

BOOKING CONDITIONS – As of 1 June 2015

BOOKING FORM

Welcome to your BFirst tour. Please complete this booking form and forward it to us.
(PLEASE ENSURE YOUR NAME IS WRITTEN HERE AS IT APPEARS ON YOUR PASSPORT).

1.

Dr/Mr/Mrs/Ms _____ Surname _____ First name/s _____

Address: _____

Telephone: (H) _____ (B) _____ (Mobile) _____

Fax: _____ Email: _____

Date of birth: _____ Nationality: _____

Passport no: _____ Place of issue: _____ Date of issue: _____ Expiry: _____

(PLEASE ENSURE YOUR NAME IS WRITTEN HERE AS IT APPEARS ON YOUR PASSPORT).

2.

Dr/Mr/Mrs/Ms _____ Surname _____ First name/s _____

Address: _____

Telephone: (H) _____ (B) _____ (Mobile) _____

Fax: _____ Email: _____

Date of birth: _____ Nationality: _____

Passport no: _____ Place of issue: _____ Date of issue: _____ Expiry: _____

Please provide the name of a friend or relative we should contact in an emergency

Name: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

Medical Conditions / Allergies:
Do you or any travelling companion have any allergy or medical condition which may reasonably be expected to affect your enjoyment of the tour set below:

YES NO

If you ticked YES, please specify the allergies and/or medical conditions you have:

BFIRST TOUR DETAILS

Name of tour: _____

Departure Date: _____

AGREEMENT

I HAVE READ AND I UNDERSTAND THE BOOKING CONDITIONS CONTAINED ON THE REVERSE PAGE HEREIN. PLEASE BOOK ME THIS BFIRST TOUR ON THOSE CONDITIONS.

Signature: _____

Date: _____

How did you hear about us: _____

Signature (Traveller 1): _____

Signature (Traveller 2): _____



BFIRST TRAVEL PTY LTD
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E: info@bfirsttravel.com W: www.bfirsttravel.com

All contracts for the sale of holidays, tours and other services by BFirst Travel Pty Ltd (“BF” or “we” or “us”) are made:

- 1 on the basis of these booking conditions and no others (unless agreed in writing by our directors); and**
- 2 when we send you (the customer, or a travel agent on behalf of a customer) our written booking confirmation accepting the booking you have sent us on our booking form, and not before.**

Prices

Our prices (payable in Australian dollars) will be confirmed in the final quote we send you with the booking form, unless otherwise specified. Where exchange rate fluctuations occur of more than 2% or there are any other increases in the price of services provided which are beyond our control, we reserve the right to adjust our prices accordingly. This may happen at any time until our delivery of the services, irrespective of whether you have paid in full or part. Your acceptance of this is a condition of your booking.

Bookings

Your reservation request will be subject to availability at the time of booking. Any verbal, written or electronic quote we give is an estimate only of the final price. If the reservation you request is available, we will provide you with a written reservation confirmation detailing the price and payment date requirements. You must then send us a completed booking form together with the payment of the Initial Deposit within 7 days and pay any further deposit not later than the due date specified in the booking confirmation otherwise the reservation confirmation will lapse. You will only have a confirmed booking after we have confirmed in writing acceptance of your booking form and we have received your \$250 initial deposit. That booking confirmation will accompany your invoice detailing the services you have booked. If any service is still “on request” this will be indicated on the invoice. BFirst Travel is not liable for, and does not warrant the confirmation of, any booking that is “on request” that subsequently does not get confirmed. It is your responsibility to ensure all invoice details are correct.

If you have any physical or mental incapacity you must tell us on the booking form. You must comply with all laws and health regulations for the countries to be visited.

You must check and satisfy all health, entry/exit visa and other documentation requirements for the areas that are to be visited. This includes taking the necessary steps and precautions for all flu and travel vaccinations. BFirst Travel does not provide or make any representations regarding medical or health information concerning your booking or Tour. We will not be liable for any loss or expense due to your failure to comply with this. You must pay any additional costs incurred (whether by you or by us on your behalf) as a result of your failure to comply.

If you break any law in Australia or overseas or your behaviour is such that we consider you an unsuitable person to remain with a Tour, we may in our absolute discretion cancel your booking or decline to carry you any further. In that event you will not receive any refund. You also hereby indemnify and hold BFirst Travel, its agents, contractors, officers, employees and third parties harmless against any claim, loss, demand, damage, injury or death that may arise due to your negligent act, omission or breach of any Australian or International law.

