

# BOOKING FORM

Level 11, 1 Chifley Square, Sydney NSW 2000  
Ph: +61 2 9222 8870 Fax: +61 2 9222 8801  
Email:enquiries@surftravel.com.au  
www.surftravel.com.au



**\*\* PLEASE COMPLETE & RETURN TO STC. TRAVEL DOCUMENTS WILL NOT BE ISSUED UNTIL THIS BOOKING FORM IS RECEIVED. A \$35 FEE APPLIES TO ALL BOOKING FORMS NOT RECEIVED WITH FINAL PAYMENT \*\***

THIS BOOKING FORM IS SENT IN CONJUNCTION WITH BOOKING TERMS AND CONDITIONS.  
PLEASE CONTACT YOUR CONSULTANT IF YOU HAVE NOT RECEIVED THESE CONDITIONS.

**CONSULTANT YOU HAVE BEEN DEALING WITH:**.....

**PASSENGER INFORMATION:**

(PLEASE ENSURE THAT NAME APPEARS AS SHOWN ON YOUR PASSPORT)

Surname: ..... First Name: ..... Title: Mr / Mrs / Ms / Miss / Dr  
Address: ..... Postcode: .....  
Ph Home: (.....)..... Ph Work: (.....) ..... Fax: (.....) .....  
Email:.....  
Would you like to receive the STC Newsletter - YES / NO

**DO YOU HAVE ANY SPECIAL MEAL REQUESTS:** eg. Vegetarian: .....

**AIRFARE DETAILS:**

Do you have flights booked with STC? YES / NO.  
If no, please supply a copy of your flight itinerary with this booking form.

**TOUR / ACCOMMODATION SELECTED:**

..... Date from:..... Date to:.....  
..... Date from:..... Date to:.....

**TRAVEL INSURANCE:** (Mandatory on all surf tours - This section MUST be completed). We assume you will take out insurance through Surf Travel but if not please provide the details of your cover.

Insurance Company: ..... Policy Selected:.....  
Policy Number:.....  
I am adequately covered through the above policy and decline STC travel insurance? YES / NO  
(Please supply a copy of insurance policy if not booked with STC)

**PASSPORT DETAILS:** (Passport must be valid for at least 6 months from date of departure)

Passport Number: ..... Date of Issue: ..... Date of expiry: .....  
Place of Issue: ..... Date of Birth: ..... Nationality: .....  
Occupation: .....

**NEXT OF KIN TO BE CONTACTED IN CASE OF EMERGENCY:**

Name: .....  
Home contact:..... Mobile contact:..... Work contact:.....

By my signature as set forth hereunder I acknowledge and confirm that I have read, understand and agree to all booking terms and conditions.

**SIGNATURE:** ..... **DATE:**.....

Parent or Legal Guardian must sign for all persons under the age of 18 years.



## BOOKING TERMS & CONDITIONS

**In order for us to provide a professional level of service and cover the costs of arranging your travel requirements, the following booking conditions apply.**

The Surf Travel Company Holdings Pty Ltd will henceforth be referred to as the Company and incorporates its directors, employees, agents and sub-contractors:

### FEES

Please read as these fees may apply to you:

- \$30 per person administration fee charged for all bookings
- \$35 per booking for booking made within 21 days of departure
- \$35 per person late payment fee for payments not received by due date
- \$35 per person for completed and signed booking forms and/or passport details not received prior to final payment
- \$30 per visa processing and standard courier fee in addition to visa cost
- \$100 per person for Frequent Flyer redemption and non-commission bookings

Credit Card Fees – Visa & Mastercard 1.5% surcharge, American Express 3.08% & Diners 2.89% surcharge.

### AMENDMENTS

Any amendment to individual booked itineraries must abide by the rules and conditions of the carriers and land operators and, in addition to any charges levied by such carriers and operators, an administrative fee of \$35 AUD per amendment for each individual will be charged.

### DEPOSITS

- \$200 non-refundable deposit per person per booking (excludes boat charters, see below).
- If a booking includes a boat charter, then total minimum non-refundable deposit is \$500 (unless otherwise advised) per person per charter.

Payments of deposits are due within 7 days after booking is made, otherwise the booking may not be accepted or may be cancelled without further notice.

Although your holiday price is correct at the time of your enquiry or booking, taxes, surcharges or currency fluctuation may change at any time at the discretion of the airline, government body or authority, local operator, hotel, resort or charter boat, all of which may affect prices that have been provided. Group numbers can vary which may directly influence individual prices and group viability of some services which can result in services or prices being cancelled or adjusted. Until the time that all payment has been received and subsequently all documentation issued, the Company reserves the right to adjust quotes and invoices so that the client contributes to any additional increases. The Company will endeavour, but not be bound, to suggest an alternative to any product or service that has been cancelled whether directly or not directly affected by group numbers or any other reason.

### PAYMENTS

We accept cash, cheque, direct deposit and credit card for all purchases. Cheque or clearance of any deposit is required prior to the release of travel documents. Credit cards charges as detailed above apply. Bank details for direct deposits are:

**Bank – St George**  
**BSB – 112 879**  
**Account – 482 795 749**  
**Name – The Surf Travel Company Holdings Pty Ltd**

**When making electronic deposits, please remember to note in the transfer your booking number and/or surname.**

**Important notice regarding final payments:** It is very important that your final payment reaches the Company by the due date to avoid cancellations of bookings and/or services. Final payment is due 60 days prior to departure unless otherwise advised. **Please contact the Company after you have made any payments to verify the Company has received payment.**

Non payment of the final balance by the due date entitles the Company to cancel the booking and any monies paid by the client shall be forfeited.

