



# Invoice

**#Q14780966 from Cairns QL Australia to Lima Peru.  
Departure 08 July 2017 & returning 27 July 2017.**

Mr Brett Roneberg

Dear Brett

Please find the details of your booking in the pages following. We have updated your Invoice with any payments received.  
Thanks again for choosing to book with us at Student Flights.

Please remember that we offer a full travel service, including:

- Flights
- Car & Campervan Hire
- Rail
- Tours
- Transfers
- Foreign Currency
- Accommodation
- Cruises
- Day trips & Excursions
- Ski
- Insurance & Visas
- Key To The World - Prepaid multi currency card

I look forward to discussing your travel plans further with you.

Kind regards

**Bianca Watterson**

**Student Flights Cairns**

**Address: Shop 119 L01 Cairns Centre Shopping Centre 1-21 McLeod Street CAIRNS QLD 4870**

**T +61 07 40412299 | F +61 07 31020245**

**E [bianca.watterson@studentflights.com.au](mailto:bianca.watterson@studentflights.com.au)**

**Student Flights**  
NEVER STOP TRAVELLING



Address: Shop 119 L01 Cairns Centre Shopping Centre 1-21 McLeod Street CAIRNS QLD 4870  
Phone: +61 07 40412299 Fax: +61 07 31020245  
Flight Centre Travel Group Ltd t/as Student Flights  
ACN: 003 377 188 ABN: 25 003 377 188  
ATAS - Travel Accredited - No. A10412  
Printed date: 7/07/2017 6:34 PM (TZ +10:00)

## Invoice - Copy

Invoice No: I62516378

Issue date: 19/05/2017 12:24 PM (TZ +10:00)

Ref Booking: Q14780966

Mr Brett Roneberg

### Name(s) as per valid passport(s)

Traveller(s):	Title	First name	Middle name	Surname
	Mr	Brett	Nicholas	Roneberg

### Details

Date of travel: 8/07/2017  
No. of travellers: 1  
Origin: Cairns QL Australia (CNS)  
Destination: Lima Peru (LIM)

### Important Information

Student Flights Customer Promise:

At Student Flights we are passionate about specialised travel for anyone 18-30. We have the widest choice of exclusive airfares and adventure travel from the world's leading travel brands.

Passport:

Your passport must be valid for more than 6 months from completion of travel.

Please provide a copy of your passport to your consultant at time of booking & confirm if you are travelling on an Australian passport.

Baggage Allowance:

2 x 23kg checked baggage + a 7kg carry on per person

Seating Allocation (is on a request basis):

Seats that have been selected:

Frequent Flyer:

My frequent flyer number is: Qantas- 1756007

Meals:

I require a:

SIGNED.....

## “ Important Information

For your trip.

20kg checked baggage + 7kg carry on.

Recommended back pack rather than suitcase.

A yellow fever shot is highly recommended for your trip.

Please speak to your GP about this.

## 🛡 Insurance: Cover-More

We hope you have an amazing travel experience. Caring for our customers means making sure they travel with peace of mind.

We know not all travel insurance is the same, that's why we've done the research and recommend Cover-More.

- Quality cover - for peace of mind both before and during your trip.
- 24/7 emergency assistance - we're here when you need us most. From medical emergencies to lost passports & luggage.
- Quick, easy online claims - you can claim while you are still travelling.
- Travel GP - even for the non-emergencies, our Australian medical team is here to help.
- Australia's largest travel insurance provider - 2.2 million Australians choose Cover-More each year.

Policy	Plan	Excess	Cancellation cover	Departing	Returning	Trip duration
Options	SingleTrip	0	\$7,000	8/07/2017	27/07/2017	20 days

Most time in: Peru

Traveller(s): 1 Adult (DOB: 05/02/1979) Mr Brett Roneberg

Total insurance price: **\$299.00**

(That's just: \$14.95/day)

See Cover-More FSG and PDS for coverage details. We recommend insurance is paid at the same time as deposit to protect your investment. Before purchasing, please confirm:

- that you have read and understood the combined FSG/PDS for Cover-More Travel Insurance (available from your Consultant);
- whether you require cover for an existing medical condition or pregnancy;
- that you have read the latest claims advice available at [www.covermore.com.au/world-events-and-travel-service-provider-claims-advice](http://www.covermore.com.au/world-events-and-travel-service-provider-claims-advice)

## 👤 Visa: Peru

Destination: Peru

Type: Single Entry

Approximate time to process your visa. Subject to change by the consulate or embassy.

