

# BOOKING CONDITIONS

## Brochure Validity

This information was published in January 2009. The information presented in this brochure was correct to the best of our knowledge at the time of printing but is subject to change without notice. Changes may occur since publication with respect to prices, itineraries, duration of holidays, service standards, tour content, airline fares and schedules. Please confirm details of your requirements at the time of booking to ascertain if there have been alterations to the tour you select before you book.

## Reservation Bookings

Bookings can be made with Bali Bound Holidays or through any licenced or AFTA Travel Agent in Australia.

## Passenger Details

We require the correct surnames and first names of all people travelling in order to make bookings. The surnames and first names must match exactly each traveller's passport so as to avoid any problems with bookings. Should the wrong information be given, Bali Bound Holidays reserves the right to charge additional fees to cover additional administrative costs to rebook or reticket the bookings under the correct name.

## Deposit And Balance

A non-refundable deposit of \$220.00 or 10% per person plus a signed booking form is payable at the time of booking. Payment of deposit represents acceptance of Bali Bound Holidays Terms and Conditions by the purchaser and/or passenger/s. The balance is payable 60 days prior to departure, or immediately if travelling within 60 days of booking.

## Special Deposit Requirements

Some of the tours and ground arrangements, group tour arrangements and specially designed arrangements may require higher deposits to meet hotel or tour operator requirements. These are usually between 20% to 50% of tour cost. Please contact Bali Bound Holidays for further details.

## Late bookings and amendment fees

An amendment to your holiday may incur a fee. An amendment of your holiday is not a transfer to another holiday but is a change to your booking. Before ticketing, the first amendment is complimentary, subsequent amendments due to the extra administrative and communications costs incurred, there will be an automatic minimum fee charged of \$55.00 per amendment or transfer. Additionally, there may be cancellation fees levied by the tour operator or fees may be applicable where arrangements have been pre-purchased. Late booking fees may apply to cover courier fees etc, telephone calls to hotels etc. after ticketing, an amendment fee of \$55.00 plus any airline reissue fee or additional costs (like telephone calls or courier fees) will apply.

## Short Duration/Land Only Booking Fees

A Service Fee of \$55.00 will apply for Hotel bookings of less than 3 nights.

## Prices

All prices are quoted in Australian Dollars and are current at the time of printing. They are generally valid from 01 April 2009 to 31 March 2010, although some tours and hotels have different periods of validity so prices will vary accordingly. Most prices are based low season unless stated otherwise. All prices are indicative only and are subject to change at any time up to and including the day of departure.

## Gst

From 01 July 2000, the Australian government has introduced a 10% GST and even though at present overseas travel is exempt from GST, any service fees, courier, cancellation and amendment fees are subject to GST. We, therefore, reserve the right to vary the costing to incorporate the GST where applicable.

## Included In Trip Price

Specific trip and accommodation inclusions are generally listed.

## Cancellation Fees And Refunds

Any cancellations must be received in writing and will take effect from the date it is received by Bali Bound Holidays. The following cancellation fees will apply for our tours:

More than 60 days before departure: Deposit

59 - 41 days before departure: 40%

40 - 31 days before departure 60%

Under 30 days or less No refund

The exception are those amounts that can be refunded, such as airfares (less those amounts forfeited under airline regulations and loss of profit incurred by Bali Bound Holidays). Should payment be received more than 60 days in advance, for example in the case when payment is made to avoid increases due to currency fluctuations, Bali Bound Holidays reserves the right to charge cancellation fees of up to 100%, especially where full payment has been made to our ground handlers, hoteliers, and airlines etc. Whilst insurance premiums are not refundable, should the reason for cancellation fall within the terms of the insurance cover, cancellation fees will normally be refunded by the insurance company. The non-issuance of an invoice or non-payment of deposit will not exempt passengers from these cancellation and administrative fees. We regret that we can make no exception to the charges and strongly recommend that insurance is taken out to cover cancellation fees (see Insurance below). There will be no refunds on unused tours, accommodation or other services.

## Travel Insurance

It is a condition of booking that you are adequately insured for the full duration of your trip. We recommend a comprehensive travel insurance to cover cancellation, health requirements, luggage and additional expenses, in particular to cover emergency evacuation. Further, we recommend a separate insurance cover for expensive camera and video and other equipment. Further we advise that insurance policies rarely cover for loss of cash. We strongly recommend that insurance be purchased at the time of booking. Should you not take out insurance, we cannot be held responsible for costs incurred (including cancellation fees) arising from circumstances outside our control; such as airline strike.

