



STANDARD TERMS AND CONDITIONS OF APTC PTY LTD ABN 30 079 035 288 ("APTIC")

August 2019

The following Standard Terms and Conditions apply to each engagement of APTC by the Client.

1. Application

Subject to law and except as otherwise agreed in writing between APTC and the Client after the date of these Standard Terms and Conditions:

- (a) each offer or request made by the Client to APTC for the supply of any Services shall be deemed to be made subject to these Standard Terms and Conditions and shall be deemed to be an acceptance by the Client of these Standard Terms and Conditions; and
- (b) each supply of Services by APTC to the Client shall be deemed to be made in accordance with these Standard Terms and Conditions, despite any contrary provision in any offer or request made by the Client to APTC, or otherwise.

2. Definitions and Interpretation

2.1 Definitions

In these Standard Terms and Conditions, the following expressions shall have the following meanings:

- (a) "**Business Day**" means a day that is not a Saturday, Sunday or any other day which is a public holiday or a bank holiday in the place where an act is to be performed or a payment is to be made;
- (b) "**CC Act**" means *Competition and Consumer Act 2010* (Cth);
- (c) "**CC Act Implied Term**" means, in respect of any supply of Services by APTC to the Client, any term, condition, consumer guarantee or warranty, for the benefit of the Client, implied by or arising under the CC Act in relation to that supply of those Services, or otherwise implied;
- (d) "**Client**" means any person or persons to whom APTC supplies Services at their request;
- (e) "**APTIC**" means APTC Pty Limited ABN 30 079 035 288;
- (f) "**Enforcement Expenses**" means all fees, costs, charges and expenses incurred by APTC in connection with the enforcement, attempted enforcement or preservation of any rights of APTC under these Standard Terms and Conditions, including but not limited to any legal expenses on a solicitor and client basis and any fees and disbursements charged by a debt collection agent or any person to APTC for the collection or attempted collection of unpaid Service Charges;
- (g) "**Bookings**" means bookings for Services for foreign inbound tourists into Australia;
- (h) "**Force Majeure**" means the circumstances beyond the reasonable control of a Party which results in a Party being unable to observe or perform on time an obligation under these Standard Terms and Conditions. Such circumstances will include but are not limited to acts of God, lightning strikes, earthquakes, floods, storms, explosions, fires and any natural disaster, acts of war, acts of public enemies, terrorism, riots, civil commotion, malicious damage, sabotage, revolution, strikes, industrial and other third party disputes, third party delays or non-performance by third parties;
- (i) "**GST**" means the tax imposed or sought to be imposed by the GST Acts;
- (j) "**GST Acts**" means *A New Tax System (Goods & Services Tax) Act 1999* (Cth) and the related imposition Acts of the Commonwealth;
- (k) "**Indirect or Consequential Loss**" includes lost revenues, lost profits, lost business, lost goodwill or anticipated savings, incidental, indirect, consequential, special, economic or punitive damages whether arising from or in connection with any breach of contract, negligence or any other cause of action in connection with or relating to these Standard Terms and Conditions or the Services;
- (l) "**Intellectual Property**" means the intellectual property owned or licensed by APTC and includes all copyright, patents and all rights in relation to inventions, registered and unregistered trademarks (including service marks) and registered designs;
- (m) "**Parties**" means either APTC or the Client, as the case may be, and "**Party**" means any one of them;
- (n) "**Privacy Act**" means the *Privacy Act 1988* (Cth);
- (o) "**Proposal**" means any proposal provided by APTC to the Client for the engagement of APTC by the Client and includes these Standard Terms and Conditions;
- (p) "**Service Charges**" means the amounts charged by APTC to the Client for Services provided by APTC, as varied from time to time in accordance with these Standard Terms and Conditions or otherwise in writing by the Client and APTC, plus any costs and disbursements incurred by APTC in connection with providing the Services;
- (q) "**Services**" means the arranging of tours to Australia consisting of the procurement and arranging of aspects of a tour selected by the Client, including booking and paying for services and booking and paying for accommodation to be provided by an Australian service or accommodation provider;