Transit City: Auckland, Bolivia

Consulate or Embassy: Peru

Comments: Your total visa cost includes service fees, consular fees established by and paid to the appropriate diplomatic mission for your country of travel, shipping fees for the collection and return of your completed documentation and any other additional services selected. Consular fees are subject to change without advance notice at any time by various governments.

\* For Australian Passport Holder's Only

New Zealand: Australia Citizen, Queensland, Tourist

## Visa Exempt

Visa exempt for an unlimited stay. The traveller must:  
Hold a passport valid on arrival

Peru: Australia Citizen, Queensland, Tourist

sa exempt for a stay of up to 183 days. The traveller must:  
Hold a passport valid at least six months on entry with two blank visa pages  
Hold proof of sufficient funds  
Hold proof of onward/return airline tickets  
Hold proof of purpose of trip  
Hold all documents required for the next destination  
Hold a visa for the next destination, if required  
Confirm with the airline that boarding will be permitted without a visa as these conditions are subject to change  
VisasDirect recommends that all travellers check with their airline prior to departure that boarding will be permitted without a visa. There is no guarantee entry will be allowed.

Bolivia: Australia Citizen, Queensland, Tourist

## isa Exempt

Visa exempt for a stay of up to 90 days. The traveller must:  
Hold a passport valid at least six months beyond the period of intended stay, with two blank visa pages  
Hold proof of sufficient funds  
Hold proof of confirmed onward/return airline tickets  
Hold documents showing proof of purpose of trip  
Hold all documents required for the next destination  
Hold a visa for the next country, where applicable  
Confirm with their airline that boarding will be permitted without a visa as these conditions are subject to change  
Hold an original yellow fever certificate.

Chile: Australia Citizen, Queensland, Transit

## Visa Exempt

Visa exempt for a stay of up to 90 days. The traveller must:  
Hold a passport valid at least six months on entry with one blank visa page  
Hold proof of sufficient funds  
Hold proof of onward/return flights  
Hold all documents required for the next destination  
Hold a visa for the next destination, if required  
Confirm with their airline that boarding will be permitted without a visa as these conditions are subject to change  
Pay a reciprocity charge of between US\$30.00 - US\$200.00 (possibly higher depending on nationality) on arrival if entering via the international airport  
**IMPORTANT:** The amount owing for the Total Visa Price must be paid in full prior to sending visa application for processing.

Airline	Flight No.	Departing on	Arriving on	Origin	Destination	Status
Jetstar Airways	JQ957	8/07/2017 10:10 AM Cabin Class: Economy	8/07/2017 1:05 PM	Cairns	Sydney Kingsford Smith Apt	Confirmed
LATAM Airlines Group Operated By: Qantas	LA806	9/07/2017 12:30 PM Cabin Class: Economy	9/07/2017 11:10 AM	Sydney Kingsford Smith Apt	Santiago Arturo Merino Benitez	Confirmed
LATAM Airlines Group	LA642	9/07/2017 1:55 PM Cabin Class: Economy	9/07/2017 4:50 PM	Santiago Arturo Merino Benitez	Lima	Confirmed
LATAM Airlines Group	LA893	25/07/2017 11:30 AM Cabin Class: Economy	25/07/2017 2:30 PM	La Paz	Santiago Arturo Merino Benitez	Confirmed
LATAM Airlines Group	LA801	26/07/2017 12:05 AM Cabin Class: Economy	27/07/2017 5:05 AM	Santiago Arturo Merino Benitez	Auckland International Apt	Confirmed
LATAM Airlines Group	LA801	27/07/2017 7:30 AM Cabin Class: Economy	27/07/2017 9:10 AM	Auckland International Apt	Sydney Kingsford Smith Apt	Confirmed
Qantas	QF926	27/07/2017 1:10 PM Cabin Class: Economy	27/07/2017 4:20 PM	Sydney Kingsford Smith Apt	Cairns	Confirmed

**Travellers:** 1 adult on booking

**Mr Brett Roneberg**

**Baggage:** 2 bag(s) at a cost of \$0.00 up to 23.00 kg per piece, totalling \$0.00

**Comments:**

- Price Drop Protection (On all Land, Air & Cruise bookings) up to \$1000 Claim
- 24/7 Global Support
- Transferable Airline Deposit
- Visa & Passport Check
- Travel Insurance Excess
- International SIM Card Credit (inc. Bonus \$5 credit on your first recharge)

The full package inclusions can be found at  
<http://www.studentflights.com.au/plan/essentials>

Terms & Conditions apply.\*

Taxes are subject to change until paid in full.  
All quotes are subject to availability at time of booking.  
Non-refundable prior to departure.  
Non-refundable after departure.

