes by you.

## 8. Cancellation by you

If, for any reason, you decide to cancel your confirmed bookings, you will be credited with the appropriate amount as per the cancellation policy applicable. Cancellation charges vary from product to product. Please refer to the details and applicable charges at [product brochure](#). We recommend that you download it from our website and print it out as your record. Additional fees may be levied by the individual supplier/operator above and beyond the fees outlined below. When canceling the booking you will be notified via email, facsimile or telephone of the total cancellation fees.

Unless otherwise stated in the product detail, these policies apply to all products sold by P & J Travel Information Centre.

## 9. Passports/Visas and health requirements:

It is the responsibility of all passengers, regardless of the passport they hold, to check with the appropriate consulates to determine if any visas are required. As visa and health requirements are subject to change without notice, it is recommended that verification prior to travel be made of existing foreign visa and health requirements. We will have no liability to you if you or any passenger travels without the correct passport or visa or health requirement and you will have to pay to us any costs we incur through assisting you.

## 10. Information Accuracy

We and our suppliers check facts about the travel product offered to ensure accuracy. When we are told in advance of a significant change to a booking, we will make every effort to notify you before you travel. Please note that it is standard policy that hotel rooms are not available for check-in before 2.00 PM on the date of arrival. Please note all duration times given are approximate.

## 11. Our liability to you

We act only as a booking agent for the relevant supplier of any accommodation, transport, guide service, attraction and/or any other event or service on the booking and we have no liability of any kind whatsoever to you or your party or dependants for any death, personal injury, loss, consequential loss or damage of any kind you or your party or your dependants may suffer unless caused by our own negligence. P & J Travel Information Centre, our servants employees or agents are acting either as agents for the relevant supplier or as agent for you and your party. P & J Travel Information Centre, its agents and suppliers also accepts no responsibility or liability whatsoever for any government restraints, acts of war and terrorism, weather conditions, or for any misadventure or casualty or any other force majeure or causes beyond their control as set out in clause 3 above. Subject to the terms and conditions on this site, P & J Travel Information Centre liability shall be limited to up to the price paid for the booked arrangements.

## 12. Supplier's Conditions

You are bound by our suppliers own booking conditions and conditions of carriage where relevant and these conditions apply to your contract with us. In the event of any conflict between the supplier's conditions and our own, our supplier's conditions will prevail provided they are valid and enforceable, otherwise our conditions will prevail. Our supplier's conditions may limit or exclude their and our liability to you and they may be subject to international conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

## 13. Travel Insurance

It is a condition of our contract with you that you and all members of your party have suitable and sufficient travel insurance to cover your journey as neither P & J Travel Information Centre nor our suppliers can be held responsible for any liability, expenses or losses you incur as a result of being inadequately insured. We strongly recommend that at the time of booking a comprehensive travel insurance policy is purchased.

## 14. Travel Voucher(s)

P & J Travel Information Centre vouchers for each booking will be provided. When presenting your pre-paid voucher(s) for redemption, the Lead Traveller is required to present valid photo identification, bearing the name of the Lead Traveller. The voucher may be confiscated if Photo ID, Credit Card / Gift Certificate and Signature do not match the Lead Traveller.

## 15. Your responsibility

Please note you are responsible for your and your party's actions. If we or our suppliers believe your actions or those of your party could cause danger, upset or annoyance to other customers, guests or staff, we or our suppliers may end your booked arrangements immediately. In this event we nor our suppliers will pay compensation, make refunds nor pay any expenses you suffer as a result.