- (r) **"Schedule"** means the schedule which follows these Standard Terms and Conditions;
- (s) **"Special Conditions"** means the special conditions set out in Item 1 of the Schedule;
- (t) **"Standard Terms and Conditions"** means these standard terms and conditions and includes the Schedule. If there is any inconsistency between the terms of the Schedule and the terms of these Standard Terms and Conditions, the terms of the Schedule shall prevail;
- (u) **"Supply"** has the meaning ascribed to that term in the GST Acts;
- (v) **"Tax Invoice"** means a tax invoice issued by APTC to the Client which complies with the requirements under the GST Acts.

2.2 Interpretation

Unless the context otherwise requires:

- (a) references to a Party include the executors, administrators, successors and permitted assigns of that Party;
- (b) references to any statute, ordinance or other law include all regulations and other instruments thereunder and all consolidations, amendments, re-enactments or replacements thereof;
- (c) words importing the singular include the plural and vice versa, words importing a gender include other genders and references to a person must be construed as references to an individual, firm, body corporate, association (whether incorporated or not), government and governmental, semi-governmental and local authority or agency;
- (d) where any word or phrase is given a defined meaning in these Standard Terms and Conditions, any other part of speech or other grammatical form in respect of such word or phrase has a corresponding meaning;
- (e) headings included in these Standard Terms and Conditions are for convenience only and must be disregarded in the construction of these Standard Terms and Conditions;
- (f) all monetary amounts are in Australian dollars, unless otherwise stated;
- (g) if a Party consists of more than one person these Standard Terms and Conditions bind them jointly and each of them severally;
- (h) if the Client is a trustee it is bound both personally and in its capacity as trustee;
- (i) if an act must be done on a specified day which is not a Business Day, the act must be done instead on the next Business Day;
- (j) a provision of these Standard Terms and Conditions must not be construed to the disadvantage of a Party merely because that Party was responsible for the preparation of these Standard Terms and Conditions or the inclusion of the provision in these Standard Terms and Conditions.

3. Supply of Services

- (a) The Client has requested APTC to provide the Services and APTC has agreed to provide the Services to the Client in accordance with the terms and conditions of these Standard Terms and Conditions.
- (b) APTC must provide the Services:
 - (i) in accordance with these Standard Terms and Conditions;
 - (ii) with all due skill and care to the best of its knowledge and expertise;
 - (iii) in a timely, proper and workmanlike manner;
 - (iv) in accordance with any reasonable instructions and directions given by the Client from time to time; and
 - (v) in accordance with any legal, regulatory or other license obligations.

- (c) APTC may in its absolute discretion sub-contract the performance of all or any part of the Services.
- (d) Subject to these Standard Terms and Conditions, the Parties may amend any term of these Standard Terms and Conditions including the:
 - (i) specifications and scope of the Services; and
 - (ii) Service Charges,
 only by written agreement signed by the Parties.

