



# TIMELESS

## TOURS & TRAVEL

FOR THE DISCERNING TRAVELLER

01Nov24

## TERMS, CONDITIONS AND PAYMENT METHODS

### Introduction

Travel and Tourism Marketing Consultants Pty Ltd, trading as Timeless Tours and Travel, acts as an agent on behalf of domestic and overseas suppliers to arrange and coordinate travel services.

Timeless provides an initial consultation, basic itinerary or quote free of charge.

Detailed itineraries, quotes or bookings require a non-refundable deposit or non-refundable booking fee.

### Agent Agreement

We are a travel agent. We sell travel products on behalf of travel providers such as airlines, hotels, tour operators, car hires, cruise operators, etc. We as the agent are not liable for the actual delivery or quality of services provided by third party suppliers.

By making a payment to us you enter into a contract for us to act as agent between you and third party suppliers. Your arrangements are governed by terms and conditions of those supplier(s) and our own. We will provide you with a summary of the cancellation conditions. You should consider the suppliers full conditions or ask for this detail.

### Travel Agent Commissions

Arrangements exist between us and third party suppliers under which we may receive commissions, fees, incentives, gifts or referral arrangements.

### Prices and Payments

Prices are in Australian dollars unless otherwise stated and may be subject to change until fully paid.

Final payments are due to us no later than 6 weeks prior to the first arrangement booked or to departure from Australia or normal place of residence, whichever is earlier.

If suppliers require payment earlier, we will advise you.

### Amendments, Cancellations, Refunds, Fees

All amendments, cancellations and refunds are treated individually based on conditions imposed by suppliers, foreign currency charges and administrative costs. Deposits will not normally be refunded for any reason.

If full payment has been made, a minimum of the deposit equivalent will be deducted from any refund.

We may charge rebooking, amendment or cancellation processing/service fees ourselves as well as passing on fees levied by airlines or other suppliers.

Products offered by us as agents of third party suppliers may have high penalties for cancellation or amendment and some may be non-refundable and/or non-transferable once booked and paid for.

While our processing of cancellations/refunds is designed to be as flexible as possible, refunds are less likely for arrangements cancelled after final payment has been made or within the month prior to services commencing or during the period of services being provided.

Refunds may involve multiple transactions and fees and, may, particularly from airlines, take many months to be made. We will not process refunds until we have received payment from suppliers.

In the case of airlines and/or other suppliers making refunds directly to a customer's credit card, we may invoice you for fees involved for our work.

Booking fees will normally be included within the cost of the travel arrangements quoted rather than charged separately.

Additional fees may be charged for complex planning of quotes/itineraries, last minute/urgent arrangements, service out of regular business hours, small bookings, assistance with visa applications, amendments fees, cancellation fees. These fees are in addition to fees charged by suppliers and non-refundable components. Fees are non-refundable. Fees represent work done to arrange travel and liaise with suppliers. Fees are applicable even if travel product is not used and/or cancelled by you or the supplier.



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Travel and Tourism Marketing Consultants Pty Ltd ACN 060 419 169 ABN 62 060 419 169 ATAS A10446





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#### Payment Methods and Credit Card Fees

We accept payment by direct credit into our bank account (electronic funds transfer), cash in person, or credit/debit card.

Bank/branch details: National Australia Bank (NAB) Neutral Bay  
878 Military Road Mosman NSW 2088 Australia  
Account Name: Travel & Tourism Marketing Consultants Pty Ltd trading as  
Timeless Tours & Travel  
BSB: 082302  
Account number: 656638816  
SWIFT: NATAAU3303M  
If an electronic transfer please put traveller's surname as subject/reference

Timeless is charged fees when it processes payment by credit cards. We balance our fee obligation to clients with not losing money on credit card processing. Therefore we may charge a 1.8% surcharge on any transaction by Australian issued AMEX, Mastercard or Visa. International credit cards will attract a higher surcharge.

Customers who do not wish to be charged a transaction fee have the fee-free alternatives of electronic funds transfer into our NAB bank account or cash in person.

#### Personal Data and Privacy

To make bookings we may request your personal data including, but not limited to, name, date of birth, email, address, phone, passport details, frequent flyer details etc. We may be required to provide this personal data to third party suppliers to make bookings. We may add you to our database once you book or enquire with us. You can request to be removed from our database at any time.

#### Travel Insurance

Comprehensive travel insurance is recommended strongly for all travellers on every trip. Some suppliers require travel insurance compulsorily for their arrangements. It is your responsibility to ensure that you are adequately protected by an appropriate travel insurance policy. We recommend you refer to the Australian Government advice on SmartTraveller in relation to travel insurance.

#### Passport, Visas, Health Requirements

It is your responsibility to ensure you have the correct passport validity, entry visas, medical advice and vaccinations required for your trip.

#### Limitation of Liability

We want the best for your trip but we are not liable for any injury, damage, loss, delay, additional expense or inconvenience caused by weather or third party providers over whom we have no control or which are not preventable by us. We are not liable for changes to itineraries made by local operators

#### Law of Contract

The contract shall in all respects be governed by laws of Australia and the state of New South Wales.

The above Terms and Conditions apply to new bookings made from 01 November 2024.

I have read and accepted the Terms and Conditions above. Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

*Please return to Timeless Tours by email, mail or in person with your deposit payment.*



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