

2011 AFL Grand Final Terms & Conditions



1) Bookings

- a) All prices quoted by Travel & Sports Australia are in Australian Dollars and are inclusive of Goods & Services Tax (GST).
- b) Advertised package prices are per person and based on twin share accommodation and economy class airfares. Extra nights, extra persons, single supplements, quad share apartments are available and priced on application.
- c) To make a booking either fill in our on-line booking enquiry form and a member of our team will contact you or alternatively telephone our office direct.
- d) Please ensure the spelling of Christian names and surnames of your complete travelling party are as per the traveller's passport, driver's license or photographic identification. Failure to provide correct spelling as per your passport, drivers license or photographic identification will incur amendment fees and in some instances may be refused entry and/or boarding on airline carriers.
- e) All reservations are subject to availability at the time of booking and will be confirmed upon receipt of deposit.
- f) Prices may vary due to third party suppliers increasing cost, taxes etc and these shall be the responsibility of the traveller prior to final payment. Travel & Sports Australia will cover these additional charges if the traveller has paid in full for their package.
- g) On all bookings where more than one passenger is travelling the person making the booking on behalf of his/her travelling companions will be deemed to have accepted the booking terms and conditions on behalf of all his/her travelling companions.

2) Schedule of Payments

- a) We require a non-refundable \$1000.00 deposit on all packages per person upon reservation.
- b) Final/Balance of Payment is due no later than close of business 01 June 2011.
- c) Travel & Sports Australia accept the following forms of payment:
 - i) Cash, EFTPOS (if paying in person) or Direct Deposit
 - ii) Cheque – made payable to Travel & Sports Australia
 - iii) Visa, MasterCard and Bankcard
 - iv) Diners Club
 - v) American Express
- d) Credit Card Surcharge. Diners Club and American Express incur a 3% surcharge of the total package price per person.
- e) A signed credit card authorisation form is required from all clients making payment via telephone or email prior to the release of travel documentation.

3) Amendments – Changes by You

- a) If you wish to make amendments in any way, your request must be received in writing. Changes to your booking will not be made until Travel & Sports Australia has received written notification from you.
- b) The following Travel & Sports Australia amendment fees apply for changes made by you:

	Changes to airfares	Changes to hotels
Prior to 31 May 2011	\$0.00	\$0.00
01 June to 31 August 2011	\$65.00 per person	\$10.00 per room
01 September to 23 September 2011	\$125.00 per person	\$20.00 per room

Plus any additional charges from our suppliers.

Changes are not permitted after 23 September 2011.

- c) A change to your booking made from 23 September 2010 may be treated as a cancellation and charges may be levied as per our cancellation policy.
- d) Additional fees incurred from our third party suppliers will also be added to establish your total amendment charges.

- e) When amending air tickets, Travel & Sport Australia will be guided by the terms and conditions as specified by the airline.
- 4) **Amendments – Changes by Us**
- a) It is unlikely Travel & Sports Australia will make changes to your booking, but we do plan the arrangements many months in advance and sometimes we may need to make changes which we reserve the right to do at any time. Most are very minor but where they are major (eg: flights, hotels) we will inform you as soon as possible if you have already booked.
- 5) **Cancellation and Refunds**
- a) All deposits are non-refundable.
 - b) Cancellations must be made in writing and will not be effective until Travel & Sports Australia receive written notification. You will receive a cancellation invoice from us acknowledging receipt of your cancellation.
 - c) All cancellations received 45 days or more prior to travel departure: deposit and 50% of tour cost per person is non-refundable.
 - d) All cancellations received within 45 days of travel departure: totally non-refundable unless otherwise specified.
 - e) The above cancellation fees are in addition to any cancellation fees which may be levied by third party suppliers.
 - f) Most packages **do not allow** name changes or transfers. Please check with one of our staff if your package allows name changes or can be transferred to a new passenger.
 - g) In the event of cancellation or postponement of the 2010 AFL Grand Final, Travel & Sports Australia will not be responsible for the cancellation of the event, nor can Travel & Sports guarantee a full refund. Travel Insurance is recommended to cover you for such loss.
 - h) Travel & Sports Australia or it's third party reserve the right either before or during the tour to refuse to carry or accommodate any client which it reasonably considers, in the best interests of all participants in the tour, to be unsuitable by reason of physical or mental condition or unruly behaviour.
- 6) **Airfares booked in the Computer Reservation System**
- a) Voluntary rebooking is permitted 24 hours prior to departure on discounted economy air fares. The airlines will charge a change fee per person per ticket including GST (in addition to Travel & Sports Australia's amendment fee) and applies at the time of rebooking. Your new fare may be higher than the original fare, depending on the fares available – if changed for a higher fare, the difference between the original fare and the new fare must be paid in addition to the change fee.
 - b) Voluntary re-booking and re-routing is not permitted on the day of departure.
 - c) Should a passenger not show up for their flight their ticket will be forfeited.
 - d) Frequent Flyer points. If you have not provided us with your frequent flyer number or your frequent flyer number does not generate to the airline it is recommended you retain all your boarding passes until you see your points appear on your frequent flyer statement.
 - e) The above is only a guide to some of the conditions governing airline tickets. Full airline terms and conditions can be found on the airline web site.
 - f) Qantas AFL Group airfares are valid for travel between 28 September and 03 October 2011 and cannot be reissued to later dates. See section 7 for further details.
- 7) **Group Airfares**
- a) Qantas group airfares applies to all passengers travelling on direct Qantas services from Perth to Melbourne between Wednesday 28 September and Friday 30 September 2011 (inclusive) and services from Melbourne to Perth between Sunday 02 October and 03 October 2011 (inclusive).
 - b) **No departure date changes for travel outside that period will be permitted.** If you wish to change dates to a different period then that will be treated as a cancellation and you will need to pay the applicable cancellation fees. In most instances an entire new airfare will need to be purchased and pricing is subject to availability at the time of booking.
 - c) All airfares are subject to change and the total ticket price may also fluctuate due to changes in Ticket Taxes.
 - d) After ticketing, name changes are permitted and amendment fees apply. Following a fare increase should name changes be requested, all reissued tickets will attract the increased fare level and the name change fee per passenger per ticket.
 - e) Passenger names are due no later than 31 July 2011 unless alternate arrangements have been made.
 - f) Name changes are not permitted after 23 September 2011.
 - g) Should a passenger not show up for their flight their ticket will be forfeited.
 - h) Frequent Flyer points. If you have not provided us with your frequent flyer number or your frequent flyer number does not generate to the airline it is recommended you