4. Payment of Service Charges

- (a) In consideration for the provision of the Services, the Client will pay to APTC the Service Charges on the terms and conditions and at the times and in the manner set out in these Standard Terms and Conditions.
- (b) Notwithstanding any other provision of these Standard Terms and Conditions, APTC may, by notice in writing to the Client increase the Service Charges:
 - (i) where the cost to APTC of providing the Services increases for any reason, including as a consequence of increased supplier costs to APTC; and
 - (ii) at the end of each twelve (12) month period commencing from the date of first acceptance of these Standard Terms and Conditions by the Client.
- (c) The Client will be not entitled to set off against any amount owed to APTC any amount payable by APTC at any time in connection with these Standard Terms and Conditions or the Services.
- (d) All Service Charges are current at the time of quoting. While every endeavour is made to ensure that information in a quote is correct, the rates and information stated are subject to change at any time without notice and subject to any changes imposed upon APTC by its suppliers.
- (e) Transport operators (including cruise operators) reserve the right to pass on rate increases due to fluctuation in fuel and other prices, and pass on newly introduced charges including toll ways, taxes and fees as required to APTC.
- (f) Special cancellation **terms & conditions** may apply to some Services such as (without limitation) extended tours, extended cruises, trains, island stays and resort stays. APTC will inform the Client of any special terms & conditions at the time of confirmation.
- (g) Deposits may be required for special travel arrangements and as required by suppliers at particular peak periods, during special events or in certain situations or locations. Contracts containing deposit and cancellation clauses will be advised at the time of confirming bookings.
- (h) Full payment for Bookings is due minimum 21 days prior to arrival in Australia. For payments received less than 7 days prior to arrival, a late payment fee of \$50.00 per booking applies. APTC will request payment once, and reserves the right to cancel any non-paid bookings without further notice, including where suppliers to APTC may impose cancellation fees.
- (i) All rates are quoted in Australian dollars. Any currency fluctuations are beyond the control of APTC.
- (j) All credit card payments incur a fee of 3% for MasterCard and Visa. American Express is not accepted.
- (k) Invoices are issued in Australian dollars only and if payments are made in foreign currency it is the Client's responsibility to ensure that the full invoice amount is paid once the payment has been converted into Australian dollars.
- (l) APTC will not be held responsible for short payments

5. Disbursements and Out-of-Pocket Expenses

- (a) The Client must pay or reimburse APTC:

- (i) where withholding tax is withheld from any payment of a Tax Invoice, the amount necessary to adjust the total due in respect of that Tax Invoice such that the amount received by APTC after deduction of any withholding tax is the amount equivalent to the amount APTC would have received in the absence of any such withholding tax;
all out-of-pocket expenses and disbursements incurred by APTC.
- (ii) APTC may invoice the Client for APTC's fees, charges, disbursements and out-of-pocket expenses together or separately. The Client must reimburse APTC for payment of invoices issued by external services providers within thirty (30) days of payment by APTC.

6. Moneys Held on Behalf of Client

APTC may apply any money held by APTC on behalf of the Client in payment of any outstanding bill for costs, charges, disbursements or out-of-pocket expenses due by the Client to APTC.

7. Interest on Overdue Accounts

APTC may in its absolute discretion elect to charge interest on any amount that is overdue for more than seven (7) days at the rate of 5% (five per cent) per annum or such lesser interest rate as determined by APTC. For the avoidance of doubt, interest will not be charged on disbursements and out-of-pocket expenses that have not actually been paid by APTC.

8. Enforcement Expenses

Any Enforcement Expenses must be paid by the Client to APTC on demand in the event of a breach by the Client of these Standard Terms and Conditions.

9. GST Gross Up

- (a) If:
 - (i) GST is imposed on any Supply made by APTC pursuant to these Standard Terms and Conditions; and
 - (ii) APTC certifies that APTC has not priced the Supply to include GST on that Supply,

then the Client, as recipient of the Supply must pay to APTC, in addition to any other consideration for that Supply, an amount not greater than an amount equal to the GST payable by APTC (as determined by APTC in good faith and not in contravention of the GST Acts), in connection with that Supply.

- (b) For the avoidance of doubt, the Client acknowledges that the rates set out in the Schedule do not include GST, except where the rate is expressly stated to be GST inclusive.

10. Limitation of Liability

- (a) It is a condition of the engagement of APTC by the Client, pursuant to these Standard Terms and Conditions, that the Client completely and unequivocally indemnifies APTC and the servants and agents of APTC against all claims, damages, losses, liabilities, suits and expenses (including management costs and legal expenses on a full indemnity basis) relating to or arising out of or in any way connected with a breach of these Standard Terms and Conditions by the Client or any person claiming through or under the Client.
- (b) Subject to law, APTC has no liability to the Client, or any person claiming through or under the Client for Indirect or Consequential Loss.
- (c) APTC will perform the Services with due care, competence and diligence. However the quality of the Services will also depend on input from the Client and third party suppliers. APTC does not accept any responsibility for losses to the extent they may arise from the acts or omissions of the Client, any customer of the Client or any third party

suppliers. It is the Client's responsibility to ensure that the appropriate due diligence is performed by the Client on the suitability of the Services for the Client and/or its customers.

