

# europo

## TOUR BOOKING CONDITIONS

*Please read all conditions carefully*

### **PAYMENT CONDITIONS**

- All rates are in \$AUD and are cash/cheque rates. Credit card payments attract a merchant fee. Deposits are non transferable.
- A non refundable deposit of \$500 AUD per person, per tour, is required to secure your place on each tour within 10 days of booking.
- A non-refundable deposit of \$100 per person is required to book any flights.
- Final balance is due 60 days prior to travel.

### **CANCELLATION POLICY – ALL TOURS**

All cancellations must be received in writing.

- If cancelled outside of 60 days prior to travel a cancellation fee of the deposit applies.
- If cancelled after final payment but prior to 45 days before travel a cancellation fee of 50% applies.
- If cancelled later than 45 days prior to travel a cancellation fee of 100% applies.

### **FORCE MAJEURE**

If the tour or cruise cannot proceed due to flood, earthquake, war or civil strife, acts of terrorism, hurricane, cyclone, industrial disturbance, strike, fire, lock out, epidemic, pandemic, failure or delays of scheduled transportation facilities, or other Acts of God, or any law, order, decree, rule or regulation of any government authority, or for any reason whether of a similar or dissimilar nature beyond the control of Albatross Tours, this agreement shall terminate and there shall be no claim for damages by either party against the other.

### **INSURANCE**

It is a condition of travel that each passenger is adequately covered by a proper insurance cover. Please also check the contingencies of your prospective insurance cover and ensure you are aware of its conditions and omissions. We strongly advise travel insurance from time of booking to provide full cover.

### **GUARANTEED GROUP DEPARTURES**

All tour departure dates offered by Albatross Tours in this brochure are based on group touring programmes. The term 'group tour' is defined as having a minimum of 7 passengers travelling. Once Albatross Tours, confirms 7 deposited passengers travelling, it guarantees that the group tour will depart. In the event of only 6 passengers or less booking and travelling on that specific departure we are unable to operate that departure as a group tour and that departure will be withdrawn. In rare instances such as this Albatross Tours guarantee to advise all parties concerned of the withdrawal of the tour at least 90 days prior to its scheduled departure date.

### **PRICES**

Prices are guaranteed against currency surcharges. All tours have been costed on the basis of a minimum number of 15 passengers travelling. In the event of a reduction in the numbers of passengers travelling on any specific group tour departure below 15 passengers or in the unlikely instance of price increases from suppliers, or tax increases, Albatross Tours reserves the right to pass on these increases in costs with or without warning to its passengers. Wherever possible, price increases will be absorbed by Albatross Tours. When group sizes are considered too small to use a full sized coach we reserve the right to use a smaller coach, in which case there may not be a toilet on board.

### **TWIN SHARE ROOMS**

Please note: Throughout much of central Europe traditional hotels sometimes offer 'French Twins' which are 2 separate beds and mattresses attached together and sharing a single headboard.

### **SINGLE SUPPLEMENTS**

Individual passengers can request us to match them up in a twin share room with another individual of the same sex. Should we not be able to match you in a twin share room by the final tour balance payment date the single room supplement rate will apply. Please Note: should you be 'matched' with another person we cannot be held responsible if the choice is not to your satisfaction. You must consider there will always be a certain risk of incompatibility. Smoking: any twin match must understand that the room must be treated as a non smoking room unless both parties agree otherwise. Also: Single rooms in European Hotels are sometimes smaller than twin rooms. The Single Supplements represent a fee passed on to us by the Hotels.

### **PORTERAGE**

Hotel portage for one suitcase per person is included at each stay during your group touring programme. It is not included on the first or last days of your tour when arriving or departing your hotel independently.

### **MINIMUM MOBILITY REQUIREMENTS - THE NEED TO WALK**

A number of tours in this brochure visit a variety of medieval hilltop towns which may have some steep, uneven cobbled stone streets or castles, and attractions with steep staircases and no lifts. Additionally some larger cities only provide coach passenger drop off points 15 minutes or so walk from the old town centres. Please note: this need to walk from coach drop off points in some Italian towns and cities is common to ALL Tour Operators. People with walking difficulties or limitations should consider this before booking. If unsure please call our office for further clarification.

### **PASSPORTS AND VISAS**

It is the responsibility of the passenger to have a valid passport and all visas, permits and certificates required for the selected tour. Your special Travel Agent will advise you.

### **UNSUITABILITY**

If the operators consider any passenger as an unsuitable person for any tour it may in its absolute discretion cancel that passenger's booking or decline to carry that passenger further, if at all.

### **UNUSED SERVICES**

No refund is given where pre-booked accommodation is partially or wholly unused. No overseas supplier or associate is authorised to promise refund on behalf of Albatross Tours.

### **ITINERARY VARIATIONS**

All possible effort will be made to adhere to the published touring itinerary. Occasionally circumstances beyond our control will force changes, amendments or modifications to the itinerary and its inclusions. Albatross Tours cannot be held responsible for any omissions or modifications to the itinerary or the inclusions made as a consequence to these changes.

### **HOTEL ACCOMMODATION**

In the unlikely instance of a hotel change becoming necessary the alternative property will be of a comparable or higher standard and there shall be no refund in this connection. Non smoking rooms are requested however, they cannot be guaranteed as not all European hotels offer dedicated non-smoking rooms.

### **NOT INCLUDED IN THE TOUR PRICE**

Unless otherwise indicated we have not included Flights, Visas, airport taxes, port taxes security charges, items of a personal nature, laundry, drinks and consumables.

### **COMPLAINTS**

- a) In the unlikely event of a complaint, the client is obliged to make Albatross Tours and the local supplier aware of such problems immediately. Albatross Tours offers a 24 hour emergency paging system for this purpose.
- b) Albatross Tours will only consider claims made against it in those circumstances where a complaint has been made pursuant to sub paragraph (a) above and where the claim has been received by it within 30 days from the end of the services provided by it, otherwise, the client will have no right to make any claim against it.

### **RESPONSIBILITIES**

Albatross Tours act only as a booking agent making reservations with the companies or associates offering the services contained in this brochure. Whilst acting in good faith, Albatross Tours do not accept any responsibility for default causing loss or injury to person or property whether by negligence or otherwise on the part of the operator or accommodation managers / owners or their employees. Albatross Tours have made every effort to ensure the quality of accommodation and the accuracy of the brochure, but shall not be liable for any dissatisfaction the passenger may have with the accommodation and touring or any injury, damage or loss caused by the change or withdrawal of any price, detail or other item or service. In addition Albatross Tours shall not be held responsible for any loss of quality of goods or services supplied or any changes in an itinerary beyond our control made by third parties. This agreement shall be governed and controlled in accordance with the laws of Queensland, Australia.

Albatross Tours, LIC: TAG 1374, ABN 45 010 565 143  
Level 3, 303 Adelaide Street, Brisbane, Queensland 4000, Australia.  
Telephone (61) 7 3221 5353 Fax (61) 7 3221 5486  
Email info@albatrosstours.com.au