



est. 1996

GODDARD & HOWSE

small world journeys

BOOKING FORM TERMS & CONDITIONS

PO Box 121 Civic Square ACT 2608 Tel: 02 6248 9399

E: ross@goddardandhowse.com.au W: www.goddardandhowse.com.au

PART 2: IMPORTANT Please read this now

RESERVATION TERMS & CONDITIONS

DEPOSITS & BALANCE

A deposit of \$500 per person is required on confirmation of booking. Once a deposit is received it will be understood that you have read and accept the Conditions of Reservation, including matters outlined in Booking Terms & Conditions below. The balance is due 75 days prior to departure. Failure to pay in full by the due date may result in the automatic cancellation of your booking. If you are booking within 75 days prior to departure, full payment is due immediately, before your Small Group Journey can be confirmed. All advertised tour prices are subject to change.

LATE BOOKINGS

Bookings made 7 days or less prior to departure from Australia will be subject to a late booking fee of \$50.

AMENDMENTS

Up to 75 days prior to departure one amendment per booking is permitted free of charge. For all subsequent charges there will be a charge of \$50 levied per charge. Within 75 days prior to departure, cancellation fees will also be charged. Once documentation has been issued all amendments will incur a \$50 fee per charge.

CANCELLATION & REFUNDS

Cancellation must be received in writing and will be subject to the following cancellation terms applied per person, per arrangement.

Deposit required on booking confirmation (\$500 per person refundable until 75 days prior to departure. Cancellation within 75 days – No refund.

All tours and independent itineraries if cancelled less than 75 days before departure – No refund.

Cancellation of international flight arrangements will be subject to fees charged in accordance with the type of airfare used and airline tariff regulations. Refunds will not be given for unused or cancelled services after your tour arrangements have commenced.

Goddard & Howse small world journeys will be hosted by a national tour leader based on a minimum tour number of six guests. If the tour does not reach its minimum numbers guests will be escorted by our local English speaking guide with separate driver. If tours do not reach minimum numbers advice will be given 4 weeks prior to departure.

BOOKING TERMS & CONDITIONS

Goddard and Howse Pty Limited ACN number: 135 329 896

(hereinafter called 'the agent') only accepts instructions on the following terms:

1. BOOKING AGENTS NOT CARRIERS

The agent is not a carrier or keeper of inns, hotels, refreshment, boarding or lodging houses. The agent will arrange ticket bookings and reservations only as agent for their clients who accept the same subject to these terms and conditions as those of each of the concerns (hereinafter called 'the travel services') which whom the agent may make arrangements for its clients.

2. NO LIABILITY FOR DELAYS ETC.

The agent is not liable, howsoever the same may arise, for cancellation of journeys, deviations, delays or the failure to provide seats, berths or facilities for carrying or storing luggage or for the failure to provide accommodation. The agent is not liable in the event of any alteration or change of any kind made by any of the travel services following the acceptance of any booking by them and clients are responsible for any increase in charges which the travel services may be entitled to require.

3. NO LIABILITY FOR AGENT OR OTHERS

The agent does not accept responsibility for any act, omission, default, or neglect on its part, on the part of its servants and agents or of the servants or agents of the travel services for inquiry, damage or loss to persons or goods whatsoever and howsoever the same may be caused; and it does not warrant and are in no way responsible for the accuracy of any information given or statement made by its servants and agents or those given or made by the travel services their servants and agent.

4. RIGHT TO MODIFY ARRANGEMENTS

The agent reserves the right to modify arrangements required by or made on behalf of clients and to cancel the same without notice.

5. NON REFUNDABLE FEES

The agent shall be entitled to charge its clients the following non refundable fees:

- a) a \$5 fee is on the issue of all domestic airline tickets and a \$20 fee on the issue of any international airline ticket. Regardless of the number of tickets required to issue the itinerary the charge will only apply once per passenger;
- b) a \$20 fee for the booking, maintenance and confirmation of car hire, land only bookings (including tour products) and hotel reservations;
- c) a \$10 fee on any refund of any domestic airline ticket and a \$50 fee on any refund of any international airline ticket processed by the agent;
- d) a \$20 fee for any refund for any refunds relating to unused accommodation, land only bookings (including tours), car hire and hotel reservations processed by the agent;
- e) a \$10 fee for any visa application where the agent is required to make arrangements for the delivery of collection of visas or passports;
- f) a \$10 fee for the courier of any document locally;
- g) a \$20 fee for the courier of any document interstate or internationally in addition to the costs applied by the courier or freight company to deliver the document;
- h) 2% for Visa and MasterCard and 3% for AMEX and Diners

Conditions for Scent of Papaya ~ Vietnam journey 10/2/2020

Upgrade to premium economy class February 10, 2020 departure only. Not combinable with any other promotion and valid on international Vietnam Airlines flights departing and returning to Sydney. Internal Vietnam flights are in economy class. As an amendment to our usual terms and conditions a deposit of \$2000pp is required on booking confirmation and any cancellation up and until final payment on 25 November 2019 will attract a cancellation fee of \$500pp. After final payment there is no refund. Offer is valid for bookings made and deposited in May 2019.