



Terms and Conditions

It is a condition of this booking that you agree to these terms and conditions. Please read them carefully. By your acceptance of the booking, you acknowledge that you have read and understood these and agree to be bound by them. If you do not agree, you must not use this website.

Definitions used in these Terms and Conditions

“Click Trip”: an online travel website for making travel bookings. Owned and operated by:

Eventscentral Pty Ltd, ABN 290 56867657

Queensland travel agent license registration number 1687

IATA registration number 96811665

Head office located at 2A/15 Anthony Street, West End, QLD 4101.

“Customer”: Any person who uses the Click Trip website either online, by phone or in person to effect travel bookings.

“Booking Fees” or “Charges”: These are fees and/or charges that are charged to any customer for services and bookings made with Click Trip either online, by phone or in person.

“Fares”: The amount quoted for travel, by air, sea or land or for car or equipment rental, or for hotel or accommodation.

“Tickets” or “E-Tickets”: A ticket issued by any airline, cruise ship, train or any other method of transportation.

“Hotel Bookings” and “Vouchers”: A voucher, confirmation or receipt given to you by us for travel, accommodation, tour, show, attraction/theme park, cruise ship and/or



rental cars.

“We” or “Us”: Click Trip

“You”, “Your” or “Passenger”: The customer

No Show

“No show” charges. If we receive a “no show” charge from the airline, we will pass this charge on to you and you agree to be responsible for payment. To avoid “no show” charges, please cancel any flights you do not intend flying, even if there is no refund. You can cancel directly with the airline directly either online or by phone.

Changes to Bookings

Some fares are not changeable and incur a 100% cancellation fee. Others are changeable and fees may apply. To change a booking, please email support@clicktrip.com.au or call **+61(7) 333 444 50**.

Travel insurance is highly recommended and is designed to protect you if your travels are disrupted by unforeseen circumstances such as an accident in a rental car, medical emergencies, lost luggage, personal liability and cancellation of travel arrangements. Visit www.clicktrip.com.au to find out more or purchase travel insurance (if you have not already done so as part of your booking).

Booking Fees and Charges

All prices displayed on our website include government charges and taxes. Please note that airline, service provider and/or airport taxes and fees may still apply. Such fees may



include, without limitation, donation to nominated charity, departure taxes, credit card or administration fees, baggage fees or cancellation fees. Some international airports require a departure tax payable at the airport on departure.

Click Trip Booking Fees

\$5.50 Booking Fee applies to all Australian departing flights. Some international departing flight may incur a \$15.00 Booking Fee per passenger.

Hotels: No Booking Fee

Car Rental: No Booking Fee

Cruises: No Booking Fee

Tours: No Booking Fee

Some low cost carriers may incur ticketing fees varying from \$11 to \$22 per person, convenience and/or admin fees may apply to some airlines. By accepting these booking conditions, you agree to Click Trip charging your payment method for any additional airline ticketing fees where applicable.

Flight Date or Itinerary Changes before Ticketing: Minimum of \$55 per passenger.

Flight Date or Itinerary Changes after Ticketing: Minimum \$110 per passenger plus any airline fees.

Hotel Cancellations or Changes: No Charge. Hotels may impose a charge.

Cruises Cancellations can incur a fee up to \$350 per passenger plus any cruise line charges.



Credit Card Fees are charged at 3.0% for Visa, MasterCard and American Express.

Tickets and vouchers can only be issued once cleared funds have been received.

If for any reason any travel service provider, including airlines, does not provide the services to which you have been contracted, the liability is against that provider, and not against Click Trip. If payment for the service was made to Click Trip by credit card, by accepting these booking conditions, you agree that you will not seek to charge back your credit card payment to Click Trip.

Fares

The booking and price is not guaranteed until payment has been received and the flights ticketed. In the event a displayed fare is not available at the time of your booking and payment, an agent will contact you with any available fares or dates; you will have the option to cancel and get a full refund or pay any additional fare if applicable. Airlines sometimes display fares that are no longer available. If the fare selected is not available or sold out, you will be contacted with available fares or alternate dates to complete the booking.

