



Eastern Hill Travel Terms and Conditions and Privacy Statement Updated 1st July 2024

General Conditions

Route Sixty-Six Travel Pty Ltd trading as Eastern Hill Travel acts as an agent for, and sells travel related products as an agent on behalf of, transport, accommodation and other service providers, including but not limited to airlines, tour operators, rail service providers, cruise line operators, as well as general travel product suppliers and wholesalers.

By engaging our services to make travel bookings on your behalf you authorize us to arrange relevant contracts that are between you and the travel service providers.

Eastern Hill Travel exercises care in selecting, recommending, and booking reputable travel service providers to you, however we have no control over, or liability for, the services provided by any third-party travel service providers. In the event of a service failure of a travel service provider we have booked on your behalf, we will provide feedback to the travel service provider. Any subsequent correspondence or claim, legal or otherwise, regarding the service failure is between you and the travel service provider.

All bookings made with travel service providers on your behalf are subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by those travel service providers. We can provide you with copies of the relevant travel service provider terms and conditions on request.

Pricing

Eastern Hill Travel may from time to time advertise or display prices on behalf of travel service providers. All prices displayed are for cash payments. Other forms of payment are accepted however these may attract a fee. Fees applied for other forms of payment are not refundable.

Prices and taxes (if included) are correct at time of advertising or display and are subject to change without notice. Some taxes are destination specific and must be paid at the destination in local currency, and any advice regarding the value of these taxes is an estimate only and cannot be guaranteed.

Any advertised or displayed price is subject to availability, and the offer is subject to the terms and conditions of the travel service provider. Travel service providers may withdraw pricing offers at any time.

Any quote offered is current at the time of enquiry. Prices are not guaranteed until bookings have been secured and you have paid. Every effort is made to ensure prices are correct at the time of quoting, however additional levies, government charges & other applicable fees, including additional taxes, surcharges and visa fees specific to your destination, routing travelled, or travel supplier used, may not be apparent until bookings are finalised.

Eastern Hill Travel charges professional service fees for a range of services. The fees are contained in this document and are displayed on our premises and where they apply, will be advised to you before any bookings are made on your behalf. Eastern Hill Travel fees are non-refundable.

Payments to Eastern Hill Travel by suppliers

Eastern Hill Travel may receive fees, commissions, gifts, or financial incentives from suppliers under this contract.

Deposit and Final Payment

You may be required to pay a deposit or deposits when booking. Your consultant will advise you of how much that will be. Deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law). Final payment date is subject to the terms and conditions of the travel service provider. Some services, including but not limited to airfares, must be paid in full at the time of booking.

Payments made by cash or direct deposit to our bank account do not attract any fees. Other forms of payment may attract fees. Fees paid for other forms of payment are not refundable. Payments made by cheque are not accepted for any product requiring immediate payment, and final arrangements will not be confirmed until the cheque funds have cleared to our bank account.

Payments made by you to Eastern Hill Travel acting as an agent for a travel service provider are remitted to the travel service provider in accordance with their terms and conditions. Any fees incurred by Eastern Hill Travel remitting payments on your behalf, including but not limited to credit card fees and fees related to foreign currency transactions, will be passed on to you.

Supplier Change and Cancellation Fees

Travel service providers may charge change and cancellation fees in accordance with their terms and conditions, up to 100% value in the case of non-refundable services. These fees will be passed on to you.

Refunds due from a travel service provider will only be remitted to you when the funds, less fees or charges deducted by the travel service provider, have been returned to Eastern Hill Travel by the supplier. Eastern Hill Travel is not responsible for, and cannot guarantee, the length of time a supplier may take to action any refund.

Eastern Hill Travel Change and Cancellation Fees

In addition to supplier fees, Eastern Hill Travel may charge fees to transact any changes or cancellations on your behalf. The fees are detailed on our Schedule of Professional Fees and are subject to change. Fees charged for cancellation are deducted from any amount received from a supplier prior to any refund being paid to you. Eastern Hill Travel Fees are non-refundable. Fees, commissions, gifts, or financial incentives paid by suppliers to Eastern Hill Travel are non-refundable.