#### Airfare rules per person:

Changes:	Changes may be permitted subject to seat availability, airline fees and any applicable reissue fees and fare upgrade required.
Cancellation:	Cancellation fees may apply.
Date/time changes:	Permitted: A fee will occur of \$155 + a SF fee of \$75 per person per change. Plus any tax and fare differences.
Reissue/re-route:	Permitted: A fee will occur of \$155 + a SF fee of \$75 per person per change. Plus any tax and fare differences.
Cancellation before departure:	Ticket is non refundable
Cancellation after departure:	Ticket is non refundable
Minimum stay:	Nil - Subject to visa and passport requirements
Maximum stay:	12 Months - Subject to visa and passport requirements
Additional rules:	All changes are subject to availability, seasonality and validity.

This is not an E-ticket. Please check your flight plan for flight details.

Total flight price: **\$2,764.79**

#### Transfer: One Way Transfer

Company:	Intrepid Travel Pty Ltd
Details:	Lima Airport [LIM] to La Castellana Hotel Transfer
Transfer service:	One way
Arrival transfer:	Pick-up: Lima, Jorge Chavez International, Lima on 09/07/2017 at 12:00am Drop-off: Hotel La Castellana, Lima
Conditions:	Change/Cancellation and Amendments fees may apply from Student Flights as well as the supplier. Please refer to the Supplier Brochure for their cancellation fees.

Total transfer price: **\$36.00**

#### Accommodation: Hotel La Castellana

Company:	Intrepid Travel Pty Ltd
Staying at:	Hotel La Castellana
Address:	Grimaldo del Solar 222 Miraflores, Lima, PE
City:	Lima
Room type:	Single
Number of Rooms:	1
Check in:	09/07/2017
Check out:	10/07/2017
Comments:	Please note - a credit card will be required upon check-in to accommodation. The hotel may take a deposit for incidentals from the credit card (amounts may vary). Room bedding configuration and location are requested only, and will be confirmed upon check-in at the discretion of the hotel.

#### INCLUSIONS

No data available.

Total accommodation price: **\$85.00**

#### Touring: Intrepid Travel Pty Ltd

Name of tour:	Sacred Land of the Incas
Company:	Intrepid Travel Pty Ltd
Starts:	Hotel La Castellana, Lima on 10/07/2017
Ends:	Hotel Osira, La Paz on 24/07/2017
Duration:	15 days



**Comments:**

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid in full. Price changes may occur outside of our control which could affect the cost of the product or service, these could include currency fluctuations, fuel surcharges, and number of travellers, taxes and airfare increases. The itinerary can be changed at the discretion of the Supplier at any time. Additional fees and government charges may apply (these could include gratuities, tips, local payments, trip kitty's or food funds etc).

**ALTITUDE SICKNESS:**

Parts of your trip go above 2800 metres / 9200 feet where it is common for travellers to experience some adverse health effects due to the altitude - regardless of your age, gender and fitness. It even happened to Sir Edmund Hillary!

Please read the following document carefully and, during your trip, utilise the table on the back daily to record your own perspective of your general health and any symptoms you may experience:

<https://www.intrepidtravel.com/au/altitude-sickness>

Before your trip.

Some pre-existing medical conditions are known to severely worsen at high altitude and be difficult to adequately treat on the ground, leading to more serious consequences. It is imperative that you discuss your pre-existing medical condition/s with your doctor

We understand certain medications are reported to aid acclimatizing to high altitude. Please discuss these options with your doctor.

During your trip.

While our leaders have basic first aid training and are aware of the closest medical facilities, it is very important that you are aware of the cause and effects of travelling at altitude, monitor your health and seek assistance accordingly.

