

# Booking Conditions - AALDC 2025

Please read carefully and ensure that you understand and accept the conditions and information outlined.

**Reservations - Deposit and Balance Payment** A Booking Form must be received by Travelplan Ski at time of deposit to proceed with booking. A ground package deposit of 25% of cost AALDC Package, plus another deposit for additional packages is payable at booking. A further deposit of 25% of package cost is required by 15 July 2024. Balance payment is due by 25 October 2024, or according to airfare rules. Christmas bookings generally have to be finalised by October.

**Credit Card Payments** Surcharges apply, which vary by card type. Credit card payments are accepted on the express understanding that you authorise Travelplan Australia Pty Ltd to pay deposits and balance payments on your behalf to airlines, accommodation operators and other principals involved. In consideration of doing so, you will not hold Travelplan Australia Pty Ltd responsible for the insolvency and/or failure to perform of airlines, accommodation or any other principal involved, and in any of those events, you will not ask your credit card provider to revoke payments made, where Travelplan Australia Pty Ltd is the merchant in such transactions.

## Currency Guarantee Policy

All Travelplan land prices, denominated in AUD, are subject to variation due to volatility in foreign exchange prices until deposit is paid. Any variation to listed prices will be based on the rates available to Travelplan at the time the deposit is paid by the client. ONCE THE REQUIRED DEPOSIT IS PAID, AU\$ LAND COSTS WILL BE CURRENCY PROTECTED AND GUARANTEED NOT TO CHANGE DUE TO EXCHANGE RATE FLUCTUATIONS. Travelplan may take out foreign exchange contracts and for this reason, the foreign exchange rate applied to client payments may differ from the current market rate. Accommodation quotes for live bookings change daily so can change until deposit paid, and currency protection in force.

**Responsibility** Travelplan Australia Pty Ltd acts as a booking agent only for the persons, or organisations providing or offering the means of travel, accommodation, ski lifts or services detailed and as such cannot be held responsible for any injury, loss, accident, delay or any other irregularity outside of our control. The issuance and acceptance of any receipt, voucher, coupon, exchange order, air ticket or itinerary shall be deemed as consent by the client to the above conditions.

**Baggage Allowance** We recommend prior to departure, you check exact baggage restrictions with the airlines on your itinerary. The following information is given as a guide, but is subject to change. Domestic flights often do not include free checked luggage, particularly in the United States. Airlines may waive baggage charges on domestic flights if you are connecting to/from an international flight, or upon presentation of your international ticket at the check-in counter. If more than one airline is providing the transportation for journey, each airline may apply different rules on both checked and carry-on luggage. Generally speaking, for direct flights from Australia to North America, two suitcases are allowed with a combined total dimension of 106" (269cm) with no one suitcase exceeding 62" (157cm), with max 23kg for Economy/Premium Class or 32kg for Business/First Class per piece. For international flights elsewhere free baggage allowance is generally 20kg total for Economy Class, 30kg for Business Class and 40kg for First Class. Maximum 1 piece per person carry on luggage. All carry on luggage must comply to size restrictions enforced by the airlines and generally a piece must not weigh more than 7kg.

**Passport and Visa** A passport is required for overseas travel, with a validity of six months after your return date. For some countries a consular visa or travel authorisation is also required. We will assist in obtaining necessary travel documents and advise on health regulations. However, the possession of such documents is solely the passenger's responsibility.

**United States:** All eligible travellers to the US (including those in transit) who wish to travel under the Visa Waiver Program must now apply for authorisation using the Electronic System for Travel Authorisation (ESTA) website, visit <https://esta.cbp.dhs.gov>. As part of the Secure Flight program, your passport information must also be entered into your flight bookings, please provide details on your Booking Form.

**Canada:** Visa-exempt foreign nationals who fly to (or transit) through Canada will need an Electronic Travel Authorisation (eTA), visit <https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html> (Exceptions include U.S. citizens)

**Travel Insurance** All passengers must travel with adequate insurance cover. To get the most out of your travel insurance, you might like to purchase your policy at the time of booking. Travelplan Ski or your travel agent can arrange this cover on your behalf.

**Cancellation** For AALDC Crestwood package, once deposit is paid, cancellation to 12 July 2024 will result in a cancellation charge of 15% of package cost. Cancellation between 13 July and 24 October 2024 will result in a cancellation fee of 25% of AALDC package cost.

Balance payment required by 25 October 2024. Cancellation from 26 October 2024 will result in a cancellation fee of the total amount paid. Cancellation fees for other travel products separate from AALDC package will be separately advised when booked.

Airfares are subject to up to 100% cancellation fee once tickets are issued. Please reconfirm airfare conditions with Travelplan. Travelplan also reserves the right to charge a service fee per booking. A cancellation service fee of up to \$400 per person may apply for a booking cancelled after deposit due date in addition to fees charged by principals.

**Prices** All prices shown in Travelplan's brochure are based on airfares and projected currency exchange rates at time of printing and are subject to change without notice. Prices do not include local, airline, customs or departure taxes, insurance, gratuities or any other costs not detailed in final invoices or itinerary. Additional costs caused by weather, failure of transportation services or other circumstances beyond our or our principals control are not included or recoverable.

**Airlines** All tour arrangements are performed under the exclusive responsibility of different contractors. Airlines, therefore, act only as agents for the contractors providing the various services herein and do not accept any liability in connection with such services or for any loss, injury or damage to or in respect of any person or property. Airlines will only be responsible for air carriage performed by them. Such air carriage will be subject to the provisions referred to in the conditions of contract contained in the passenger ticket. Qantas Airways Limited (Incorporated in Queensland), United Airlines, Air Canada, American Airlines, Emirates, Japan Airlines, Cathay Pacific, Delta Airlines and Virgin Australia do not by virtue of their endorsement of Travelplan's brochure represent themselves either as contracting with any purchaser of a holiday from Travelplan or as having any other legal relationship with any such purchase.

## Service Fees

Due to the continued change in the way the industry is run and remuneration paid, it has become necessary to implement a series of service fees. Some international and domestic airfares will require a Travelplan service fee which will be advised by your consultant when booked.

A charge of up to \$50 may apply for each and every amendment after booking instructions have been received. This charge is in addition to any cancellation fees that may apply.

Please Note: Some fees may apply that are not listed, in which case customers will be notified.