- (d) Subject to law and to these Standard Terms and Conditions, APTC provides no representations or warranties, express or implied, in relation to any of the Services.
- (e) APTC acknowledges that the CC Act and similar State and Territory legislation may confer certain rights and remedies on the Client in relation to the supply of Services by APTC to the Client, pursuant to these Standard Terms and Conditions, or otherwise, which cannot be excluded, restricted or modified by agreement ("Non-Excludable Rights"). APTC does not exclude any Non-Excludable Rights but does exclude all other terms, conditions, guarantees and warranties implied by law in relation to any supply of the Services by APTC to the Client.
- (f) The Client acknowledges that the Client has not relied upon any representation or warranty made by or on behalf of APTC in relation to any Services pursuant to these Standard Terms and Conditions, and will not rely upon any representation or warranty made by or on behalf of APTC in relation to any future supply of Services by APTC to the Client, which is not expressly agreed in writing by APTC prior to the supply of those Services, subject in all respects to the law.
- (g) To the extent permitted by law, in respect of each supply of Services by APTC to the Client:
 - (i) each CC Act Implied Term is expressly excluded; and
 - (ii) the liability of APTC is limited to the cost of re-supplying the Services.
- (h) APTC acts only as a booking agent or intermediary for operators providing services referred to in APTC itineraries and travel documents, and not as a principal. APTC will not be liable for any injury, damage, loss, accidents, delay or irregularity occurring to any person or property in the course of any journey, tour, activity or accommodation or the use of any services or facilities booked by or through APTC.
- (i) Nothing in these Standard Terms and Conditions should be interpreted to mean that APTC would be contractually liable for any non-performance by the Australian based providers of accommodation/services.
- (j) For the avoidance of doubt APTC is not a provider of accommodation (or any rights in or over real property situated in Australia).

11. Termination

- (a) APTC may terminate these Standard Terms and Conditions and the arrangements between the Client and APTC at any time by providing seven (7) days written notice to the Client.
- (b) Without prejudice to any other rights APTC may have under these Standard Terms and Conditions or at law, APTC may terminate the obligations of APTC under these Standard Terms and Conditions immediately by notice in writing to the Client if:
 - (i) the Client is in breach of any obligation on the part of the Client under these Standard Terms and Conditions and such breach is not remedied by the Client within five (5) Business Days after service by APTC upon the Client of a written notice requiring the Client to rectify the breach;
 - (ii) the Client becomes insolvent; or
 - (iii) an administrator, receiver or receiver and manager is appointed in respect of the Client or all or any of the assets of the Client.
- (c) For the avoidance of doubt, upon termination of these Standard Terms and Conditions, all amounts owing by the

Client to APTC under these Standard Terms and Conditions are immediately payable by the Client to APTC.

12. Public Notices

APTC reserves the right to describe broadly the engagement of APTC by the Client (excluding any confidential materials) in any relevant future advertisements, reports or documents prepared in connection with future marketing campaigns of APTC.

13. Contractual Arrangement

APTC will provide the Services as an independent contractor to the Client. Nothing shall be construed to create a partnership, joint venture or other relationship between APTC and the Client. No party has the right, power or authority to oblige or legally bind the other in any manner.

14. Privacy

(a) APTC will observe the provisions of the Privacy Act and not collect, use or disclose Personal Information (as that term is defined in the Privacy Act) other than in accordance with the National Privacy Principles set out in the Privacy Act. Without limitation, APTC will:

- (i) only collect Personal Information for the sole purpose of performing its obligations;
- (ii) will, on request, make available its privacy policy and information with respect to Personal Information it holds, the purpose for which it holds such information and how it collects, holds, uses and discloses such information;
- (iii) take reasonable measures to ensure the Personal Information it collects, uses or discloses is accurate, complete and current and to protect Personal Information it holds from misuse, loss or unauthorised access, modification or disclosure; and
- (iv) take all reasonable measures to destroy any Personal Information if it is no longer required.

