

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 service fee.
- A non refundable deposit of \$500 AUD per person, per tour, is required to secure your place on each tour within 7 days of booking.
- Deposits represent a booking fee and are non-refundable and non-transferable. Date changes will attract amendment fees.
- A non-refundable deposit of \$100 per person is required to book any flights.
- Final balance is due 60 days prior to travel.

BOOKING FORM

A completed and signed booking form, confirming your fitness for travel and full passport details (with at least 6 months validity from the date of return to Australia), must be returned to Albatross Tours with the non refundable deposit payment, within 7 days of confirmation of your booking. Failure to submit your Booking Form at the time of paying the non refundable deposit, will result in your reservation/s being cancelled automatically. One completed Booking Form per person is required.

ATTENDANCE PASS FOR COMMEMORATION SERVICES

An Attendance Pass will be required to attend the ANZAC Day Dawn Service on 25 April 2018 & Remembrance Day Commemoration Services on 11 November, Villers-Bretonneux. Applications to obtain an Attendance Pass are expected to open on ANZAC Day 2017. Albatross Tours will apply for the Attendance Pass on behalf of our passengers, once we receive a signed Booking Form, providing us with the necessary permission & personal information we require to complete the application process. Confirmation advising that the Attendance Pass application has been successful will be sent directly to you by email from Ticketek. The Attendance Pass will be delivered directly to you from the Department of Veteran Affairs/Ticketek approximately 1 month prior to the Commemoration Service date.

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, 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 Albatross programmes offered are group touring programmes. The term 'group tour' is defined as having a minimum of 10 and a maximum of 40 passengers travelling (on ANZAC Day tour departures) and a maximum of 28 passengers travelling (on European Summer tour departures). Once Albatross Tours confirms 10 deposited passengers travelling, it guarantees that the group tour will depart. In the event of only 9 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 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 to our passengers without notice. Wherever possible, price increases will be absorbed by Albatross Tours.

TRANSPORTATION

When group sizes are considered too small to use a full sized coach we reserve the right to use a smaller coach. Smaller coaches and any vehicles used for local transfers and occasional day excursions may not have toilet facilities or Wifi on board. Individual country and EEC laws regarding coach transportation will be abided by at all times.

TWIN & TRIPLE 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.

Triple rooms may consist of 1 double or 2 single beds and the third bed may be a rollaway or sofa bed.

SINGLE SUPPLEMENTS

Individual passengers can request us to match them in a twin share room with another individual of the same sex. Should a match not be found the single supplement will not be

charged. 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. Also: Single rooms in European and Turkish Hotels are sometimes smaller than twin rooms. The Single Supplements represent a fee passed on to us by the Hotels.

MINIMUM MOBILITY REQUIREMENTS – THE NEED TO WALK

Our Western Front tours visit a number of cemeteries and memorial sites. A reasonable amount of walking will be involved, and our tours do require a certain level of fitness and mobility. These tours are not suitable for people with walking difficulties or limitations. If unsure please call our office for further clarification.

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 for any partially or wholly unused services/tour inclusions. No overseas supplier or associate is authorised to promise refund on behalf of Albatross Tours.

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. It is recommended that you have a minimum of 6 months validity remaining on your passport at the time of travel.

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.

REQUESTS FOR PERSONAL VISITS TO CEMETERIES AND MEMORIALS

Special requests for visits to the graves of relatives at cemeteries and memorials, or visits to other battlefield sites, that are NOT visited within the existing itinerary must be received in advance of the tour for consideration and advice as to whether it is possible to include the additional visit or not. Please note, we cannot guarantee that all requests will be able to be accommodated due to time constraints of the existing touring itinerary. Any requests not received in advance of joining the tour will NOT be able to be considered or visited. Your Tour Manager may be able to assist you to make your own arrangements to visit any sites that we are unable to incorporate in to the existing touring itinerary.

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 connection to this. Non-smoking rooms are requested however, they cannot be guaranteed as not all European or Turkish hotels offer dedicated non-smoking rooms.

SPECIAL DIETARY REQUESTS

Please note requests for special dietary requirements cannot be guaranteed at all European or Turkish hotels and restaurants.

NOT INCLUDED IN THE TOUR PRICE

Unless otherwise indicated we have not included flights, visas, airport taxes, port taxes, security charges, airport transfers, 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.

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