Please read the following document carefully and, during your trip, utilise the table on the back daily to record your own perspective of your general health and any symptoms you may experience:

[http://d3oxn90f3yphmd.cloudfront.net/sites/default/files/file\\_attach/52735\\_product\\_altitude-sickness.pdf](http://d3oxn90f3yphmd.cloudfront.net/sites/default/files/file_attach/52735_product_altitude-sickness.pdf)

Inca trail Permits-

Very Important - In order to obtain the necessary permit to trek the Inca Trail, Intrepid must be provided with accurate details of the passport to be used whilst travelling in Peru. If the name, passport number, nationality or date of birth shown on the permit are different from the passport, park authorities will refuse entry. If passport details have not been supplied, the permit cannot be issued. When we are unable to secure the "Classic Trail", our groups take the "Quarry Trek". This also applies during February each year, when the Classic Trail is closed for restoration.

Start/ Finish times:

Please note this trip starts at 1400 on day 1. If you are unable to find a suitable flight it is possible to book additional nights at the joining accommodation.

Earliest departure time at the end of this tour is anytime on day 15.

**SINGLE SUPPLEMENT:**

Please note that the Single Supplement does not include nights 2, 3 & 12.

Total touring price: **\$3,667.75**



**Accommodation: Hotel Osira**

Company:

Intrepid Travel Pty Ltd

**Staying at:** Hotel Osira  
**Address:** Av. 20 de Octubre N 1494 Esq. Nicolás Acosta Plaza Mariscal Sucre (San Pedro), La Paz, BO  
**City:** La Paz  
**Room type:** Single  
**Number of Rooms:** 1  
**Check in:** 24/07/2017  
**Check out:** 25/07/2017  
**Comments:** Please note - a credit card will be required upon check-in to accommodation. The hotel may take a deposit for incidentals from the credit card (amounts may vary). Room bedding configuration and location are requested only, and will be confirmed upon check-in at the discretion of the hotel.

**INCLUSIONS**  
 No data available.

**Total accommodation price: \$77.00**

#### **✚ Transfer: One Way Transfer**

**Company:** Intrepid Travel Pty Ltd  
**Details:** Hotel Osira to La Paz Airport [LPB] Transfer  
**Transfer service:** One way  
**Arrival transfer:** Pick-up: Hotel Osira, La Paz on 25/07/2017 at 12:00am  
 Drop-off: El Alto Airport La Paz, Bolivia, La Paz  
**Conditions:** Change/Cancellation and Amendments fees may apply from Student Flights as well as the supplier. Please refer to the Supplier Brochure for their cancellation fees.

**Total transfer price: \$44.00**

#### **Passports & Visas**

It is your responsibility when travelling or transiting on your journey to ensure that you have valid passports, visas, ESTA (USA), eTA (Canada) and re-entry permits which meet the requirement of immigration and other government authorities. If you need information regarding visa and other travel document requirements (i.e. ESTA or eTA) for your trip please let us know.

#### **Change & Cancellation Fees**

**Cancellation Fees - Per Passenger, Per Booking (in addition to the supplier and airline cancellation fees)**

- Domestic and Trans Tasman - \$50.00
- International - \$300.00

**Change Fees - Per Passenger, Per Booking (in addition to the supplier and airline change fees)**

- Domestic and Trans Tasman - \$30.00
- International - \$75.00

**\* See Terms & Conditions for full details**

#### **Interest Free**

Life's a breeze with interest free. Ask your friendly consultant about our flexible payment options and make your dream holiday come true with interest free.

#### **Thank You**

Thank you for allowing me the opportunity to assist with your travel plans. If you have any questions do not hesitate to contact me.

Regards,  
 Bianca Watterson



	Total
<b>Cash:</b>	<b>\$6,973.54</b>
Debit Visa (0.90%):	\$7,036.30
Debit MasterCard (0.65%):	\$7,018.87
PayPal (1.00%):	\$7,043.28
Credit card (Visa 1.55%):	\$7,081.63
Credit card (MasterCard 1.05%):	\$7,046.76
Credit card (Amex 2.90%):	\$7,175.77
Credit card (Diners 3.00%):	\$7,182.75

**Important Note:**

- Direct Deposit payments **MUST** include a name reference to assist in processing your payment
- When making a payment via BPAY or Direct Deposit, please email a copy of the payment remittance to your consultant



Payment will be reflected on your invoice once payment has appeared in our bank account. Advise your agent if you are using this method.

Direct Deposit BSB: 034-807

Direct Deposit Account Number: 0044306

Account Name: Student Flights Cairns

Reference: Q14780966 Roneberg

*SWIFT code for payments outside of Australia*

International Payment with **SWIFT** code: WPACAU2S

International payment account number: 0348070044306

Bank Address: Westpac 260 Queen Street, Brisbane, QLD 4000 AU



Biller Code: 7575

Ref: 0443 0088916

To pay by BPAY, please contact your participating financial institution to make payment from your nominated account. BPAY will take up to 3 business days to process and you must notify your consultant of your payment once it has been made.



Ask your consultant to email the personalised payment link (ECA) to pay via PayPal.

This link must be used to ensure the PayPal payment is processed correctly.



Turn your CommBank Awards points into travel.  
Go further on your next holiday by redeeming CommBank Awards points.  
Ask your consultant to check your points balance in-store today.

Please note this is not a Tax Invoice. A Tax invoice can be provided upon request. All prices are inclusive of GST where applicable. The total of the invoice is determined by the method of payment used.

**Statement of Account - Booking 14780966**

Date	Details	Received From	Payment Type	Debit	Credit	Balance Outstanding (Cash)
19/05/2017	Full Payment	Brett Roneberg	American Express [R15892010]		\$7,175.77	
	Merchant Fee		2.90%	\$202.23		-\$6,973.54
1/07/2017	Machu Pichu		Tax Invoice [I64575913]	\$6,973.54		\$0.00

**Balance Outstanding - Booking 14780966**

Cash:	\$0.00
Debit Visa (0.90%):	\$0.00
Debit MasterCard (0.65%):	\$0.00
PayPal (1.00%):	\$0.00
Credit card (Visa 1.55%):	\$0.00
Credit card (MasterCard 1.05%):	\$0.00
Credit card (Amex 2.90%):	\$0.00
Credit card (Diners 3.00%):	\$0.00

## Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. References to “us”, “we” and/or “our” in these booking terms and conditions shall mean Flight Centre Travel Group Limited. Where bookings of travel products are made on your behalf through Infinity Holidays, references to “us”, “we”, and/or “our” in these booking terms and conditions shall also mean and include Flight Centre Travel Group Limited trading as Infinity Holidays.

These terms and conditions apply to bookings you make with our consultants (in-store, over phone or by email) as well as online bookings you make on our website.

We will rely on the authority of the person making the booking to act on behalf of any other traveller on the booking and that person will bind all such travellers to these terms and conditions.

### Passports & Visas:

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Australian passport. If this is not the case, you must let us know. Please note that some countries require additional paperwork for travellers under 18 years (please ask your consultant for details). It is important that you ensure that you have valid passports, visas, re-entry permits and any other required documentation which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part). If you need information regarding visas, passports and other travel document requirements for your trip, please let your consultant know or, for online bookings, contact us on 1300 268 120. We can provide you with general information on visa and passport requirements that apply to international travel bookings you make with us. Our consultants can also obtain more specific information from an external visa advisory service provider on your behalf (if you wish, we can assist you to obtain visas through this external service and fees will apply). For online bookings, you can contact an external visa provider such as Visa Central (<http://au.visacentral.com/109501>) directly. We do not warrant the accuracy of information provided by any external service and accept no liability for any loss or damage which you may suffer in reliance on it (except to the extent caused by fault on our part).

If you are travelling to the United States please see <https://esta.cbp.dhs.gov> for important information regarding compulsory pre-registration for their visa waiver program (“ESTA”). Australian passport holders will not be able to enter the United States without a valid ESTA (or visa). Please note, you may not meet the eligibility requirements of ESTA and may be required to obtain a visa.

If you are travelling to Canada please see <http://www.cic.gc.ca/english/visit/eta.asp> for important information regarding compulsory electronic travel authorization for visa-exempt foreign nationals (“ETA”). Australian passport holders will not be able to enter Canada without a valid ETA (or visa) from 15 March 2016. Please note, you may not meet the eligibility requirements of ETA and may be required to obtain a visa or permit.

