



TERMS & CONDITIONS

TRAVEL AND SPORTS AUSTRALIA PTY LTD
AFL Authorised ON-SELLER OSAFL19/21

BOOKING

All prices quoted by Travel and Sports Australia Pty Ltd are inclusive of Goods & Services Tax (GST) where applicable - unless otherwise stated.

Please ensure the spelling of Christian names and surnames of your complete travelling party are as per the traveller's passport, or for domestic travel - driver's license or photographic identification. Failure to provide correct spelling as per your passport, driver's license or photographic identification will incur amendment fees and, in some instances, may be refused entry and/or boarding on airline carriers.

It is your responsibility to ensure that all details of the booking are correct before proceeding.

Travel products purchased will not be guaranteed until payment has been made in full and documents have been processed.

All reservations are subject to availability at the time of booking and will be confirmed upon receipt of deposit.

Verbal quotes are only an estimate of the package price and may differ at the time of booking confirmation.

Prices are quoted in Australian Dollars (unless advised otherwise) and are subject to change without notice to unforeseen circumstances - Including but not limited to, foreign exchange fluctuations, airline fuel surcharges, increase in airline operating costs, third party suppliers increasing costs etc. These shall be the responsibility of the traveller prior to final payment. Travel and Sports Australia Pty Ltd will cover these additional charges if the traveller has paid in full for their package.

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.

If you make your own arrangements for part of your event, Travel and Sports Australia Pty Ltd will not be responsible for any loss resulting from cancellation, changes in date/gateways/itineraries or travel dates. We recommend that you do not purchase airline tickets with high penalties or non-refundable components in case amendments are required.

Travel and Sports Australia Pty Ltd may recommend or suggest a particular operator/other third parties which will assist with your optional activities, excursions, functions, conferences, flights, accommodation and transfers however your contract for such services will be with the organiser or operator of that service and will be subject to its Terms & Conditions which may contain exclusions or limitations of liability. Travel and Sports Australia Pty Ltd has no liability for any such optional activity, excursion, function or conference or for any act(s) or omission(s) of the organiser or operator or for any of its employees or agents or any other person(s) connection with these.

SCHEDULE OF PAYMENT

A non-refundable deposit is required within seven (7) days of booking confirmation

\$250.00 per person – Ticket & Function Only Bookings

\$500.00 per person – All Inclusive Package Bookings

If the deposit required by third party suppliers is greater than \$500.00, the deposit amount will then change accordingly and will be advised by your Travel and Sports Australia Pty Ltd consultant.

Final Balance of payment is due no later than close of business **Friday 5th July 2019** unless an alternative date is authorised by your Travel & Sports Australia Consultant.

Travel and Sports Australia Pty Ltd accept the following forms of payment:

1. Cash or EFTPOS (if paying in person)
2. Direct Deposit (Account details located on invoice)
3. Cheque – made payable to Travel and Sports Australia Pty Ltd
4. Credit Card – Visa or MasterCard

a. *Credit Card surcharge applies (1.2%)*

Payment Plans – Individual payment plans are available & will be organised between client and Travel and Sports Australia Pty Ltd consultant directly. All applicable payment deadlines and conditions will be advised in the individual plan.

AMENDMENTS (Changes by customer)

If you wish to make amendments to your booking in any ways, your request must be received in writing. Changes to your booking will not be made until Travel and Sports Australia Pty Ltd has received written notification from you.

The following Travel and Sports Australia Pty Ltd amendment fees apply for changes:

Dates	Airfares	Hotels	Tickets
Prior to 05 July 2019	No Fee	No Fee	No Fee
05 July to 28 August 2019	\$75.00	\$25.00	\$25.00
28 August to 20 September 2019	\$150.00	\$50.00	\$50.00

Plus any additional charges from our suppliers.

Changes are not permitted after 20th September 2019. A change to your booking made from 20th September 2019 may be treated as a cancellation and charges may be levied as per our cancellation policy.

Additional fees incurred from our third-party suppliers will also be added to establish your total amendment charges.

When amending airfares, the Travel and Sports Australia Pty Ltd will be guided by the Terms and Conditions as specified by the airline.

AMENDMENTS (Changes by supplier)

It is unlikely that the Travel and Sports Australia Pty Ltd will make changes to your booking, however 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 (e.g. Flights, hotels) we will inform you accordingly & within an appropriate time frame.

CANCELLATION & REFUNDS

The deposit associated with any individual or group-booking package is non-refundable.

All cancellations must be made in writing and will not be effective until Travel and Sports Australia Pty Ltd receive written notification. You will receive a cancellation invoice acknowledging receipt of your cancellation.

All cancellations received 45 days or more prior to departure: deposit and 50% of tour cost per person is non-refundable. Cancellations received within 45 days of travel departure- will be non-refundable unless otherwise specified.

