



Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not accept any booking unless you understand and agree with the following terms and conditions.

Prices:

All prices are subject to availability and can be withdrawn or varied without notice.

Cancellation Fees: We are unable to provide a refund to you until we receive the funds from the relevant supplier.

Cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Fees will also apply where a booking is changed or tickets are re-issued.

Where we incur any liability for a cancellation fee or charge for any booking which you cancel, you agree to indemnify us for the amount of that fee or charge.

Deposit and Final Payment:

We require a minimum deposit of \$150 per person when booking. Your service provider will require further deposits. All deposits are non-refundable. Final payment is required no later than 6 weeks prior to departure unless otherwise stated on your invoice. Some airfares or services must be paid in full at the time of booking.

Credit Card Transactions, Direct Deposit and Payment by Cheque:

Credit card surcharges of 2% for Visa, MasterCard, and 3% for Diners Club and American Express will apply when paying by credit card. If for any reason any travel service provider is unable to provide the services for which you have contracted, your remedy lies against that provider, and not against J.O.B. (Jump On Board) Travel. In the event that payment has been made by credit card, you agree that you will not seek to charge back your payment to J.O.B. (Jump On Board) Travel.

Please note that Direct Deposit takes up to 3 business days to process. If you are paying by this method you will need to pay at least 3 business days prior to the actual due date. You must notify your consultant of your payment once it has been made.

Where you pay by cheque, you agree not to stop payment of the cheque even when you cancel a booking. You agree that we may apply the proceeds of the cheque to satisfy any liability you have to us, including any liability in respect of cancellation fees, before refunding the balance to you.

Taxes:

Certain taxes are mandatory in various countries. There may also be an additional local tax charged at some airports. All taxes are subject to change without notice.

Travel Insurance:

We are an authorized representative of Aussietravelcover Pty Ltd. Australian financial services license number 228373 on whose behalf we act. Financial product advice in this document has been prepared without taking into account your objectives, financial situation or needs. Because of that you should, before acting on it, consider the appropriateness of it having regard to your objectives, financial situation or needs. You should obtain a Product Disclosure Statement relating to the product and consider the statement before making any decision about whether to acquire the product.

Travel Insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. Please complete your travel insurance form, sign it and return it to our office.

We cannot issue your insurance until this form is provided regardless of whether payment has been made. If you decline travel insurance you will be required to sign a disclaimer.

4 Edinburgh Court, Greenvale, Victoria, 3059 Phone: 61-3-9333-1912

email: sales@jumponboardtravel.com.au

website: www.jumponboardtravel.com.au

Jump On Board Travel. License No. 32428 A.B.N. 74 629 006 020



Agency:

J.O.B. (Jump On Board) Travel acts as a travel agent only. We sell various travel related products on behalf of numerous transports, accommodation and other wholesale service providers, such as airlines, coach, rail and cruise line operators. J.O.B. (Jump On Board) Travel's obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made subject to the terms and conditions and limitations of liability imposed by these service providers. Your legal recourse is against the specific provider and not J.O.B. (Jump On Board) Travel. If for any reason, any travel service provider is unable to provide the services for which you have contracted your remedy lies against the provider and not with J.O.B. (Jump On Board) Travel. Therefore, travel insurance is highly recommended.

Liability:

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third-party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part.

Special Requirements:

Please advise your consultant of any special requirements you may have, for example, special meals, medical requirements and so on.

Frequent Flyer:

Please advise your consultant of your frequent flyer details. Your consultant will pass these details on to the relevant supplier but cannot guarantee that the supplier will credit points for your booking. Please retain all boarding passes to allow verification of your travel if required.

Passports & Visas:

It is your responsibility to ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility. All travelers must have a valid passport for international travel and many countries require at least 6 months validity from the date of entry. If you need information regarding visa and other travel document requirements for your trip, please let us know. We can obtain such information from an external visa advisory service provider on your behalf. We do not warrant the accuracy of such information and accept no liability for any loss or damage which you may suffer in reliance on it. We can obtain visas for you if you wish and fees may apply for this service.

Liability:

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third-party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part.

Travel Advice:

For travel advice please contact the Department of Foreign Affairs and Trade or visit their website at www.smartraveller.gov.au.

4 Edinburgh Court, Greenvale, Victoria, 3059 Phone: 61-3-9333-1912

email: sales@jumponboardtravel.com.au

website: www.jumponboardtravel.com.au

Jump On Board Travel. License No. 32428 A.B.N. 74 629 006 020



Travel Documents:

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. All travel documents are non transferable. All airline tickets must be issued in the name of the passport/photo identity holder, some carriers will deny carriage if the name varies and the booking may be cancelled. Any errors in names on your documentation will be your responsibility if not advised at the time of booking. It is your responsibility to collect all travel documents from us prior to travel. As a general rule your travel documents will be available for collection 2 weeks prior to departure, however this will depend on your individual arrangements.

Please contact your consultant the day before collection to confirm that the travel documents are ready for collection.

Health:

It is your responsibility to ensure that you are aware of any health requirements for your travel destinations and to ensure that you carry all necessary vaccination documentation.

Covid 19 Policy:

As per service or accommodation providers.

Travel Advice including COVID-19 (Coronavirus) Guidance We recommend that you contact the Department of Foreign Affairs and Trade (“DFAT”) or visit their website at www.smarttraveller.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency. We strongly recommend that you familiarize yourself with the current status and updates to Australia's immigration and border arrangements during the COVID-19 outbreak, available at <https://covid19.homeaffairs.gov.au/>. In addition, you should familiarize yourself with airline requirements around passenger safety, including the requirement for face masks and the need to produce evidence meeting airline and border control requirements in relation to a negative COVID-19 test both for transit and final destination passengers. This information is subject to change without notice so we recommend you update yourself in relation to the relevant airline and government policies for your transit and final destination at each of (i) the time of booking, (ii) as you approach your travel date, and (iii) immediately before travel. You acknowledge that you are choosing to travel at a time where you may be exposed to the Coronavirus. It is your own responsibility to acquaint yourself with all relevant travel information, including applicable health risks. You acknowledge that your decision to travel is made based on your own consideration of this information, and you acknowledge and agree that you are aware of, and assume responsibility for, the risks associated with traveling at this time. To the fullest extent permitted by law, we accept no liability in relation to these additional risks.

4 Edinburgh Court, Greenvale, Victoria, 3059 Phone: 61-3-9333-1912

email: sales@jumponboardtravel.com.au

website: www.jumponboardtravel.com.au

Jump On Board Travel. License No. 32428 A.B.N. 74 629 006 020



Privacy Policy:

J.O.B. (Jump On Board) Travel is committed to protecting the privacy and confidentiality of personal information.

I acknowledge that I am 18 years of age or older, that the above travel details are correct and that I understand and agree with the above terms and conditions.

Signature: _____

Full Name: _____ Date: ____/____/____

Thank you for making you enquiry with our office.
It will be our pleasure to follow up any further enquiry you may have
or assist with any bookings you may wish to make.