



# BOOKING & ADVISORY SERVICES

**Book with a Trusted Company**

2021 Melbourne Cup Carnival

# COVID-19 POLICY

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## COVID-19 CONDITIONS AND IMPORTANT INFORMATION

### TRAVEL ADVICE

We recommend that you contact the Department of Foreign Affairs and Trade (“DFAT”) or visit their website at [www.smartraveller.gov.au](http://www.smartraveller.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 familiarise 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>.

### MELBOURNE

### CUP

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### TICKETS

Book with a Trusted Company in TASA –Travel and Sports Australia (TASA) will provide our clients with a full “event ticket” refund if the following applies to your cancellation.

- Due to Covid-19, If the VRC cancels the Melbourne Cup Carnival and your package is null in void.
- If the Melbourne Cup Carnival is postponed, and you are unable to attend the revised dates.
- Where Flemington racecourse capacity is adjusted by State, Territory and/or Australian Federal Government because of social distancing restrictions.
- Where State, Territory and/or Australian Federal border closures render it not possible for you to attend the Melbourne Cup Carnival.

### TRAVEL AND SPORTS AUSTRALIA – TRAVEL AGENT

<b>TASA Service Fees</b>	Booking & Administrative Fee's per booking inc.	\$65.00
<b>Reservation Deposit</b>	For all bookings, full payment per person is required at time of booking. This payment is non-refundable. This fee is in addition to Travel Provider deposits.	
<b>Credit Card Fees</b>	The Credit card fee will depend on the product purchased and if TASA or the Travel Provider are the merchant. Should the Provider be the merchant of the transaction, you will be subject to their fees / charges for credit card. Should TASA be the merchant, our credit card fees are listed below. TASA will advise clients of the fees applicable at time of payment to allow clients to decide whether	

	to use a credit card or not.
<b>TASA Credit Card Fees</b>	Visa /Mastercard - an additional 1.65% applies
	American Express - an additional 1.65% applies
<b>Debit Card Fees</b>	Visa & Mastercard (fee free)

### SCHEDULE OF PROFESSIONAL SERVICE FEES

- All fees include GST where applicable.
- All TASA service fees, amendment fees and credit card fees are Non-Refundable in the event of Cancellation.
- All fees are in addition to fees charged by the Provider.

Please refer to TASA Booking and Cancellation policy for cancellation fees details.

### OTHER PROVIDERS – AIRLINES, HOTELS AND TOURS COVID POLICIES

Please refer to the Booking, Refund and Cancellation policies at the time of cancellation of each individual service provider involved in your package. Each third party supplier have different policies and you understand and agree that it is your responsibility to review their individual refund obligations to you.

In addition you should familiarise 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 the time of booking, as you approach your travel date, and immediately before travel.

**CONTACT US IF YOU HAVE ANY QUESTIONS, COMPLAINTS OR REQUIRE A COPY OF INFORMATION WE HOLD ABOUT YOU.**

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

If you have any questions or would like to lodge a complaint about this Policy or an alleged breach of the Australian Privacy Principles, or you would like to request copies of the information we hold about you, please either call us, email or write to us. Our contact information is listed below.

**Phone** +61 (8) 9381 9555

**Email** [info@tasa.com.au](mailto:info@tasa.com.au)

**Address** 1/544 Beaufort Street, Mount Lawley WA 6050 Australia

You can also obtain further information at the Office of the Australian Information Commissioner <http://www.oaic.gov.au/>.

*This Policy was last updated 7th July 2021.*