



## **Travel & Tonic Booking Terms & Conditions**

### **VALIDITY**

Products and prices on this website are subject to change without notice. All reservations are subject to availability at the time of booking. Verbal quotes are regarded as an estimate and prices are only confirmed with a written quote. All written quotes are subject to change at any time.

### **PRICES**

All prices quoted on this website are based on current rates, (including foreign exchange rates) and accordingly, are subject to change without notice. Prices are provided are subject to tax alterations or currency fluctuations. Please check all prices with Travel & Tonic before booking. Travel & Tonic will notify of any price variation due to currency rates at time of quotation, deposit and final payment.

All advertised prices are in Australian dollars and are per person, based on double/twin occupancy, unless otherwise stated.

All per person twin share prices are based on half costs of a room and require that 2 people share the room at all times, therefore if at any time prior to full payment being made by both twin share parties, a twin share party either cancels their Travel Products & Services or has their Travel Products & Services cancelled by us due to non-payment, the other twin share party will be required to pay the cost difference of a single room for the duration of their stay.

All Travel & Tonic trips are based on special discounted rates that may not be eligible for airline frequent flyer points or upgrades, nor hotel or airline reward programs. These programs are not the responsibility of Travel & Tonic. If you intend to upgrade or claim points under any program you must first check with the relevant airline or hotel program for eligibility rules prior to booking with us as all deposits are non-refundable.

### **HOSTED TRIPS**

Whilst we advertise a trip led by a specific Host, if that Host for whatever reason beyond our control is unable to attend, Travel & Tonic reserves the right to proceed with the trip without the presence of that Host. Travel & Tonic will do all things reasonable to replace that Host with a Host of similar experience and qualifications. Our standard cancellation procedures will apply if you wish to cancel your booking.

### **BOOKING DEPOSIT**

A minimum deposit of \$800 is due in order to make a booking. A higher deposit may be required for some trips and we will advise you if this is applicable to your booking.

All deposits are non-refundable.

We require a copy of the information page of your passport at the time of booking, along with a Booking Form (link provided in trip details).

A further payment for the airfare portion of your booking may be required within 72 hours of booking your trip. This early payment deadline is imposed by the airline and only advised to us at the



time of booking. We will advise you, at the time of booking, the payment deadline that applies to you. This airfare payment may be deferred until the final payment date however your seats on the aircraft cannot be held and airfare prices may increase at any time without notice. Your trip price, including airfares, will be recalculated at the time you are able to pay for your airfares.

Your booking cannot be made until all requested information and payments have been received by Travel & Tonic.

Bookings made within 60-days prior to departure must be fully paid at the time of booking in order to obtain confirmation.

## **BALANCE**

Balance is due in full 60 days prior to departure unless otherwise stated.

If the balance payment is not received by Travel & Tonic by the due date, we reserve the right to treat the booking as cancelled and to apply the appropriate cancellation charges. Payments by credit card can be made via PayPal and are subject to merchant fees.

## **CANCELLATION & REFUNDS**

At no stage is the deposit payment refundable in case of cancellation. A cancellation made outside of 60 days prior to departure will incur a minimum fee of \$150 per person plus any charges levied by ground operators, hotels, airlines or other suppliers. A cancellation made within 60 days before departure will incur a 100% cancellation fee of the total booking amount. Any refunds due cannot be processed until the relevant funds have been returned by suppliers to Travel & Tonic.

Travel Insurance covering cancellation is strongly advised as some cancellation penalties are strict. Refunds will not be given for unused accommodation, car rental, transfers or any other services.

## **AMENDMENT**

A minimum amendment fee of \$55 per change to confirmed arrangements. Within 60 days of departure the cancellation conditions will apply in full.

## **ACCEPTANCE OF BOOKINGS**

Bookings are accepted subject to the services or accommodation applied for being available. Travel & Tonic and/or its agents reserve the right, without notice, to cancel or withdraw any arrangements and in this event the full amounts paid will be returned to the customer, and upon rendering the same, all liability of Travel & Tonic and/or its agents in respect thereof shall cease.

Travel & Tonic and/or its agents reserve the right to decline to accept or retain any person as a member of any party at any time. Bookings with Air Carriers are also subject to the Carriers' terms and conditions as printed or referred to in their tickets and/or timetables and/or regulations.

## **PASSPORTS AND VISAS**

It is your responsibility to arrange all necessary passports and visas. Countries vary in their requirements. Travel & Tonic will be happy to advise you on this important point. Please make sure that these are in order before travelling.



## **INSURANCE**

It is advisable for everyone undertaking our services to insure themselves against medical expenses, personal accident, loss of deposit and cancellation fees, and also their baggage against damage, loss, theft, etc.

## **WEATHER CONDITIONS**

Travel & Tonic cannot under any circumstances be held responsible for weather conditions. No holiday can be cancelled, altered or amended based on weather conditions.

## **ACCURACY**

Whilst every effort is made on the accuracy of our services, Travel & Tonic cannot be held responsible for any errors or omissions occurring in the production or changes to hotel facilities or amenities as specified. Care will be taken however, to ensure that you are updated on any major changes that could affect the enjoyment of your holiday. Actual landscapes, decoration, fixtures and fittings may vary from those shown in images.