retain all your boarding passes until you see your points appear on your frequent flyer statement.

- i) On-line check in is not available with Qantas Group airfares.
- j) The above is only a guide to some of the conditions governing airline tickets. Full airline terms and conditions can be found on the airline web site.

8) Hotels

- a) Check-in. Hotel check-in times may vary from hotel to hotel, however the standard check-in at most hotels is 2:00pm.
- b) Check-out. Check-out times are normally between 10:00am – 11:00am.
- c) Changes to arrival and departure times are available on request but will not be guaranteed. Changes may incur additional charges.
- d) Upon check-in the hotel require an imprint as guarantee of the guest's credit card. If you do not have a valid credit card an alternative will need to be arranged with the hotel prior to arrival.
- e) Most hotels have facilities to store luggage should you require this service.

9) Tickets

- a) Travel & Sports is authorised by the AFL to sell and/or distribute Grand Final Tickets and comply with the AFL's approved ticket scheme under the Sports Event Ticketing (Fair Access) Act 2002. AFL Authorised On-Seller OSAFL11/22
- b) AFL Grand Final ticket/s may not, without prior written authorisation of the AFL, be re-sold at a premium or used for advertising, promotion or other commercial purposes (including competitions or trade promotions). If the ticket is sold in breach of these conditions, the ticket will be void and will not entitle the holder to admission to the event.
- c) Travel & Sports Australia do not control the allocation of seating at the AFL Grand Final and therefore do not accept responsibility regarding the allocation of seats.
- d) We strongly recommend you photocopy or record details of your AFL Grand Final ticket and brunch ticket to cover you if you misplace or lose tickets.
- e) If you lose or misplace your ticket prior to departure, contact our office immediately.
- f) If you lose or misplace your ticket during your stay in Melbourne, you can contact Ticketmaster7 at the MCG and produce copies or ticket reference numbers for replacement tickets.
- g) Tickets can not be refunded or exchanged under any circumstances after purchase.

10) Flights

- a) E-tickets require all guests to present photographic identification at check-in.
- b) Most airlines require passengers to check-in between 60 minutes prior to departure. The airline has the right to refuse boarding to passengers who do not check-in within the required check-in period.
- c) Domestic airport terminals experience heavier traffic during AFL Grand Final week and we encourage all passengers to arrive early allowing enough time to check-in and board the aircraft.

11) Documentation

- a) Documentation including tickets will not be issued prior to receipt and bank clearance of full payment.
- b) All completed documentation and tickets will be available for collection from our office located at Suite 6, 281 Hay Street Subiaco between 19 and 27 September 2011.
- c) Should you wish to have your documents mailed to you a \$15.00 per booking Express Post fee is applicable. Please note Travel & Sports Australia will not be responsible for any documents that may go missing through Australia Post.

12) Insurance

- a) Travel & Sports Australia strongly recommend travel insurance to protect you against any unforeseen circumstances.
- b) All insurance policies are subject to terms, conditions and exclusions. Please carefully read and retain the policy in a safe place. If you have any questions contact our office.

13) Financial Security

- a) Your contract will be with Travel & Sports Australia Pty Ltd. We are members of the International Air Transport Association (IATA) and hold a travel agents licence issued by Ministry for Fair Trading (Lic. 9TA-1271). We abide by the terms and conditions of the Travel Compensation Fund (TCF Member No. +68562). These guarantee our standards of trading practice and give you financial security.

DISCLAIMER

Travel & Sports Australia is acting as intermediary and agent for suppliers in selling services, or in accepting reservations or booking for services which are not directly supplied by this company such as airline tickets, hotel accommodation, event tickets, ground transportation, meals, tours and cruises. This company, therefore, shall not be responsible for breach of contract or any

intentional or careless actions or omissions on the part of such suppliers, which result in any loss, damage, delay or injury to you or your travel companions or group members. We shall not be responsible for any injuries, damages or losses caused to any traveller in connection with terrorist activities, war, insurrection, social or labour unrest, mechanical or construction difficulties, diseases, local laws, climactic conditions, abnormal conditions or developments or any other action, omissions or conditions outside the coverage against them. Your retention of tickets, vouchers or booking after issuance shall constitute consent to the above and an agreement on your part to convey the contents here to your travel companions or group members.

The Client, by engaging the company and making deposit and/ or full payment for the package arrangement specified, acknowledges the position of the company as stipulated by the foregoing and agrees to hold the company blameless in making the arrangements on his behalf, provided same shall be made through generally acceptable suppliers at the time of engagement, and further agrees that restitution of damages, if any are claimed, shall be sought directly from the suppliers. The client also agrees to the terms and conditions of the tour and services as set forth by the suppliers. Rates are subject to changes without notice. Tours and event tickets are subject to availability. Payment of deposit or full payment shall constitute consent of all provisions stated herein.