

Booking Agreement



'Taste the world your way'

This document forms a contract between you and us for us to provide our services in arranging, booking and paying for your holiday arrangements. When you sign this form you are accepting the terms set out in this document on your own behalf and on behalf of all your travelling companions.

Names of Travellers

(Title & Names must be identical to your passport or photo identification)

Date of Birth

Frequent Flyer

1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

Address _____ Postcode _____

Telephone (Home) _____ (Work) _____ Mobile _____

Email _____ Second Email _____

Emergency Contact _____

Travel Insurance Provider _____ Policy Number _____

All international travellers must provide a copy of their passport prior to a reservation being confirmed.

- Airlines can withdraw/cancel or increase airfares at any time without prior warning. Wholesaler's packages are subject to changes without notice. To ensure this cost, it would be my recommendation to pay as soon as possible.
- We reserve the right to apply a minimum \$55.00 amendment fee and a minimum \$110.00 per person cancellation fee, on your confirmed booking & any subsequent reservations we are requested to confirm. This will be in addition to fees applied by tour operators or airlines.
- Your holiday arrangements may be booked through a wholesaler/s that is not in direct contact with the public. Please be aware if your holiday is being booked through a wholesaler and ensure you understand their terms and conditions, which relate to your holiday arrangements. Wholesalers will charge amendment and cancellation fees, which are in addition to the amendment and cancellation fees of Food and Wine Travel. If you are unsure of any conditions please speak with your Travel Specialist prior to acknowledging these terms and conditions. Cancellation fees can be up to 100% of arrangements paid.
- Food and Wine Travel is an Agent to Principals that operate within the industry therefore we do not contract to fly aircraft, service hotel rooms, conduct tours or provide rental vehicles. In relation to your payment to us we will not be held responsible in the event of non-performance or insolvency relating to provision of services.
- You acknowledge that you and your travelling companions will provide Food and Wine Travel from time to time with information of a personal nature ("Personal Information"). You therefore consent to Food and Wine Travel using any Personal Information for the purposes of making and completing airline bookings and travel related arrangements on behalf of yourself and your travelling companions.

I _____ (on behalf of all travellers) have understood and accepted the above terms and conditions including our Terms of Trade & our Schedule of Fees on the reverse/below.

Signature _____ Witness _____ Date ____ / ____ / ____

**To secure your booking, please complete this form and return it to Food and Wine Travel
Level 1, 1414 Toorak Road Camberwell Victoria 3124 or fax to 03 8677 2958
For further information telephone 1800 701 521 or email info@foodandwinetravel.com.au**

Terms of Trade & Schedule of Fees

Fees for Service

In order for us to provide a professional level of service and cover the costs of arranging your travel requirements we charge various fees for service. The amount charged will depend on the service provided.

Deposits

Food and Wine Travel requires a booking deposit which is charged per person and deducted from your balance. The deposit is non-refundable if you should cancel. Additional deposits may be required by Travel Suppliers and Airlines.

Payments

We accept cash and cheque for all purchases. Cheque clearance of 10 working days is required. Credit card payments are accepted on most purchases however fees will apply.

Cancellations

In the event of cancellation after full payment is received, 10% of your booking value is forfeited as a cancellation fee plus any additional fees charged by tour operators and airlines as per their booking conditions. This fee can be up to 100% of monies paid.

Refunds

If you are eligible for a refund in the event you cancel a booking, the balance less any non-refundable amounts and cancellation fees will be forwarded to you upon receipt of the refund from the Travel Supplier or Airline. Some refunds take upwards of 12 weeks to process.

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.smartravellers.gov.au for the latest updates before you book and before you travel.

Schedule of Fees (all fees are non-refundable)

Amendment	from	\$55.00 per amendment
Cancellation (prior to full payment)	from	\$110.00 per person
New Zealand & Domestic Air Tickets		\$22.00 per person per sector
Visa Processing Per Consulate		\$55.00 per single person \$65.00 up to four people
Credit Card Administration Fee		2.0% Visa/MasterCard 3.5% American Express/Diners
Accounting / Ticket Search	from	\$27.50
Foreign Currency Draft		\$22.00
Frequent Flyer Redemption	from	\$110.00 international \$44.00 domestic
Itinerary Planning	from	\$110.00 (credited to your booking)
Late Booking Fee (inside 14 days prior to travel)	from	\$110.00