(b) The Client acknowledges and agrees that APTC may obtain a credit report from a credit reporting agency containing personal credit information about the Client in relation to credit provided by APTC.

(c) The Client consents to APTC being given a credit report to collect overdue payment on commercial credit.

(d) The Client acknowledges and agrees that APTC may give information about the Client to a credit reporting agency in order to obtain a credit report about the Client, or to allow a credit reporting agency to create or maintain a credit information file containing information about the Client, or both.

15. Invalidity

If the whole or any part of a provision of these Standard Terms and Conditions is void, unenforceable or illegal in a jurisdiction, it is severed for that jurisdiction. The remainder of these Standard Terms and Conditions have full force and effect and the validity or enforceability of that remainder in any other jurisdiction is not affected.

16. Variation

These Standard Terms and Conditions contain the whole contract between APTC and the Client and no variation of these Standard Terms and Conditions is binding on APTC unless in writing signed by APTC.

17. Property Rights

(a) Title to APTC's Property

The Client agrees that any works, items, materials or information of whatever nature produced or developed by APTC or under APTC's direction pursuant to or in the course of providing the Services will remain the sole and complete property of APTC, whether such property is tangible or is in the nature of industrial and intellectual property rights (including copyright and rights of confidential information).

(b) License

If the Client has fully complied with these Standard Terms and Conditions (including paying any Service Charges payable under these Standard Terms and Conditions) and if the works, items, materials or information referred to in clause 17(a) have been produced by APTC as part of the Services, APTC grants the Client a non-exclusive and non-transferable licence to use such works, items, materials and information for such purposes as the parties reasonably contemplate.

18. Confidentiality

The Client must not disclose any information concerning the existence or contents of these Standard Terms and Conditions without the prior written consent of APTC unless:

- (a) the disclosure is required at law; or
- (b) the disclosure is to a professional advisor of the Client, upon the basis that the advisor must not further disclose that information without the prior written consent of APTC.

19. Email Transmissions

Email is not secure and may be read, copied or interfered with in transit or impaired. The Client authorises APTC to send documents or advices to the Client by email. The Client assumes the risks associated with email transmission to or from APTC and releases APTC from any claim that the Client may have against APTC arising out of transmission defects.

20. Client Records

(a) APTC is entitled to retain possession of all the Client's papers and documents held by APTC on any account from time to time, while there is money owing to APTC for fees, charges, disbursements or out-of-pocket expenses on any account, unless the Client provides APTC with, in APTC's reasonable opinion, adequate security.

(b) Subject to the law, the Client authorises APTC to destroy all or any of the records of the Client, at any time after termination of APTC's engagement to provide Services.

21. Force Majeure

(a) Neither the Client nor APTC will be liable for any delay or failure to perform their respective obligations pursuant to these Standard Terms and Conditions if such delay is due to Force Majeure.

(b) If a delay or failure of a Party to perform the obligations of that Party under these Standard Terms and Conditions is caused or anticipated due to Force Majeure, the performance of the obligations of that Party under these Standard Terms and Conditions will be suspended for the duration of the Force Majeure.

(c) If a delay or failure by a Party to perform the obligations of that Party under these Standard Terms and Conditions due to Force Majeure exceeds thirty (30) days, the Client or APTC may immediately terminate these Standard Terms and Conditions by providing notice in writing to the other.

(d) This clause 21 does not apply to the obligation of the Client to pay to APTC the Service Charges or any other monies payable under these Standard Terms and Conditions.

22. Waiver

Failure by a Party to exercise or delay in exercising a right, power or remedy does not prevent its exercise.

23. Entire Agreement

These Standard Terms and Conditions, together with any relevant quotation, order and invoice, comprise the entire agreement between the Parties and, unless otherwise agreed between the Parties, no earlier agreement, understanding or representation, whether oral or in writing, in relation to any matter dealt with in these Standard Terms and Conditions will have any effect from the date of these Standard Terms and Conditions.

24. Assignment

- (a) The Client must not assign any of the rights or obligations of the Client pursuant to these Standard Terms and Conditions, without the prior written consent of APTC, which may be refused in the absolute discretion of APTC. Any consent by APTC will not release the Client from any obligation of the Client pursuant to these Standard Terms and Conditions.
- (b) APTC may assign all or any of the rights of APTC pursuant to these Standard Terms and Conditions.

25. No Agency

The Client will not by virtue of these Standard Terms and Conditions be, or for any purpose be deemed to be, an agent of APTC.

26. Notices

- (a) Without preventing any other mode of service, any document including, without limitation, any writ of summons or other originating process or any third or other party notice may be served on a Party by being delivered to or left for that party at its address for service of notices under clause 26(2).
- (b) A notice, approval, consent or other communication in connection with these Standard Terms and Conditions:
 - (i) must be in writing unless expressly specified otherwise; and
 - (ii) must be left at or sent by prepaid ordinary post to:
 - (A) the current registered address of a party, if that party is a company; or
 - (B) the principal place of business of a party, if that party is a natural person or a company.
- (c) Unless a later time is specified in it a notice, approval, consent or other communication takes effect from the time it is received.
- (d) A letter is taken to be received on the third day after posting.

27. Governing law

These Standard Terms and Conditions shall be governed by and construed in accordance with the laws for the time being in force in the State of New South Wales, Australia and the Client and APTC irrevocably agree to submit to the non-exclusive jurisdiction of the courts and tribunals of that State.

SCHEDULE

ITEM 1 – SPECIAL CONDITIONS:

Accommodation

- Accommodation is quoted per room per night, on a **“Room Only” basis** unless specified. (Single room occupancy, Twin or Double occupancy, Triple occupancy).
- **Breakfast** is fully cooked unless specified differently.
- **Surcharges and special conditions** (such as minimum stay or special cancellation policies) will apply over peak periods such as New Years Eve, Sporting events, major international conferences, public holidays etc. Please note that the special event dates are often indicative and may vary from hotel to hotel. Dates may also alter (e.g. Grand Prix in Melbourne) and many hotels give APTC block-outs for two or more provisional sets of dates, and as such all sets of dates are blocked until the event is officially announced.
- **Value Adds or Bonus Offers** are valid *within* the specified period. Stay/Pay deals are not accumulative unless specified. Where multiple value adds are available, offers are not combinable unless stated.
- **Check-in/Check-out:** Check-in time at hotels is approximately 15.00hrs unless rooms are pre-registered and check-out time is approximately 10.00hrs unless payment for day use is added.
- **Triple rooms:** Most properties in Australia do not have triple bedded rooms. Triple room rates refer to rollaways, divan or

sofa-beds that will be utilised to accommodate 3 guests in one room. Triple room occupancy is “on request” basis.

- **Star Ratings of Hotels:** The star ratings stated in APTC's quote are the official star ratings as supplied by the properties. APTC does not take any responsibility should the stated star rating not meet expectations by the customer.

Tours, transfers & activities

- Tours and activities are quoted per person, unless otherwise specified.
- Private transfers and charters are quoted per vehicle, unless otherwise specified.
- Some tours depart only based on minimum numbers and only on certain days of the week.
- For any tours booked, it is the customer's responsibility to be on time at the indicated place for tour pick-ups and departures. A 100% “no-show” fee applies when customers miss a tour due to their own fault.
- APTC can not cover any costs incurred due to delayed flight arrivals, or customers being delayed in customs. Transfer companies have a maximum waiting period after the scheduled arrival of international flights.
- APTC can not cover cost for delays, waiting times or itinerary changes due to bad weather. APTC will charge those services back to the customers and/or the Client.
- Itinerary changes are out of APTC's control (e.g. airline & train delays, cancelled services, lost baggage, etc.) that incur additional costs will be charged back to the customer and/or the Client.

