

**Travel & Sports Australia Pty Ltd**  
**2009 AFL Home & Away Terms &**  
**Conditions**



- ✓ These terms and conditions do not apply to the AFL Grand Final. Please refer to [AFL Grand Final Terms & Conditions](#) for the Grand Final.

**1) Bookings**

- a) All prices quoted by Travel & Sports Australia are in Australian Dollars and are inclusive of Goods & Services Tax (GST).
- b) 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.
- c) 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.
- d) All reservations are subject to availability at the time of booking and will be confirmed upon receipt of deposit.
- e) Verbal quotes are only an estimate of the package price and may differ at the time of booking.
- 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) Full payment on all land packages is required upon confirmation of your booking.
- b) Documentation including tickets will not be issued prior to receipt and bank clearance of full payment.
- 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.
- f) Alternate payment schedules may be given upon special request.

**3) Cancellation and Refunds**

- a) Deposit or \$165.00 per person of the package is non-refundable.
- b) All cancellations must be made in writing.
- 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 (by the event promoter) of a certain event due to unforeseen circumstances, 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 its 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.

#### **4) Amendments**

- a) Any amendments to bookings will incur a Travel & Sports Australia fee of \$44.00 per person per amendment. Additional fees incurred from our third party suppliers will also be added to establish your total amendment charges.
- b) When amending air tickets, Travel & Sport Australia will be guided by the terms and conditions as specified by the airline.

#### **5) Airfares**

- a) All discounted economy air fares require instant payment.
- b) Voluntary re-booking and re-routing 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 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.
- c) Voluntary re-booking and re-routing is not permitted on the day of departure.
- d) The airlines will not refund discount economy air fares however the ticket value is valid for 12 months. The unused ticket value for each passenger can be used as payment for a new booking within 12 months of the original ticket issue. The validity of the new reissued ticket must not exceed the validity of the original ticket.
- e) Should a passenger not show up for their flight their ticket will be forfeited.
- f) 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.
- g) 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.

#### **6) 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.

#### **7) Tickets**

- a) Travel & Sports Australia do not control the allocation of seating at major sporting events and therefore do not accept responsibility regarding the allocation of seats at these major events.
- b) We strongly recommend you photocopy or record details of your event ticket to cover you if you misplace or lose tickets. In the event that you do lose or misplace your ticket, you will need to contact either our office or the ticket supplier.
- c) Most tickets may not, without written authorisation of the event promoter, be re-sold or offered for re-sale at a premium or used for advertising, promotion or other commercial purposes. If the ticket is sold in breach of the event promoters conditions, the ticket will be void and will not entitle the holder to admission to the event.
- d) Tickets can not be refunded or exchanged under any circumstances after purchase.

## **8) Flights**

- a) E-tickets require all guests to present photographic identification at check-in.**
- b) Most airlines require passengers to check-in between 60-30 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) All international travel requires a minimum of 6 months validity on passports.
- d) Ensure you have all the necessary visas when travelling to overseas destinations.

## **9) 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.

## **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 accommodations, 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.