### Travel Insurance:

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Your insurance protection should include cover for cancellation, medical and repatriation expenses, personal injury and accident, death and loss of personal baggage and money and personal liability insurance. Evidence of such insurances should be produced to your travel consultant on request. Insurance cover offered by credit card companies or reciprocal medical cover agreements are often not comprehensive. Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. Your travel consultant can provide information to you about travel insurance. For details of the services they provide, including a quote, please refer to their Financial Services Guide/Product Disclosure Statement.

We are an authorised representative of CoverMore Insurance Services Pty Ltd (ABN 95 003 114 145) (“Cover-More”) and receive financial and non-financial benefits when you buy travel insurance products through us. We

and Cover-More are authorised to provide you with general advice about, and arrange, travel insurance products on behalf of the insurer, Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507).

You must read the Combined Financial Services Guide & Product Disclosure Statement before you decide to buy the travel insurance product you are considering purchasing to ensure it meets your needs and financial situation. The Combined FSG/PDS also contains information about the conditions, limits and exclusions that apply to the insurance, the 15 working day cooling off period, and how you can access Cover-More's Privacy Policy and complaints handling procedures.

Please contact your consultant or, visit <http://www.studentflights.com.au/travel-extras/travel-insurance/overview>, or call 1800 046 462 to take out travel insurance through us or if you have any questions about Cover-More's travel insurance products. If you purchase travel and decline travel insurance, you may be required to sign a disclaimer.

### Travel Advice:

We recommend that you contact the Department of Foreign Affairs and Trade 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.

### Health:

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available from DFAT (see [smartraveller.gov.au](http://smartraveller.gov.au)).

### Prices:

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid for in full by you. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases. Optional extras (e.g. checked luggage, seat allocation requests and in-flight meals) may incur additional charges. Please contact your consultant for up-to-date prices and charges payable for optional extras.

### Online Booking Fees:

The following booking fees apply to online bookings only:

- Online Domestic/Trans-Tasman flight bookings will incur a booking fee of \$9.95 per person;
- Online International flight bookings will incur a booking fee of \$28 per person;

In addition to the applicable credit/debit card surcharge or PayPal fee. The above booking fees are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law).

## Booking Terms and Conditions

### Our Change and Cancellation Fees:

Subject to your refund and remedy rights under the Australian Consumer Law, the following change and cancellation fees apply to all bookings (including online bookings and bookings made with a consultant):

- Changes to Domestic/Trans-Tasman bookings will incur a fee of \$30 per passenger per booking in addition to supplier fees.
- Cancellations to Domestic/Trans-Tasman bookings will incur a fee of \$50 per passenger per booking in addition to supplier fees.
- Changes to International bookings (excluding Trans-Tasman bookings) will incur a fee of \$75 per passenger per booking in addition to supplier fees.
- Cancellations to International bookings (excluding Trans-Tasman bookings) will incur a fee of \$300 per passenger per booking in addition to supplier fees.
- If you wish to change or cancel flights booked online and paid for using PayPal, you must contact our Online Customer Service Team on 1300 733 867. Any fees for such change or cancellation must be made via credit card and will attract the applicable credit card surcharge.

### Supplier Change and Cancellation Fees:

Cancelled bookings may also incur supplier fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Supplier fees may also apply where a booking is changed and when tickets or documents are re-issued. Where we incur any liability for a supplier cancellation fee for any booking which you change or cancel, you agree to indemnify us for the amount of that fee. Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds from that supplier.

### Deposit and Final Payment (Not applicable to online bookings, which must be paid in full at the time of booking):

You will be required to pay a deposit or deposits when booking. Your consultant will advise you of how much that will be. All deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law). Final payment is required no later than 6 weeks prior to departure unless otherwise stated. Some airfares or services must be paid in full at the time of booking.

### Payments by Credit Card and Debit Card:

Credit card surcharges of 1.55% for Visa, 1.05% for MasterCard, 2.90% for American Express, and 3.00% for Diner's Club will apply when paying by credit card.

Debit card surcharges of 0.90% for Debit card Visa and 0.65% for Debit MasterCard will apply when paying by debit card.

You authorise us to charge all fees incurred by you in relation to the services provided to the credit card or debit card designated by you. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand.

### Payments via PayPal:

An additional 1.00% fee will apply when paying by PayPal.

### Payments via Poli (Online bookings only):

Payments by Poli will not incur any additional fee.