The above cancellation fees are in addition to any cancellation fees, which may be levied by third party suppliers. Supplier fees can also be up to 100% of the cost of the booking, regardless of whether travel has commenced. Where we incur any liability from a supplier cancellation fee for any booking you change/ cancel, you agree to indemnify us for that fee. Any residual refund originating from a cancelled booking will only be made once all supplier and cancellation fees have been recovered.

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.

In the event of cancellation or postponement (by the event promoter) of the 2019 Toyota AFL Grand Final due to unforeseen circumstances, Travel and Sports Australia Pty Ltd will not be responsible for the cancellation of the event, nor can Travel and Sports Australia Pty Ltd guarantee a full refund. Travel Insurance is recommended to cover you for such loss.

Travel and Sports Australia Pty Ltd or its third-party supplier 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.

NO SHOW

If you have a booking for a travel package (including flights, cruise, car hire, accommodation, insurance, additional activities or tours) but you do not show up to check-in, or make yourself available, you will not be entitled to any refund from us.

AIRFARES (GENERAL)

All bookings are subject to the individual suppliers/ airlines/ transport providers own set of Terms and Conditions.

Voluntary re-booking and rerouting will be subject to the individual ruling of the particular carrier of the airfares purchased.

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 amendment fee.

Voluntary re-booking and re-routing is not permitted on the day of departure. Should a passenger not show up for their flight their ticket will be forfeited.

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. Please note that any chartered group flights do not allow for frequent flyers to be accrued.

The above is only a guide to some of the conditions governing airline tickets. Full airline terms and conditions can be found on the individual airline web sites.

AIRFARES (QANTAS GROUPS)

Qantas group airfares applies to all passengers travelling on direct Qantas services from Perth to Melbourne between Wednesday, 25th September and Friday, 27th September 2019 (inclusive) and services from Melbourne to Perth between Sunday, 29th September and Monday, 30th September 2019.

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.

All airfares are subject to change and the total ticket price may also fluctuate due to changes in Ticket Taxes.

After the airfares have been processed for 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. Qantas charge an \$99.00 reissue fee per flight.

Passenger names are due no later than Friday, 30th August unless alternative arrangements have been made with your Travel and Sports Australia Pty Ltd consultant.

Name changes are not permitted after Wednesday, 18th September 2019.

Should a passenger not show up for their flight their ticket will be forfeited.

Frequent Flyer numbers will be uploaded into your flight booking once the airfare is ticketed, usually 2-3 weeks prior to travel.

Online check in or seat selection is not available with Qantas Group airfares.

Seating requests – All seating requests will be advised through to Qantas reservations, however, cannot be guaranteed.

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 website.

Qantas Group Airfares - Departure Day information

E-Tickets require all guests to present photographic identification at check-in.

Qantas requires passengers to check-in between 90 – 60 minutes prior to departure. Qantas has the right to refuse boarding to passengers who do not check-in within the required check-in period.

Domestic airport terminals experience heavier traffic during the Toyota AFL Grand Final week and we encourage all passengers to arrive early allowing enough time to check-in and board the aircraft.

AIRFARES (VIRGIN AUSTRALIA - PRIVATE CHARTER)

Travel and Sports Australia Pty Ltd have exclusive access to the following chartered aircraft with Virgin Australia;

Thursday, 26th September 2019;

Departing Perth at 1115HRS / Arriving in Melbourne at 16:45HRS

Sunday, 29th September 2019;

Departing Melbourne at 1815HRS / Arriving in Perth at 2035HRS

All airfares are non-changeable and non-refundable.

One-way flights are not permitted. Must be sold as a return journey.

Changes to flight times & dates are not permitted.

Should a passenger not show up for their flight their ticket will be forfeited.

This is a full serviced flight including checked baggage, food & beverage service, and in-flight entertainment.

Frequent flyer points are NOT eligible to be earned on this Virgin Australia Charter Service.

ACCOMODATION

All bookings are subject to the hotels/ apartments own set of Terms and Conditions and can be provided on request.

You agree to the Terms and Conditions of purchase imposed by the hotel used when booking with us.

Check in: hotel check-in times may vary from hotel to hotel, however the standard check-in at most hotels is between 2:00pm - 3:00pm.

Check-out: check-out times are normally between 10:00am – 11:00am.

Most hotels have facilities to store luggage should you require this service

Changes to arrival and departure times/dates are available on request but will not be guaranteed. Changes may incur additional charges.

Upon check-in, the hotel requires an imprint as guarantee of the guest's credit card per room. If you do not have a valid credit card an alternative will need to be arranged with the hotel prior to arrival.

Room only charges are included in your booking (unless otherwise stated) and have been prepaid by Travel and Sports Australia Pty Ltd.