Prices are subject to availability, may change without notice and are not guaranteed until paid in full, ticketed and documents issued. **Prices are quoted in Australian Dollars.** Please look carefully to check if the price is quoted in Australian dollars (AUD). In some cases the price may be quoted in US dollars (USD) or local currency. Some hotels and tours and services may be quoted in the local currency. If you are in doubt or uncertain, please enquire before booking. If the price is quoted in a currency other than AUD, your credit card may be charged in that currency and will be converted to AUD at the prevailing rate by your bank that may also charge a conversion fee (usually between 1% and 3%), or may be converted by us using the prevailing selling rate on that day. For your convenience, some international low-cost carriers' prices have been converted



to AUD. The amount charged to your card may vary due to currency fluctuations at the time the ticket is issued.

All fares quoted and charged to you are based on fares provided to us at the time of quote or ticketing. In the event that the airline should impose a higher fare that was paid either before or after actual travel or any other reason whatsoever, including but not limited to “no show”, you agree and authorise us to charge your credit card with the additional amount charged to us by the airline or provider, and not to dispute this charge with your bank. You understand that we act solely as agent for you with the airline and are not the travel provider. Any dispute you may have is between you and the airline, we will assist you with any such dispute to the best of our ability by providing all documentation relating to this booking we may have.

Tickets

All airline tickets must be issued in the name of the passport/photo identity holder. Some carriers will deny carriage if the name varies and the booking may be cancelled. It is your responsibility to check that the names on the e-tickets we provide you with are correct. In the event of a name that does not exactly match the passenger’s name on the passport; you must notify us immediately so we can attempt to correct the error. If you do not notify us immediately to correct the error, you may be denied boarding and be liable for the cost of a new ticket, even if the error was not your fault. In some cases the airline may impose a fee, charge or re-issue a new ticket for a ‘name change’. You will be responsible for this cost if the error is a result of any of the following actions:

- a) You supplied incorrect name information;
- b) You received a copy of the booking prior to ticketing and did not notice or were unaware of the incorrect information;
- c) You did not check the e-ticket or itinerary or vouchers supplied to you by e-mail or mail, and only noticed this at the time;



d) Any other reason that was not a direct error by Click Trip.

In the event of an error by an employee of Click Trip, this must be reported within 24 hours of you receiving the confirmation, itinerary or e-tickets, or immediately in the case where travel is within the next 48 hours, and the passenger can demonstrate that the correct details were supplied and the error was made by Click Trip to our satisfaction, then and only then will our responsibility be limited to paying the cost imposed by the airline involved to effect the name change on the ticket. We will not at any time be responsible for any associated or incidental costs, including but not limited to missed flights, hotels, ground transport, loss of deposits or delays.

No paper ticket is issued so upon check-in at the airport all you need is to present government-issued photo identification: for domestic flights you will need an Australian driver licence; for international flights you will need a passport. Children between 2 and 11 years old can use Medicare card with their names on it for domestic flights but must have their passports for international flights.

Schedule Changes

Airlines often change schedules and your flight departure time could change at any time. It is your responsibility to check for any schedule changes at least 24 hours before your flight departure time. This can be done for most international and major airlines by visiting www.checkmytrip.com and entering your reference number and surname. If you are unable to verify your schedule, please call or visit the airlines website directly. Click Trip will not be responsible for any missed flights due to schedule changes.

Missed Flights

We will not be responsible for any loss as a result of a missed flight. It is your responsibility to be at the airport by check-in time. Airlines have different check-in times.



You must be at the check-in counter at the check-in time provided by the airline, cruise ship or service provider.

Refunds/Cancellations

Flights cancelled by you can incur a fee between \$33 and \$150 per passenger plus any airline fees. Booking and service fees are not refundable. Please beware when making bookings on low-cost airlines as most of these fares have no refund if cancelled.