### Payments by B-Pay (Not applicable to online bookings):

Please note that BPAY takes up to 3 business days to process. If you are paying by this method you will need to make the payment at least 3 business days prior to the actual due date. You must notify your

consultant of your payment once it has been made.

### Payments by Cheque (Not applicable to online bookings):

Please note that cheque payments (excluding bank cheques) require about 5 business days to process. If you are paying by this method you will need to make the payment at least 5 business days prior to the actual due date. You agree not to stop payment of the cheque even when you cancel a booking. You agree that we may apply the proceeds of the cheque to satisfy any liability you have to us, including any liability in respect of cancellation fees, before refunding the balance to you.

### Taxes:

Airline taxes are subject to change and are confirmed at the time your airline ticket is issued. There may also be a local tax charged at some airports.

### Service guarantees:

Our booking and advisory services come with a guarantee that:

- they will be provided with due care and skill;
- they will be reasonably fit for the specified purpose;
- they can reasonably be expected to achieve the desired result; and
- they will be provided within a reasonable time.

If we fail to meet any of these guarantees, you have rights under the Australian Consumer Law.

### Agency:

We act as an agent for, and sell various travel related products as agent on behalf of, numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, as well as all of our wholesalers. Any services we provide to you are collateral to that agency relationship. Our obligation to you is to (and you expressly authorise us to) make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties. All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers. We can provide you with copies of the relevant service provider terms and conditions on request. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us. Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted, your rights are against that provider and not against us.

### Liability:

To the extent permitted by law, neither Flight Centre Travel Group Limited nor any of its related bodies corporate, directors, employees or agents accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Our liability will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation,

## Booking Terms and Conditions

limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

### Special Requirements:

Please liaise with your consultant or, for online bookings, call 1300 733 867, regarding any special requirements you may have for your travel arrangements such as special meal and seating requests, room type or disabled access.

### Frequent Flyer:

When booking with one of our consultants, please let them know your frequent flyer membership details (or other applicable loyalty program details) for inclusion in your booking. If you are booking online, please insert these details in the space provided for inclusion in your booking. Please check your frequent flyer program (or other applicable loyalty program) for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking.

### Travel Documents:

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in names, dates or timings. If you have booked with a consultant, it is your responsibility to collect all travel documents from us prior to travel. As a general rule your travel documents will be available for collection 2 weeks prior to departure, however this will depend on your individual arrangements. Please contact your consultant to confirm when your travel documents are ready for collection. If you have booked online, you should print out and retain your travel documents as provided to you by the website (or in a follow up email we send you).

### Schedule Changes:

We recommend that you contact the airline to confirm your scheduled departure time 24 hours prior to your flight.

### Privacy Policy:

### Acknowledgement:

You acknowledge that you are 18 years of age or older and that you understand and agree with the above Booking Terms and Conditions and our Privacy Policy.

### Sign here (Not applicable for online bookings):

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_

These terms were last updated on 24 May 2017.

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy, which is available online at <http://www.studentflights.com.au/company/policies/privacy> or in store. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy. In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service providers (e.g. airlines, accommodation or tour providers) with whom you make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business is based. We may also disclose your personal information to our overseas related entities and to service providers who perform services for us within and outside of Australia. Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person (including any overseas recipients), you agree that we will not be required to ensure that person's compliance with Australian privacy laws or otherwise be accountable for how they handle your personal information. When used above, "disclose" includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

### Pre-paid Currency Card:

If you purchase a travel insurance product from us, you acknowledge that you may be sent a card setting out emergency insurance contact details, which also has the capability to operate as a pre-paid currency card. By agreeing to these Terms and Conditions, you request that we send you this card (if available) and acknowledge its pre-paid currency capability. You do not need to apply for or activate the pre-paid currency function.

### Monies Not Held On Trust:

All monies paid by you to us will be the property of Flight Centre Travel Group Limited and will be a debt due and payable to the travel service provider once the services to which the money relates have been provided (except for monies paid for flights with an IATA airline, which might be held on trust for that IATA airline). You agree and acknowledge that such monies will not be held by us on trust for and on behalf of you and we may hold such monies in any account as we see fit, including with our own and/or other customer monies.

### Governing Law:

If any dispute arises between you and us, the laws of Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Australia, and waive any right that you may have to object to an action being brought in those courts.