EVENT TICKETS

All 2019 Toyota AFL Grand Final Tickets are sold subject to published AFL Conditions of Entry to the venue. If you have not received these conditions, please contact the Travel and Sports Australia Pty Ltd team to request a copy.

Travel and Sports Australia Pty Ltd is an agent authorised by the AFL to sell and/or distribute AFL Grand Final tickets and comply with the AFL's approved ticket scheme under the Major Sporting Events Act 2009. AFL Authorised On-Seller OSAFL19/21.

2019 Toyota AFL Grand Final ticket/s may not, without prior written authorisation of the AFL, be re-sold 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.

Travel and Sports Australia Pty Ltd does not control the allocation of seating at the 2019 Toyota AFL Grand Final and therefore do not accept responsibility regarding the allocation of seats.

We strongly recommend you photocopy or record details of your 2019 Toyota AFL Grand Final ticket and Function information to cover if you misplace or lose tickets.

If you lose or misplace your tickets, contact our office immediately. Tickets cannot be refunded or exchanged under any circumstance after purchase.

DOCUMENTATION

Documentation including tickets will not be issued prior to receipt and bank clearance of full payment.

All completed documentation and tickets will be available for collection from our office. Approximate dates are Monday, 16th September 2019 – Friday, 27th September 2019 (TBC by Travel and Sports Australia closer to the event).

If you are unable to collect your documents from our office alternative methods of collection are available, including Australia Post and Melbourne Location collection. Please confirm with your Travel and Sports Australia Pty Ltd consultant.

PASSPORTS & VISAS

All individual passengers confirmed on any international flight will require a valid passport to leave the country. The passport must have a minimum of 6-months validity from the date of arrival back into Australia. Passports are required for Airline check in and immigration.

When assisting clients with international booking requests, we will assume that the traveller possesses a valid Australian passport.

It is the companies/individual(s) responsibility to ensure they have a machine-readable passport, appropriate visas and re – entry permits valid for the entire duration of their trip that meet the requirements of immigration and other government authorities. Any fines, penalties or expenses that are derived from not meeting these requirements will be your sole responsibility (except to the extent caused by error/ fault on our behalf). We are happy to offer guidance for this upon request and fees will apply.

E-tickets require all guests to present photographic identification at check-in. If travelling internationally, passengers must travel with their passport, appropriate visas and valid permits if required.

Most airlines require passengers to check-in between 60-90 minutes prior to departure for domestic departures and between 2 – 3 hours prior to departure for international departures. The airline has the right to refuse boarding to passengers who do not check-in within the required check-in period. We do not hold any liability for failure to board your vessel as per the recommended times.

For passengers travelling with prescribed medicines, it is recommended the client obtains a letter from their Doctor stating the dosage and instructions for these medicines.

It is the responsibility of the individual to ensure they are aware of any health requirements, including required vaccinations and necessary documents, pertaining to their visiting countries.

TRAVEL INSURANCE

Travel and Sports Australia Pty Ltd strongly recommend travel insurance to protect you against any unforeseen circumstances.

All insurance policies are subject to terms, conditions, and exclusions. Please carefully read and retain the Product Disclosure Statement in a safe place. If you have any questions, please contact our office.

We are an authorized representative of Covermore Insurance Services Pty Ltd (ABN 95 003 114 145) and receive financial and non-financial benefits when travel insurance is purchased by you. You must read both the Financial Services Guide and Product Disclosure Statements before deciding on what policy suits your needs.

MISCELLANEOUS

You must report any disability requiring special attention while on tour or on cruise to Travel and Sports Australia at the time the reservation is made. Travel and Sports Australia Pty Ltd will make reasonable attempts to accommodate the special needs of disabled travellers. Travel and Sports Australia Pty Ltd are not responsible in the event it is unable to do so nor responsible for any denial of services by air carriers, hotels, restaurants, or other independent suppliers. Travel and Sports Australia Pty Ltd cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motorcoaches, cruise ships and other vehicles, or other personal needs. Travel and Sports Australia Pty Ltd strongly recommends a qualified and physically able companion accompany travellers who need such assistance.

Due to recent World events, Travel and Sports Australia Pty Ltd strongly recommend that all travellers familiarise themselves with the Department of Foreign Affairs and Trade Website www.dfat.gov.au/travel. The website enables you to register your passport and contact details which will automatically be passed onto the relevant embassies of the countries that you are visiting. The Australian Government will list any travel warnings on this website.

YOUR OBLIGATION

You are at least 18 years old and have the power and authority to enter a binding contract with us and the supplier product you have acquired.

Information you provide us about yourself is true, accurate, current, and complete as required by any registration process

You will maintain and promptly update this information to keep it true, accurate and complete.