Accommodation or car hire agreements cancelled by you can incur a fee between \$33 and \$150 per booking. Booking and service fees are not refundable.

We act as agents only; we are not the service provider. As such all refunds made to you are based on us receiving this refund from the airline, hotel, tour operator, cruise line or any other provider. In the event we advance you a refund that is later not allowed by the airline or supplier and we are charged by that airline or supplier for this booking, you will be responsible to repay us the amount that the provider has charged back to us. In this instance, we will charge the same credit card that the refund was credited to for the actual amount that the provider has charged us. In the event that the refund was paid to you by cash, cheque or bank transfer, you will be responsible to repay us this amount on request by us. By you requesting the refund, you acknowledge that you are aware of these terms and conditions and agree that any dispute regarding the non-refund and or charge back is between you and the airline or provider and not with us. You also acknowledge that Click Trip acts solely as agent on your behalf with the airline or supplier. You also agree that you will not instruct your bank to charge back any such charge as described above.

Agreements

You acknowledge that the information, prices, seating, times etc. on our website or



quoted to you are supplied to us by third parties including but not limited to airlines, hotels, cruise lines, tour operators etc. In the event of an error either by the third party, a member of our company or a software or data capture error, we reserve the right, in consultation with you, to make any changes required. Additional fees may become payable by you and your itinerary may need to be amended to comply with rules and/or availability of seats. Airlines and other third party travel providers impose different terms and conditions on the sale of specific travel products featured on this site.

Consent

You grant us an ongoing consent to use your information to promote and market our products and services and make other offers to you (including making telemarketing calls to you and sending you electronic messages including via email and SMS). You acknowledge that this consent continues indefinitely until such time as you advise us to cancel this consent, either by e-mail to support@clicktrip.com.au or in writing to Click Trip, PO Box 3873, South Brisbane QLD 4101.

Luggage Allowance

Many airlines do not offer a free luggage allowance and charge for each bag checked. In most cases, it is cheaper to pre-pay for luggage on these carriers than to pay at the airport. Please check your booking conformation to see what the luggage allowance is. Carry-on bag allowance varies from airline to airline. Please check this prior to travel. In the case of domestic carriers abroad, please visit the airline website

Airline Schedule Changes

Sometimes airlines may cancel, or change the flight you are on, or flights may be delayed or schedules changed. It is your responsibility to check for any schedule changes directly with the airline or service provider prior to travel. These are initiated by



the airlines or service providers and are not under our control. Responsibility for this rests with you and the airline that in the case of some delays, itinerary changes and cancellations may or may not compensate you. Click Trip accepts no responsibility for any loss or compensation in regard to any delay, cancellation schedule or itinerary change, incorrect information or any other reason whatsoever that is related to a third party supplier, airline, tour or cruise ship operator. If you are unhappy with the change the airline or travel provider has made, please contact the relevant company directly.

Hotel Bookings and Vouchers

Upon payment, the price is usually guaranteed in the local currency of the hotel location. This has usually been converted to Australian dollars (AUD) at the current rate of exchange. There may be cases where the price has not been converted to AUD and you are charged in the local currency. This will then be converted to AUD by your bank at their exchange rate. The price in Australian dollars may vary as a result of currency exchange fluctuations and as such can only be used as a guide. For hotels located outside of Australia, prices displayed may not include all applicable local taxes in which case these will be advised at time of check out from your hotel. We will email you with a voucher for all hotel accommodation. Even if the hotel is pre-paid the hotel may still require a credit card or cash bond on check-in to cover items charged to the room or items not included.

Car Rental

Car rental requires a credit card for the security bond. Cash is not usually accepted. The amount of the bond can vary. Please check this with the rental company directly. You will also need to produce a valid driver license. If you are under 25, there may be a surcharge; please indicate this when booking or read the terms and conditions displayed at time of booking. An Australian driver license is valid in most countries.



