



Escape Travel Kotara
 (formerly Harvey World Travel Kotara)
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 Email: kotara@escapetravel.com.au
 Independently owned & operated by R & G Pearson Pty Ltd
 License No: 2TA 4798 ABN: 17 083 029 270

STATEMENT OF ACCOUNT

MANTILLA/ANECITOJRDR
 17 Valley View Crescent
 GLENDALE NSW 2285

DATE OF ISSUE	19 Mar 14	CONSULTANT	Libby Jackson
REFERENCE	LI3007130002	DATE DEPART	07 Jan 2014

PASSENGER MANTILLA/ANECITOJRDR

SERVICE	AMOUNT EXC GST	AMOUNT TAX / LEVY	AMOUNT GST	AMOUNT INC GST
Covermore Travel Insurance 1 x \$281.00	\$281.00	\$0.00	\$0.00	\$281.00
Hotel Harvey's Choice Holidays Transfer Residenza Antica Hotel Check In:07JAN14 Check Out:12JAN14 09 Jan 14 – Tour Vatican, Sistine Chapel and Basilica of St. Peters & Vatican Museum 11 Jan 14 – Tour A Best of Florence in a day Tour Transfer Adagio Haussman Champs Elysees Check In:12JAN14 Check Out:16JAN14 13 Jan 14 A Paris City Tour Hop On/Off Transfer Disneyland Resort Paris Check In:16JAN14 Check Out:18JAN14 Transfer 1 x \$2,250.00	\$2,250.00	\$0.00	\$0.00	\$2,250.00
Flight EMIRATES/AIR FRANCE 07JAN14 Sydney/Dubai/Rome/-Geneva/Dubai/Sydney/-Rome/Paris/Geneva 1 x \$2,618.00	\$2,618.00	\$0.00	\$0.00	\$2,618.00
TOTAL	\$5,149.00	\$0.00	\$0.00	\$5,149.00

LESS MONIES PAID

DATE OF TRANSACTION	TRANSACTION DESCRIPTION	AMOUNT PAID
02 Aug 2013	RECEIPT R000040483 Payment for trip	\$5,149.00
TOTAL PAID		\$5,149.00

Some airlines, tour operators, car hire companies and hotels charge a fee for payments by credit card. These fees can vary between 2% to 4% depending on the credit card used and the travel service provider's policy. For full details, please check with your consultant.

Cancellation of your arrangements will incur a 15% cancellation fee from Escape Travel + any charges made by tour operators, airlines and hotels etc
We recommend you purchase Travel Insurance at the time of paying deposit

ACCOUNT CONDITIONS

Please read thoroughly and contact us immediately with any questions

TERMS & CONDITIONS

Escape Travel acts as a travel agent only. We sell various travel related products on behalf of numerous transport, accommodation and other wholesale service providers, such as airlines, coach, rail and cruise line operators. Escape Travel's obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and the travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made subject to the terms and conditions and limitations of liability imposed by these service providers. Your legal recourse is against the specific provider and not Escape Travel. If for any reason, any travel service provider is unable to provide the services for which you have contracted, your remedy lies against the provider and not with Escape Travel.

It is important that you and all members of the travelling party are aware of the following terms & conditions as they may relate all or in part to the bookings held by our office on your behalf. If you are making bookings on behalf of a couple or a group we will be happy to provide you with more than one copy of this confirmation if requested.

All reservations have been booked under the terms & conditions laid down by the airlines and tour wholesalers. Please pay particular attention to the clauses covering amendments and cancellations as detailed in their brochure. Escape Travel reserve the right to also impose these fees and our "Menu of Services" is detailed herein for your benefit

PRICE FLUCTUATIONS

Please be aware that all prices are subject to change without notice until paid in full. Price increases due to such things as a difference in exchange rates, fuel surcharges etc... are common and can occur without warning. To avoid this possibility we strongly suggest **paying the balance** of your trip as soon as you can. If paying by cheque you will need to pay your balance **at least 7 working days before the due date** shown on your confirmation letter to ensure funds are cleared before we pay the wholesaler or airline.

CHANGES/CANCELLATION

Any changes to your reservations may incur a minimum amendment fee of \$50.00 per person per change. Cancellation of your reservation may incur a cancellation fee of up to 100% of the total cost of your holiday arrangements (depending on when the reservation is cancelled). **Many airfares are non-refundable and non-changeable.**

DEPOSIT

All deposits are non-refundable. Once paid, your deposit will secure your reservation, however, until final payment has been made the cost of your travel arrangements are still subject to change without notice.