## Passport

You should be in possession of a passport valid for at least 6 months beyond your intended stay.

## Visa Requirements

Australian passport holders currently do require a visa to enter Bali. Two visa types are available on arrival. A short stay visa for those staying no more than 3 days - US\$10 per person, and a longer stay visa for those staying no more than 30 days - US\$25 per person. These are payable in exact US\$ cash on arrival. For those requiring a longer stay or travelling on a non-Australian passport please contact Bali & Asian Bound Holidays for additional information and advice (These fees are subject to change)

## Vaccinations And Health

For most trips to Bali, the following vaccinations may be recommended: Hepatitis A, Tetanus, Cholera, and Malaria tablets. Whilst these vary depending on the length of stay and the type of transportation and accommodation used, we do recommend that these and other health needs be discussed with your doctor or specialist travel medical centre. It is your responsibility to ensure that you have the appropriate vaccinations and documentation.

## Currency

Australian dollar travellers cheques and cash are widely accepted, and can be exchanged for local currency (rupiah) at most banks and exchange bureaux in Bali. US dollar and Great British Pounds are also acceptable.

## Extensions And Amendments

Not possible after a holiday has commenced.

## Hotel And Tour Information

Whilst every effort is taken to ensure the accuracy of hotel and tour information, we rely on the information supplied to us. As all hotels and tour operators are constantly changing services and facilities, we cannot be liable for any errors or omissions caused by the hotels and operators concerned.

## Changes In Itinerary

As we are only an agent for airlines, hotels, tour operators and other Service Providers (see below under "Responsibility") your booking may be required to be changed or cancelled due to circumstances outside our control; for example, if a hotel is overbooked or an airline changes its timetable or reschedules its flights or if a tour is cancelled. Further, at certain times of the year, due to heavy bookings, we may not be able to acquire the accommodation advertised. In this case, we will use alternative accommodation of a similar standard, or the next best available. Accordingly we reserve the right to vary your itinerary or cancel your booking at any time.

## Not Included In The Holiday Cost

Costs of passports or visas, meals (other than those specified), all items of a personal nature such as excess baggage, telephone calls, laundry, room service, airport taxes and government taxes (other than accommodation taxes) any costs in Australia, Australian Passenger Movement Charge, Sydney Noise Levy Tax and any international taxes. Travel Insurance.

## Passenger Contact Advice

You must notify us or your travel agent of any changes of address or telephone numbers to ensure any variations to the arrangements can be notified within 24 hours.

## Responsibilities

Bali Bound Holidays, (a division of Four Corners Travel Group Pty Ltd. ACN 004 712 734), (referred to as "BBH") does not itself provide carriage services, accommodation, transport or tours. It acts only as an agent for accommodation providers, air, coach, shipping, rail and other carriage or transport providers, tour operators and other service and product providers (referred to as "Service Providers"). All products and services provided by Service Providers are provided on those Service Providers' own terms and conditions, which may include limitations and exclusions of liability. All bookings with BBH, and all tickets, vouchers, receipts, coupons, exchange orders and other like documents issued to the client, are subject to each Service Provider's terms and conditions governing the provision of products and services to be provided by that Service Provider. BBH shall not be liable for any acts, omissions or defaults, whether negligent or otherwise, of any Service Providers. BBH shall also not be liable (whether in contract, tort or otherwise) for any injury, illness, death, loss, damage, expense, delay or inconvenience resulting directly or indirectly from circumstances outside BBH's control, including: acts of God, war, civil disturbance, strikes, fire, flood, acts of government or other authorities, breakdowns, accidents, disease, quarantine, medical or customs regulations, and alterations, cancellations or delays concerning itineraries, timetables or accommodation.

## Contract

The contract between BBH and the client shall be governed by the laws of the state of Victoria. By making a booking with BBH, the client agrees to be bound by all the terms and conditions referred to in this brochure.

**BALI**  
including  
Villas, Wedding Packages, and Day Tours

2009/10

**AFRICA**  
including  
Mauritius, Seychelles, Madagascar, Egypt, Morocco, Dubai, Oman & Abu Dhabi

2009/10

**INDIA**  
including  
Bhutan, Nepal, Sri Lanka & Maldives

2009/10

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**BALI BOUND  
HOLIDAYS**

Your Travel Agent: