

christmas

TOUR BOOKING CONDITIONS

Christmas and New Year tours - please read all conditions carefully

PAYMENT CONDITIONS

- All rates are in \$AUD and are cash/cheque rates. Credit card payments attract a merchant fee.
- 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.
- Deposits are non-transferable.
- A non-refundable deposit of \$100 per person is required to book any flights.
- Final balance is due on all tours by 1 October 2011.
- Special Condition - Swiss Christmas and New Year Breaks. We must receive full payment and correct passport details by 1 October or an additional charge of \$200 AUD per booking will be applied to cover extra international courier fees for Rail passes.

CANCELLATION POLICY

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, 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 Travel Group, 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 Albatross Travel Group programmes offered in this brochure are group touring programmes. The term 'group tour' is defined as having a minimum of 7 and a maximum of 42 passengers travelling. Once the Albatross Travel Group 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 the Albatross Travel Group guarantee to advise all parties concerned of the withdrawal of the tour at least 90 days prior to its scheduled departure date.

PRICES

Once you have deposited, tour 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 Travel Group reserves the right to pass on these increases to our passengers without notice. Wherever possible, price increases will be absorbed by the Albatross Travel Group. 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.

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 Travel Group.

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. The Albatross Travel Group 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.

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.

WHITE CHRISTMAS TOURS - SNOW

A large part of Central Europe is normally covered by a velvety blanket of white snow over Christmas time. Please note that weather conditions vary from year to year and snowfalls cannot be guaranteed.

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.

CONSUMER PROTECTION

The Albatross Travel Group is a licensed Travel Agent (TAG 1374) and a fully funded member of the Travel Compensation Fund.

Complaints procedure

- a) In the unlikely event of a complaint, the client is obliged to make the Albatross Travel Group and the local supplier aware of such problems immediately. Albatross offers a 24 hour emergency paging system for this purpose.
- b) Albatross Travel Group 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 Travel Group 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 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 Travel Group 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 the Albatross Travel Group 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.

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