PAYMENT OPTIONS

You can use the convenience of paying for your holiday by direct deposit into our bank account with the following details, Escape Travel Kotara - BSB 082838 - ACC 538661054, using your surname as the reference and letting us know once the transaction is complete. Please note we are unable to process any payment to a third party or issue tickets until your payment can be viewed in our account (this process may take 24-48hrs).

Payments may also be made in office by cash, cheque (7 days clearance required until further processing possible) or credit card. (2% to 4% credit card surcharge applies).

Our office is fully computerised. We issue numbered receipts for all payments. Should you wish to pay your holiday off over a period of time, you may do so provided the full payment is received in our office prior to your final payment date (above).

LIABILITY

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part.

TAXES & LEVIES IMPOSED

Various countries, states, towns and airports around the world and in Australia impose a variety of Security, Airport & Departure Taxes. Where applicable and possible these have been included in the cost of the airline ticket and are shown in the relevant tax boxes. There may be some variations in final costs depending on exchange rate fluctuation and the number of taxes imposed at time of ticketing. Any additional costs or taxes that occur such as departure taxes payable at airports in cash will be the responsibility of the traveller.

PRIVACY

Escape Travel collects information about you (including health information where necessary) and may disclose your personal information to organisations which provide services to Escape Travel to enable us to provide products and services to you, process your travel arrangements and facilitate your participation in loyalty programs. If the information is not provided, we may not be able to fulfil the service requested. As a Escape Travel customer, you may, at any time, request further information about the way we manage your personal information. You may also request removal from our contact lists or correct your personal information by contacting us in writing or by email.

TRAVEL DOCUMENTS

Travel wholesalers generally don't send your travel documents until approximately 2-3 weeks before travel are due to commence. Your Travel Consultant monitors this and will contact you as soon as we have received and checked them.

TRAVEL INSURANCE

Your holiday safety and enjoyment is important to us and we support the Australian Governments recommendation that all people travelling to an overseas destination take out travel insurance. Therefore in providing you with the total cost for your travel arrangements we have included a quote for travel insurance.

To help you identify which is the most suitable policy for you we have included a copy of our brochure. It is important to read this brochure carefully and to take note of the cover and exclusions as they may relate to your particular circumstances.

If you have any pre-existing medical conditions (as listed in the brochure) then cover for this may need approval by the Insurer. If you need cover for a pre-existing medical condition that requires approval by the insurer, we are able to provide you with the Medical Assessment Form for completion and return to us.

Please note that in providing you with this quote for insurance we have not taken into account your personal objectives, financial situation or needs. Before deciding to purchase any of the travel insurance policies we offer you should read the Product Disclosure Statement (PDS) and policy wording.

If you have taken out another Travel Insurance Policy or believe you have adequate cover from a credit card policy we will require details of the insurance cover that you hold. If you decline the offer to purchase travel insurance passengers will be required to sign an Indemnity Form before travel documents will be released.

If you choose to insure yourself elsewhere and then need to make a claim, Escape Travel Kotara reserves the right to charge a fee of up to **\$100.00 per person** to supply any additional required for your claim.

PASSPORT REQUIREMENTS

Passports are required for all international travel. **Passports must have a minimum of 6 months validity from the date of scheduled return to Australia.** Travel documents and airline tickets **must exactly match** the name and spelling as appears in the passport. Additionally, for security reasons some airlines may require all details as they appear in the passport prior to ticketing. Please ensure that you advise your consultant of the correct details at the time of booking. **We will need to sight your passport before any documents can be released and we will not be liable for any incorrect information given to us nor for any re-issue fees imposed by the airline or tour wholesaler should re-issue of documentation be required.**

If travelling on any passport other than Australian you must inform us immediately as it may be necessary to obtain a re-entry visa into Australia or visas for other countries. If you have a previous criminal record please discuss with your Travel Agent at the time of booking. You could be denied entry into your country of destination.

Whilst we offer full assistance it is the responsibility of each traveller to ensure that they have full and correct documentation to undertake their journey.

VISA REQUIREMENTS

Issuance of visas is not the responsibility of your travel agent and we cannot be held responsible should you be unable to obtain the correct visa to undertake your journey. Australian Passport holders require a visa to enter some countries.

Some countries allow for a “visa free” stay for tourism purposes. If you are travelling on business this does not always apply. Also, if you or members of your travelling party have a recorded criminal offence, entry may be denied. Please speak with the relevant consulate of the country you are visiting prior to departure for further information.

Some consulates charge visa fees and we reserve the right to charge a service fee to cover courier fees and the like should we obtain this documentation on your behalf.