Distribution

- Nett rates (from APTC's itemized quotes or from APTC's Online Tariff/Booking system) are only to be used for bundled, packaged or brochured leisure business.
- Rates cannot be sold directly to consumers via the Internet (B2C), or by any other internet channels. Any rates offered to an end consumer, must be sold as part of a package. A Package is defined as accommodation and breakfast and with at least one additional service of transportation OR one additional service whose value represents more than 30% of the rate.
- Rates are not to be marketed directly or indirectly through third parties the accommodation services in the form of promotional offers like private sales or flash sales etc, whether they are package or not and whatever the rates are without prior written consent of APTC.

Booking Procedures & Charges

- For bookings placed on iCom, our normal Handling Fee is waived, unless the minimum booking value is not reached in which case we reserve the right to charge an AUD 45.00 Handling fee.
- On request, we will charge a documentation fee of \$35.00 per booking for Clients or customers requiring travel documents to be issued from APTC's office.
- Travel documents will be generally issued as e-documents which will be sent to the Client to give to customers prior to departure.
- One amendment to a confirmed reservation is free of charge, however any subsequent changes will incur a \$50.00 amendment fee, plus any further charges imposed to APTC by suppliers.
- Cancellation fees will be charged as follows:
Any cancellation charges from the suppliers will be charged to the agent at any time for full or partial cancellation of services. Please note, it is within the agent's responsibility to check individual cancellation terms/fees for each file as they may vary depending on time of booking, events, seasons & type of product. All boutique properties, island resorts & lodge accommodation, trains & cruises, private charters enforce strict cancellation & deposit policies, especially over Special Events.
In addition, APTC will charge:
For cancellations more than 31 days prior to arrival we will charge AUD 100 per booking.
For cancellations within 30 – 15 days of arrival we will charge AUD 200 per booking.
For cancellations within 14 – 4 days of arrival we will charge AUD 350 per booking.
For cancellation within 3 days of arrival we will charge AUD 500 per

booking.

No refund of services once travel has commenced.

No shows attract a 100% cancellation charge.

A Bank Fee of AUD15.00 applies per booking.

Minimum booking value AUD \$ 500.00

APTC will not accept bookings for Transfers only – transfers have to be booked in conjunction with tours or accommodation. Same goes for Car Rentals and Trains.

ITEM 2 – PAYMENT DETAILS/OPTIONS:

- Deposits may be required for special travel arrangements and as required by suppliers at particular peak periods or in certain locations. Contracts containing deposit and cancellation clauses will be advised at the time of confirming your booking.
- Full payment for FIT Bookings is due minimum 21 days prior to arrival. For payments received less than 7 days prior to arrival, a late payment fee of AUD50.00 per file applies. We will request payment once, and reserve the right to cancel any non-paid bookings without further notice.
- All rates are quoted in Australian Dollars (AUD). Any currency fluctuations are beyond our control.
- All credit card payments incur a fee of 3% for Mastercard and Visa. American Express is not accepted.
- Invoices are issued in AUD only and if payments are made in foreign currency it is the agents responsibility to ensure that the full invoice amount is covered once the payment has been converted into AUD
- APTC will not be held responsible for short payments

Payments should be made to:

APTC Pty Ltd

Level 5,

115 Clarence Street

Sydney N.S.W 2000

Phone: 61 2 9249 0800

Fax: 61 2 9249 0820

Email: travel@aptc.com.au

Telegraphic Payments should be made

to: Name: APTC Pty Ltd

Bank: WESTPAC

Branch: King & George Streets, Sydney, N.S.W

2000 BSB Number: 032 – 003

Account No: 19 –

4812 Swift code: WPACAU2S