## **PASSPORT & VISAS**

Please ensure that you still have at least 6 months validity on your passports after the date you expect to arrive back into Australia from your travels. Please ensure that you hold all necessary visas for all countries of travel and transit, and that you have the appropriate visas to re-enter Australia if you are not an Australian Passport holder.

## **TRAVEL INSURANCE**

Travel Insurance is mandatory for all travel arrangements and must include unlimited medical cover incorporating medical evacuation. The Company can arrange comprehensive insurance and should you not purchase insurance through this agency, you will be required to sign a disclaimer form or provide proof of purchase. The Company recommends that travel insurance be purchased at the time of deposit to cover cancellation fees.

## **CANCELLATIONS**

All cancellations must be made in writing and taken from the time at which the request in writing was received by the Company.

- i. Cancellation 120 days or more before scheduled departure – 100% of deposit will be forfeited by the client
- ii. Cancellation between 61 – 119 days before scheduled departure – 100% of deposit and 20% of all other monies paid will be forfeited by the client
- iii. Cancellation between 31 – 60 days before scheduled departure – 100% of deposit and 50% of all other monies paid will be forfeited by the client
- iv. Cancellation between 0 – 30 days before scheduled departure – 100% of total monies paid will be forfeited by the client and the Company shall not be obliged to refund any monies whatsoever

If you cancel an airline flight reservation after payment, a cancellation fee of 100% will be charged in addition to the above cancellation fees.

## **REFUNDS**

If you are eligible for a refund once a booking has been cancelled, the balance less any non-refundable amounts will be forwarded to you upon receipt of the refund from the applicable operator. Refunds take upward of 8 weeks to process.

Refunds are not available for tours, accommodation, or any other services not utilised after travel has commenced.

## **TRAVEL ADVICE**

The Australian Government through the Department of Foreign Affairs and Trade regularly updates travel advice on various destinations – we recommend that you refer to [www.dfat.gov.au](http://www.dfat.gov.au) or alternately [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for the latest updates when considering a destination and before you travel.

## **VACCINATIONS**

Please consult your G.P. or contact Traveler's Medical & Vaccination Centre 1300 658 844 or visit [www.tmvc.com.au](http://www.tmvc.com.au) for advice on medical and vaccination requirements for your trip.

## CONDITIONS

The Company shall not be responsible or liable for any death, disability, injury, damage, liability, loss, cost, expense, delay, inconvenience and/or loss of enjoyment which is or may be suffered or incurred by you or any other person or corporation caused or contributed to directly or indirectly by or arising from or in connection with:

- a) any force majeure or other events beyond the Company's control, including but not limited to war, civil disturbance or unrest, terrorism, acts of government or any authorities, weather, tsunami, earthquake, wind, fire, flood, strikes or industrial action, illegal activities, accidents, failure of transport carriers, machinery or equipment;
- b) the inability of the Company, tour operators, charter operators, hoteliers or carriers to comply with any special request relating to age, medical conditions, physical ability or disability, dietary requirements, allergic conditions or smoking or non-smoking accommodation or seating;
- c) negligence by, delay in or cancellation of services or any other act or omission of any airline, charter boat operation, land operator, transfer company or any other persons or company providing goods or services in respect to your booking arrangements; and/or
- d) you or any other person contravening or failing to comply with any laws, notices, instructions, tour information or itinerary provided by any Government, regulatory authority, the Company, tour operators, charter operators, hoteliers or carriers or otherwise any other act or omission of you or any other person, including being affected by alcohol or drugs, engaging in dangerous behaviour, being reckless, not taking adequate precautions or due personal care or otherwise entering into situations exceeding your or any other person's abilities.

The Company is an agent for and is not itself an airline, transport carrier, resort or hotel owner or operator, boat owner charterer or operator, transfer company or otherwise (a "Service Provider") and as such has no control over any services or product provided by such Service Providers. You and your travel arrangements are subject to the terms and conditions and limitations of liability imposed by all Service Providers utilised by you, whether or not written notice thereof has been provided or shown to you.

Neither the Company nor any of its representatives shall be liable to you or any other person in the event that, due to any reason whatsoever, satisfactory surf is not available, perceived or expected climatic patterns or oceanic occurrences do not occur, the surf is of too great a magnitude or is beyond your capabilities or comfort zones, or atmospheric or oceanic visibility is impaired or any sporting or leisure activity is too dangerous or is restricted. These matters are solely at your risk and you engage in all activities at your own choice at all times. The Company and its Service Providers are not required to assess or monitor your capabilities or participation in any such activity nor advise or update you on any such matter.

The Company and its Service Providers reserve the right, without liability or right of compensation, to prohibit or restrict any activity, or cancel or alter any service or itinerary, without notice, in their absolute discretion.

It is the responsibility of each Client to check all details of their itinerary against their instructions and advise the Company within a reasonable time of any errors or discrepancies. If the Company does not receive notification of any errors or discrepancies, it will be assumed that all details are correct. All corrections requested not within a reasonable time or after the payment of any trip segment will be treated as a change to the booking and may incur consequential fees.

The Company does not warrant, and is in no way responsible for the accuracy or completeness of any information given or statements made or implied by any employee, contractor, agent or representative of the company or any of its Service Providers.

## GOVERNING LAW & JURISDICTION

All travel bookings and related travel services provided by the Company to each Client are governed by the laws of New South Wales, Australia. Each Client agrees to submit to the jurisdiction of the courts and other complaints or dispute resolution tribunals of New South Wales

**PLEASE FAX COMPLETED FORM TO +61 2 9222 8801 OR  
SEND TO LEVEL 11, 1 CHIFLEY SQUARE, SYDNEY NSW 2000.**

