

## GENERAL BOOKING CONDITIONS

1. All prices quoted including taxes and levies, are subject to increase/decrease without notice, until a booking is confirmed, paid in full and itinerary issued.
2. All deposits held by Croatian Islands Experience are non-refundable.
3. A booking fee of \$75 per person is payable for all frequent flyer redemption bookings.
4. The Croatian Islands Experience will charge credit card fees where applicable.
5. Strict cancellation and amendment fees apply to all components from the applicable suppliers and airlines.
6. The Croatian Islands Experience will also charge fees for cancellation or amendments over and above those charged by airlines and wholesalers.
7. Travel Insurance prices are subject to your particular personal details and do not automatically cover you for pre-existing illness or conditions. An extra premium may be payable subject to an appraisal form being completed by your doctor and approved by the insurance company. Please ask your travel consultant for further information and for a copy of the applicable Product Disclosure Statement.
8. If car hire is included in your travel plans, please ensure that you are fully aware of the inclusions and exclusions imposed by the car hire companies, as each company has different conditions.
9. The Department of Foreign Affairs has a website ([www.dfat.gov.au](http://www.dfat.gov.au)) with the latest information and travel warnings. Please ensure that you check details for the countries you are visiting before making any payments.  
  
Travel Insurance does not automatically cover for all eventualities such as acts of war, terrorism, disinclination to travel etc. Please read your Insurance brochure for details and if unsure, contact the insurance company for further information.
10. The Croatian Islands Experience cannot legally give information regarding medical requirements for travel. You can get up to date information from your Doctor or the TMVC (Travelers Medical & Vaccination Clinic) or The Travel Bug.
11. It is the passengers responsibility to ensure that their passports are valid for travel (some countries insist on a minimum of 6 months validity from the date of departure from their county) and that visa rules for each country visited are complied with and that documentation is issued correctly.
12. It is the passengers responsibility to check all details of their booking such as dates, times, spelling of names (must match photographic identification/ passport) etc and advise your consultant at the time of booking if any changes are required.
13. Any special meal or seating requests etc. must be advised to your travel consultant at the time of booking. Note that seat numbers allocated by the airline are not guaranteed and can change without notice.
14. It is the passengers responsibility to check flight times before departures in case of any schedule changes. Failure to do so may result in missed flights and bookings being cancelled. Best to assume you need a visa but to be sure, enquire on Smarttraveller website. We may be able to assist with general enquiries but your responsibility to check. You will not generally be permitted to board plane/vessel unless six months validity of passport. Travel on foreign passport may require re-entry visa on return to Australia. Passenger's responsibility to inform us if passport / visa difficulty.
16. We recommend you take out a relevant travel insurance. We can provide a quote for you.
17. Your responsibility to check Smarttraveller for information and advice. Register with DFAT for emergencies.
18. It is responsibility to check Smarttraveller for information and advice about the countries you are visiting. Register with DFAT for emergencies.
19. Consult medical specialists for vaccinations requirements for the countries you are visiting. General advice is also available at the Smarttraveller.
20. Price is only guaranteed once paid for in full. Quoted prices are subject to change. Even if paid in full, price may change by reason of matters outside our control. Cancelled bookings may incur cancellation fees that may be up to one hundred percent of the cost of the booking. Some tickets may be non-refundable or transferrable.
21. If booking is changed or cancelled a fee will be charged. In the event of the tour being subject to a minimum number of travellers and a cancellation affects that minimum the deposit will not be refunded.
22. Any refund for cancelled booking will not be paid until supplier provides any refund.
23. It is a requirement to pay deposit when booking – we will advise of amount of deposit.
24. Airfares and some services must be paid in full at a time of booking.
25. Deposit is non-refundable.
26. Credit card surcharge will be applied.

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27. Cancellation fees for domestic / international travel will be charged.
28. Local taxes are usually payable at the location
29. Changes to reservations, may not be possible or may incur fees.
30. Excess baggage is traveller's responsibility.
31. Your responsibility to check accurate names corresponding with passport or identification for domestic travel. You are not permitted to travel if identification / passport do not match ticket.
32. Your responsibility to review all travel documents and immediately advise of errors in names, dates or timings.
33. Airlines/cruise lines are third party providers and impose different terms and conditions to the ones imposed by us. Client should read their T & C's before finalising travel bookings.
34. There are numerous rules and regulations in relation to advance purchase and other discounted airfares which involve substantial cancellation or amendment fees and may be no refund on cancellations or amendments.
35. Client's responsibility to re-confirm outbound and inbound flights and times.
36. We not responsible for amended flight timings or other charges.
37. We act as an agent and sell products on behalf of accommodation, transport and other providers such as airlines, rail, coach and cruise line operators.
38. We are not a travel provider and, whilst we exercise care, we have no control over or liability for the services provided by the third parties.
39. All bookings are subject to the provider's T & C's including conditions of carriage and limits on liability. You should read them before finalizing transaction.
40. Our service is to arrange and co-ordinate the service offered by third party services providers. We arrange a contractual relationship between you and the provider.
41. We cannot guarantee the performance of the service providers.
42. Any brochures are not ours but are supplied by the service providers and we accept no liability for errors in that material.
43. You warrant that you are over the age of eighteen (18) and have sufficient funds to pay for the travel services.
44. You have read our T & C's and if booking for third parties have conveyed these T & C's to them.
45. You have read the T & C's of any third party service providers and agree to be bound by those.
46. You are responsible for checking the accuracy of all documents provided to you.
47. You warrant and acknowledge that you have accessed the Smartraveller website for any specific enquiries in relation to your intended destination.
48. Passport / visa and other required identification documents are your responsibility