



# TIMELESS

## TOURS & TRAVEL

### FOR THE DISCERNING TRAVELLER

01Oct2026

## 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 generally 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. We are not liable for the acts, omissions, defaults, cancellations or insolvency of those 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.

Payment deadlines will be advised on your invoice or with your quote.

### 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.

We may charge rebooking, amendment or cancellation administrations fees ourselves as well as passing on fees levied by airlines or other suppliers. In the event an airline or supplier waives their normal fees, we will still charge a administration fee for our work done.

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.

Estimated basic cancellation penalties and deadlines will generally be summarised on your invoice or quote as best as possible. Exact costs may be unknown in advance.

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 and administration 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.

### 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.



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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

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

There may be some transactions where credit/debit card is not accepted and this will be discussed on a case-by-case basis. Some credit card transactions are processed by Timeless Tours merchant facilities and others by third party merchant facilities.

Bank/branch details: National Australia Bank (NAB) Neutral Bay  
878 Military Road Mosman NSW 2088 Australia  
Account Name: Travel and Tourism Marketing Consultants Pty Ltd trading as  
Timeless Tours and Travel  
BSB: 082302  
Account number: 656638816  
SWIFT: NATAAU3303M  
If an electronic transfer please put traveller's surname as subject/reference  
Remitter to pay bank transaction costs, please ensure full amount is received by Timeless Tours.

#### 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 and understand the coverage. We recommend you refer to the Australian Government advice on SmartTraveller in relation to travel insurance. Customers acknowledge that many travel insurance policies exclude claims arising from war, military conflict, civil unrest, terrorism, or travel to or through regions subject to DFAT 'Do Not Travel' advisories.

#### 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

#### Force Majeure

We are not responsible, to the maximum extent permitted by law, for any delay, cancellation, change, disruption, loss or additional expense arising from events beyond our reasonable control, including but not limited to war, military conflict, terrorism, civil unrest, government action, travel advisories, airspace closures, transit disruptions, airline schedule changes, supplier cancellations, or other force majeure events.

#### 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 October 2026.

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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