Supplier Direct Payments

At times, certain booking providers will charge the customer's credit card directly. To this end, we reserve the right to pass on your credit card details and any other essential booking details to a third party supplier who may charge your card directly for all or part of your booking payment.

Important Information

All matters relating to complying with the laws and regulations of all immigration authorities are solely your responsibility. We recommend before travelling you check the Department of Foreign Affairs and Trade website for any applicable travel advisories relevant to your booking. Their website is located at: <http://www.dfat.gov.au/travel>.

Please note that government legislation prohibits the carriage of dangerous goods on aircraft. To view what these are and what is permissible to carry please go to:

<http://casa.gov.au/dg/luggage/index.htm>.

If you are travelling overseas, it is your responsibility to ensure you have a valid passport and visa where required. To assist you, both in determining whether you require a visa and the processing of your application online, please go to:

<http://www.visalink.com.au>.

If you are travelling overseas, some countries will not allow you to enter without proof of a return or onward electronic or paper ticket. Airline check-in staff at your point of origin may deny boarding you. If you proceed to book a one-way ticket, please ensure you have checked with the Consulate of the country you are traveling to in order to ensure that you comply with their laws and regulations.



IMPORTANT NOTICE for travellers to/via the USA

It is now a requirement by the Department of Homeland Security for all passengers travelling to the USA effective 12 January 2009 to apply for a Travel Authorisation Number at least three days prior to scheduled departure from Australia. This approval number will be valid for two years from date of application and passengers will be denied boarding in Australia if they do not have this approval document.

Apply for an authorisation to travel to the United States if:

- a) You are a citizen or eligible national of a Visa Waiver Program country e.g. Australia;
- b) You are currently not in possession of a visitor's visa;
- c) Your travel is for 90 days or less;
- d) You plan to travel to the United States for business or pleasure.

For more details, and to apply online, please visit <https://esta.cbp.dhs.gov/esta>.

Click Trip will not be held liable for any costs or cancellation penalties or inconvenience where travellers do not have a travel authorisation and are not permitted to travel.

Ticket Delivery Information

Click Trip operates as a ticketless agent. You will be required to present photo ID and the attached itinerary.

Privacy Notice

The Transportation Security Administration (TSA) requires you to provide your full name, date of birth, and gender for the purpose of watch list screening, under the authority of 49 U.S.C. section 114, the Intelligence Reform and Terrorism Prevention Act of 2004



and 49 C.F.R parts 1540 and 1560. You may also provide your Redress Number if available. Failure to provide your full name, date of birth, and gender may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on TSA privacy policies, or to review the system of records notice and the privacy impact assessment, please see the TSA website at <http://www.tsa.gov>.

No Liability

Click Trip does not accept any liability for:

- a) Omissions of default of any third party providers;
- b) Damage, injury, delay, additional costs or inconvenience caused by any event or Act of God that is not under our direct control;
- c) The cancellation of any tour, cruise, flight or other services;
- d) Bankruptcy including, but not limited to, any airline, cruise ship or tour operator or any third company providers;
- e) Any reason any travel service provider, including airlines, do not provide the services to which you have been contracted. The liability is against that provider. If payment for such a service was made to us by credit card, by accepting these booking conditions, you agree that you will not seek to charge back your credit card payment.

Click Trip and disclaims and will be exempt from any liability under the law of contract, tort or by virtue of statutory enactment in relation to any loss to; personal injury, death or illness of; damage or theft of personal property of any sort of; expense of inconvenience caused through delay to; disappointed expectation of; or accident befalling; the traveler or any dependents, arising out of any negligent act or omission, breach of any duty imposed by statute, breach of any law of the place of destination or on route to or from



the destination, tort (whether intentional or unintentional), or breach of a contractual term, whether expressed or implied or breach of duty arising under or imposed by any law on the part of Click Trip, its servants or agents or of any sub-contractor or supplier of any product or service on the website.