Passports, Visas, and Health Requirements

All travellers must have a valid passport for international travel. Many countries require at least 6 month's passport validity and some countries accept machine-readable passports only. When finalising an international travel booking we assume that all travellers on the booking have a valid Australian machine-readable passport. Many countries require Australian Passport holders to have a visa or travel authority prior to entering that country. This may take a number of forms including but not limited to a physical stamp or sticker in a passport, an official document that must be presented with the passport, or an electronic travel authority. Any advice provided regarding entry documents is correct at the time the advice is provided and is subject to change. It is your responsibility to ensure you have a valid passport and all the correct entry documentation for any country.

Many countries require certain vaccinations or health precautions to be taken when visiting that country. Australia requires people who have travelled to some countries in Africa and South America to provide proof of vaccination against some illnesses before entering Australia (including returning Australian residents and citizens). It is your responsibility to meet the correct health requirements, and we recommend discussing these requirements with a doctor.

Travel Insurance

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Travel insurance is also strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. When selecting insurance products, you should consider cover for cancellation, medical and repatriation expenses, personal injury and accident, death and loss of personal baggage and money and personal liability insurance. Evidence of such insurances should be produced to your travel consultant on request. Insurance cover offered by credit card companies and government reciprocal medical cover agreements are often not necessarily comprehensive. Your travel consultant can provide information to you about travel insurance. For details of the services they provide, including a quote, please refer to the insurer's Financial Services Guide/Product Disclosure Statement.

Travel Advice

We recommend that you contact the Department of Foreign Affairs and Trade (DFAT) or visit their website at www.smartraveller.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.

Privacy Policy

Eastern Hill Travel may, in the course of arranging travel for you, receive and hold personal information about you, that includes but is not limited to, your full name, your contact details, your business or home address, your date of birth, your passport data, details of any loyalty program memberships, and other data relevant to the services we provide you.

We are committed to protecting your personal information and expressly agree not to disclose your personal information unless authorised by you.

For some travel bookings, personal information including but not limited to, passport data, identity information, membership of loyalty programs, or contact details, is required. In these circumstances, you agree that transacting travel bookings authorises us to disclose only the required personal information when required, in order to finalise these travel bookings on your behalf.

SCHEDULE OF PROFESSIONAL SERVICE FEES UPDATED 1st JULY 2024

DOMESTIC	SERVICE FEE
DOMESTIC FEES AND CHARGES INCLUDING GST (all fees are in addition to supplier fees)	<p>\$44 per person per booking non-refundable (not including frequent flyer redemption bookings). Fee waived when booked in conjunction with international flights or domestic cruises/tours.</p> <p>\$55 per person per booking non-refundable for domestic frequent flyer redemption bookings.</p>
INTERNATIONAL	SERVICE FEE
INTERNATIONAL FEES AND CHARGES (all fees are in addition to supplier fees)	<p>A non-refundable value equivalent to 10% of the total amount payable, covering supplier commissions, and Eastern Hill Travel advice, booking, management, and administration expenses is included in the quoted price for all components of international bookings.</p> <p>\$250 Quote and itinerary preparation fee (non-refundable, converts to deposit when booking is confirmed and paid) may be applied for follow-up quotes on the same booking.</p> <p>\$110 per person per booking (additional fee, non-refundable) for international frequent flyer redemption bookings, or for any airline or hotel or other booking made directly with a supplier or matching a supplier direct quote or using another public on-line booking service on your behalf.</p> <p>\$165 per destination (non-refundable) for advice covering Covid travel requirements (including specific destination testing, entry, and quarantine requirements, and airline specific Covid travel requirements) where Eastern Hill Travel has not booked flights related to the request.</p> <p>\$75 per person per visa (non-refundable) for handling visa applications (plus any fees charged by consulates, embassies, and couriers).</p>
CHANGES AND CANCELLATIONS	SERVICE FEE
INCLUDING GST	<p>Supplier change and cancellation fees are additional and are applied.</p> <p>Additional Eastern Hill Travel fees</p> <ul style="list-style-type: none"> • Change fee \$55 per person per change • Eastern Hill Travel agency fees, booking fees, management fees, and administration fees are non-refundable in all cases
INSURANCE CLAIMS	SERVICE FEE
	<p>\$110 per person per claim, for providing documents, assistance lodging claim, and liaising with insurance companies. Fee waived for insurance policies purchased through Eastern Hill Travel.</p>