## **CHILDREN**

All prices referring to discounts for children (2-11 years or as specified) are based on one child sharing with 2 adults using existing bedding. If an additional bed is required, this is likely to be a rollaway bed and will incur an additional charge, sometimes payable direct to the hotel. Where children under 2 years are accommodated free of charge, usually a cot will not be provided. Some hotels may be able to supply a cot but this may be subject to an additional charge, sometimes payable direct. Please notify us if you require a cot.

Children under 18 years of age are not permitted to participate in our group trips unless accompanied by a parent or legal guardian.

## **SKI LIFT PASSES**

In Europe, some lift passes may require a passport photo. No refunds can be given for any unused days on lift passes included in the holiday packages, should the days not be fully utilised. In Europe, certain resorts may impose an additional surcharge for using cable cars or other lift systems not included in the usual ski lift pass rates. Any such surcharges are payable direct at the ski resort.

## **EUROPEAN APARTMENT BOOKINGS**

Most European apartments require a Saturday or Sunday arrival and a minimum 7-night stay. Some apartments are not cleaned daily and final cleaning charges may apply. In some apartments, a deposit may be payable in local currency to the keyholder on arrival. This amount will be refunded, less extra charges as indicated. Additional charges for linen, cleaning, power or heating maybe payable in some apartments. Full details of key collection will be confirmed on vouchers once documentation has been issued.

## **BEDDING**

In any reservation case (hotel/apartment) bedding configuration cannot be guaranteed.



## **SPECIFIC BOOKING CONDITIONS FOR CAR RENTAL**

Travel & Tonic offers car rental with a variety of rental suppliers. Whilst a make and model is stated with the description, we cannot guarantee the specific make or model and any vehicle within the category booked will be supplied. Please choose your vehicle carefully, ensuring the category booked will meet your specific requirements – allowing for passengers and baggage. If you decide to change your car group at the time of collection, then the additional charge will be levied by the supplier. A credit card imprint or cash deposit is required upon collection of your vehicle.

You must produce a full drivers licence. It is your responsibility to investigate if you can drive in a foreign country with an Australian licence.

You are liable for any charges incurred in the late delivery of your vehicle (24-hour clock operates). No refunds are payable should you deliver your vehicle before the specified time. Your vehicle is required to have a full petrol tank at the time of drop off, otherwise charges will be made to your credit card, or deducted from your deposit. Conditions apply to the minimum age requirements, one way drop off fees, additional driver fees, child restraints, the hire of snow chains and ski or roof racks and vary between countries.

## **RESPONSIBILITY & GENERAL WAIVER**

Travel & Tonic and/or its associated Companies or Agents give notice that they act as Booking Agents only for the persons or companies providing or offering the means of travel, conveyance, transport, accommodation or other services and all receipts, tickets, vouchers, coupons or exchange orders are issued subject to the terms and conditions under which transportation and other services are provided. Travel & Tonic shall not be liable for any injury, damage, loss, accident, delay or irregularity that may be caused to person or property however caused or arising, during any tour under its management, sponsorship, procurement or otherwise, notwithstanding that the Company's principal may be a foreign Company, corporation or person. So far as the Company shall not be acting as such Booking Agent it shall be deemed to be acting as Agent for the person making the booking.

It is the responsibility of the passenger to ensure that they are in possession of the proper travel documents and that they are in compliance with the current government and Transportation 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 and without allowance or refund but the extra cost, if any, resulting there from must be paid by the passenger. 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 made for tours and sightseeing excursions not undertaken.

The transportation companies or firms shall be exempt from all liability in respect of any detention, delay, loss, damage, sickness or injury however and by whom so ever caused and of whatever kind occurring of or to the passenger at any time when the passenger is not on board a carrier or conveyance used or operated by the transportation companies or firms. Passage contracts in use by the transportation companies or firms concerned shall constitute the sole contract between the transportation companies or firms and the purchaser of these tours and/or passengers. All fares are subject to change without notice.



The issuance and acceptance of receipts, tickets, vouchers coupons or exchange orders shall be deemed consent to the above conditions.

You acknowledge that during a Travel & Tonic trip, you participate voluntarily in any and all activities arranged by the trip organisers, and as far as legally permissible, surrender your right to any cause of action against Travel & Tonic arising from any loss or damage to person or property that occurs during a trip.

#### **PHOTO/VIDEO RELEASE**

You grant to Travel & Tonic the absolute and irrevocable right and unrestricted permission to use photographic portraits, images or videos in which you feature that are taken during the course of a Travel & Tonic trip, for commercial use in association with Travel & Tonic business. You release and discharge Travel & Tonic from any and all claims and demands arising out of, or in connection with, the use of the photographs and video footage, including without limitation any and all claims for libel or invasion of privacy.

#### **ACCEPTANCE**

Payment of your booking deposit deems your understanding and acceptance of these booking Terms & Conditions.