Initial Deposits

Initial non-refundable deposit (to be paid at time of booking): **A\$250 per person** (For bookings of AU\$500 per person and less, please check with us first)

You must pay us this initial non-refundable deposit within 7 days of us sending you the reservation confirmation. Please note that for cruises, special events and specific properties additional booking conditions apply. Please check with us when making a reservation. A further deposit may be required by the hotel, airline, tour operator, cruise line or other principal (“the Principal”). We will advise you of this further deposit when we send your booking confirmation. If you do not pay any such further deposit by the due date your booking will be cancelled.

Final payments

Final payment is due not later than 60 days before your departure from Australia. If you do not make payment by the due date your booking may be cancelled and you may lose your deposits. Tickets, vouchers and instructions are normally issued two weeks prior to your departure.

Late bookings

Bookings made 14 days or less prior to departure from Australia incur an additional charge of A\$50 per person. Certain products attract additional late booking fees – we will tell you this when your booking is made. You must pay in full when making a late booking.

Amendments

If you amend a confirmed booking, including but not limited to any air flight, land travel, cruise booking, hotel, accommodation or Tour booking (all of which independently represent a separate amendment), a \$50 amendment fee is payable to us for each person for each separate amendment made, plus any communication expenses incurred by us. We will add this to the balance payable for the booking. Additional charges may also be levied by Principals which will be payable by you. If you cancel more than 50% of your itinerary total value, a further fee of \$150 per person will be levied by BFirst Travel.

Travel Insurance

You must arrange personal travel insurance, and satisfy yourself that it covers all your requirements (particularly for death, personal injury or illness) in all countries during your travel. It should also cover you against cancellation charges. While this is your responsibility we can help you arrange this.

You should also reassure yourself with, and constantly keep up to date with, any travel warnings or concerns regarding your destination or Tour. These are often issued by the Australian Federal Government or by your country travel official advisory if you are not an Australian resident.

Cancellations and Refunds

You can only cancel a booking by writing to us. Please note you may suffer cancellation charges and penalties levied by airlines, coach, cruise, charter transportation, tour operators, hotels and any other Principals involved.

Cancellation Fees

Additionally, we will levy the following amounts if you cancel a confirmed booking:

Departure from Australia:

In excess of 60 days prior to departure Deposit paid plus any Principal's fee(s).
60 – 45 days prior to departure 50% of booking cost plus any Principal's fee(s)
Within 45 days or after departure from Australia: 100% of booking cost.

We may also charge you any communication expenses incurred by us as a result of the cancellation. If the cancellation charge is more than you have already paid us then you remain liable for the difference. Otherwise we will refund you the balance paid by you after deducting these amounts.

All prices in our brochures, website and quotes (whether for a journey and/or a trip and/or a tour (“a Tour”)) are for complete Tours as a package. We will not provide any breakdown of the costs of the individual components of a Tour.

Cancellation by us

We reserve the right to cancel a Tour for unusual or unforeseen circumstances outside our control or if insufficient people have booked it for us to provide it economically (as decided by us in our absolute discretion). If we cancel a Tour you may choose between a refund of all monies paid by you to us or an alternative Tour offered by us or the Principal. We will not be liable for any incidental expenses that you incur as a result of booking that alternative Tour including the cost of visas, vaccinations, non-refundable connecting flights or loss of enjoyment. If the alternative Tour costs less than the original you booked then we will refund the difference. If the alternative costs more then you must pay the difference when making the booking.

Changes

If you leave a Tour for any reason, any extra expenses you incur are your responsibility. We will not refund any part of the cost of the Tour for services not used by you for this reason or if you miss a service for whatever reason.

Our commitment

Our team is committed to the delivery of outstanding customer service. Our local operators dedicate considerable resources towards locating and selecting accommodation which captures the magic of the areas which we visit. If you have a complaint you should inform our rep during the Tour. The rep will do their best to help you at the time. If the complaint cannot be corrected then you should write to us within 14 days of the completion of the Tour. We will not be liable in respect of any complaints received outside this time.

Limit of Liability

To the extent permitted by law, except to the extent of our negligent act or omission, we exclude all liability for any loss or damage you may suffer in any way whatsoever (including but not limited to physical and psychological injury, and loss of damage to property of whatever nature, and loss of enjoyment) that may arise in any way in connection with the supply of goods or services (on a Tour or otherwise) by us or any third parties, or the non-supply of these in full or in part for any reason.

You also hereby indemnify and hold BFirst Travel, its agents, contractors, officers, employees and third parties harmless against any claim, loss, demand, damage, injury or death that may arise due to your negligent act, omission or breach of any Australian or International law.

The liability and indemnities contained in this clause are reduced proportionately to the extent that our negligence, act, omission, breach or default may have contributed to any such loss, damage, expense, injury, death or other liability.

Law of Contract

These booking conditions are governed by the laws of NSW and any action arising under them or in any way connected with a Tour may be brought only in a court in NSW.



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