Deportation for non-issuance or incorrect visa is at the traveller's expense. Although many countries have visa free entry for tourists for specified lengths of stay entry to that country is still a part of entry decision.

If you plan to undertake independent travel whilst overseas, our consultants are more than happy to check the visa requirements for the countries you may wish to visit.

HEALTH

We recommend that you contact your family doctor or the Travel Doctor in Newcastle to discuss any medical requirements for your journey.

DEPARTMENT OF FOREIGN AFFAIRS & TRADE

For reasons of political unrest, acts of war or terrorism or natural disasters in certain parts of the world the Australian Government in conjunction with various other worldwide bodies may decide to issue a Government Advisory warning to Australian passport holders not to travel to that country. In these instances whilst travel to some countries is not advisable and some clauses of the travel insurance coverage may not be affective we appreciate that some clients may still need to travel to those areas. Whilst we are prepared to make these bookings on our clients' behalf we do so without responsibility or liability.

There is a service provided to Australian travellers where you are able to register your personal details i.e. passport numbers, contact details in Australia and the countries you will be visiting. These details are automatically passed on to the relevant Embassies of the countries you will be visiting. Simply register via the website: www.orao.dfat.gov.au to utilise this service, and for consulate warning www.smarttraveller.gov.au.

FREQUENT FLYER PROGRAMS

Most airlines offer Frequent Flyer Reward Programs – Most airlines now sign you up to their programmes either via their websites or subsequently ask your travel agent for details. Similarly, if you are a member of any Frequent Flyer program please ensure that your consultant has your membership number so that the necessary steps can be taken to ensure that you earn the rewards. As a safeguard it is also advisable to keep all your boarding passes so that you can verify this against your Points Summary after travel has been completed.

NB: Frequent Flyer points are not always available on special fares with some airlines.

SPECIAL REQUESTS

If you have any special requests, i.e. smoking or non-smoking room, window seats, special dietary requests, airport assistance or a hotel room type, every attempt will be made by us to accommodate your request but it is only a request on your behalf and cannot be guaranteed.

OTHER SERVICES AVAILABLE THROUGH OUR OFFICE

- Arrangement of foreign currency cash/travellers cheques/Cash Passport Cards/Debit Cards
- Theatre, show and sporting event tickets
- Transfers from Newcastle/Lake Macquarie area to Sydney either by hire car, door-to-door shuttle bus or flights from Williamtown
- General car hire arrangements – domestic and international car hire/leasing
- Assistance with foreign country visas*
- Travel document delivery (either personally or by courier)*
- Frequent Flyer redemption bookings*/Airline Club Membership*

*These services will incur a processing fee

DATA ROAMING

Please be advised that some mobile phone costs can be exorbitant when travelling overseas, we suggest you speak to your service provide for details, especially with regard to data roaming.

Thank you for booking with us.

Kind regards,

Libby Jackson

Escape Travel Kotara

Shop 18, Level 2
Westfield Kotara
(PO Box 184)
KOTARA NSW 2289
Telephone (02) 4957 7278
Facsimile (02) 4957 6891
Email libby.jackson@escapetravel.com.au

I understand and acknowledge the above conditions.

Name: _____

Signature: _____

Date: _____



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PAYMENTS TO ESCAPE TRAVEL KOTARA

Travel Consultant:

DIRECT DEPOSIT

Account Name **Escape Travel Kotara**
Bank - **National Bank of Australia**
BSB **082 838**
Account Number **538 661 054**
Payment Reference **(insert travellers name)**

CHEQUE

Cheques payable to: **R & G Pearson Pty Ltd**

CREDIT CARD

Please complete this form to authorise Escape Travel Kotara to charge travel and any related costs to your credit card for the amount/s specified herein.

Type of Card	
Card Holder Name	
Credit Card Number	
Expiry Date	
Security Code (3 or 4 Digits)	
Total Amount to be charged	

By signing this form, I acknowledge that I am providing Escape Travel Kotara with my credit card details for the primary purpose of completing my travel booking.

I acknowledge that this may involve disclosure of my credit card details by Escape Travel Kotara to its wholesalers, including the particular airline I have booked with – whether that be a domestic or international airline, and hereby provide my consent to such disclosure in accordance with the privacy Act 1988.

Some airlines, tour operators, car hire companies and hotels charge a fee for payments by credit card. These fees can vary between 2% to 4% depending on the credit card used and the travel service provider's policy. For full details, please check with your consultant.

Signature of card holder	X
Date	

Please send completed form to: FAX: 024957 6891
Email kotara@escapetravel.com.au