



Summary of booking fees 2020

Thank you for entrusting us to look after your travel

Initial Consult	No fee	Change Fees/ Urgent Bookings	
Trip Planning Fee	\$250	Booking Change Fee (in addition to airline fee)	\$100 per sector
Reservation Fees		Urgency Fee (changes or bookings required within 48hrs)	\$250
Australian & European Domestic flights	\$25 per sector Economy \$50 per sector Business	Axus Detailed Itinerary Fees	\$100 per itinerary
Trans-Tasman Flights	\$50 per sector	Non commissionable Hotel booking fee	\$50
International Economy Flights	\$50 per sector	Cancellation Fees	
Premium Economy Flights	\$75 per sector	Airlines cancelled in addition to airlines own fees.	20% of total cost of sectors
Frequent Flier Redemption Bookings	\$500pp	Hotels, tours, car hire cancelled Suppliers will have their own cancellation fees- please read terms and conditions carefully.	20% of total cost of bookings
Flights originating overseas	\$100 per sector	Bank Fees	
Managing Frequent Flier bookings	\$100 per booking i.e Seating, chauffeur transfers etc.	When not absorbed	1.8% Merchant Fee
Research Fees	\$100 per hour on request	for Visa, MasterCard or Amex when not absorbed by airline, hotel or cruise company. Most airlines and cruise companies will absorb the fees.	
Concierge Fees	\$75 per booking made through hotel concierge (3 bookings per stay)		

Terms and Conditions

THANK YOU FOR THE OPPORTUNITY TO MANAGE YOUR TRAVEL ARRANGEMENTS.

Going Places with Carlyne is a privately-owned travel consultancy and an independent affiliate of SmartFlyer Australia Pty Ltd. Smartflyer is a member of AFTA, IATA, CLIA, Hello world Business Travel and is an ATAS accredited Travel Agent Company. We specialise in exceptional experiences, not only because it's our job, but because it's our passion. Our Principals are our Suppliers such as airlines, tour operators, cruise lines, other transport operators, hotels and other accommodation providers. Throughout this document the suppliers shall be referred to as "The Principals" or "Principals." Please read our Booking Terms and Conditions document thoroughly as they govern your relationship with Going Places with Carlyne and SmartFlyer and apply to all bookings made by us on your behalf. It should be noted that the Principals terms and conditions also apply, copies will be provided upon request.

PAYMENT OPTION

We accept direct deposits, cheques and credit card. Some bookings or portions of bookings may not be payable by credit card, please check with Going Places with Carlyne. In some circumstances your credit card may be charged by the principal. In such circumstances you, by advising your credit card details, authorise us to pass your details to the principal(s). Please be advised that direct deposit can take up to 48 hours to appear in our bank account, this time can be longer over weekends and public holidays. Principals are not able to be paid until cleared funds have come through to the SmartFlyer Australia Pty Ltd Account. Make sure that you send any direct deposit at least 3 days before payment due date(s) to avoid cancellations and associated fees. Payment by Credit Card will incur a 1.825% merchant fee. (Visa/Amex/Mastercard accepted)

EMERGENCY DISCLOSURE APPROVAL

Should a natural disaster take place, or any other form of emergency arise in a country where you may be visiting at that time, you approve Going Places with Carlyne or SmartFlyer to disclose your contact information, next of kin and itinerary details to the Australian Department of Foreign Affairs and Trade.

PRICES

All prices are subject to availability and can be withdrawn or varied without notice. We will make every effort to notify you of payment dates stipulated by the principals to avoid price increases where reasonable. Changes in price can occur due to currency fluctuations, fuel surcharges, taxes and other provider increases that are outside of our control. Until full payment of your booking is received by us or failure to pay by advised due dates these increases will be passed on to you.

AIRPORT CHECK IN TIMES

3 hours prior to departure for international flights is recommended. 60 minutes prior to departure for Qantas and Virgin. 90 minutes prior to departure for Jetstar and many other small domestic airlines throughout the world. All passengers on domestic flights must present ID at check-in i.e.: drivers' licence or passport. Many airlines will refuse boarding to clients who do not arrive at the airport with enough time to board.

PASSPORTS & VISAS

All travellers must have a valid passport with at least 6 months validity beyond the length of intended stay. Some countries require a longer period of validity remaining on your passport. It is your responsibility prior to confirming your travel arrangements that your passport meets the specific entry conditions of the county and/or countries you are visiting including those that you must pass through in order to reach your destination(s). Some countries may also require you to obtain a visa or permit to enter their country. It is your responsibility to obtain the necessary visa(s) and/or permits. We recommend that you check the entry requirements with the relevant Embassy, High Commission or Consulate of the countries you intend to visit including those you must pass through in order to reach your destination(s). If you are travelling to the United States of America, you are required to register under the Visa Waiver program well in advance of your departure. See <https://esta.cbp.dhs.gov/esta> to apply and seek more information as desired. Permanent Australian Residents travelling on a foreign passport must hold a valid Resident Return Visa to re-enter Australia. It is your responsibility to ensure you have the necessary documentation and visa to return to Australia. At the time of confirming your travel arrangements with your Going Places with Carlyne, you must supply a copy of your passport particulars page (the page containing passport photo, issue & expiry dates and passport number) along with the passport particulars page of any person(s)/dependents in your traveling party to your SmartFlyer travel advisor. *** The name on your tickets, vouchers and documentation must match the name on your passport, this includes middle name(s) *** Failure to supply passport copies or advise correct names to us could result in cancellation/amendment fees which will be passed onto you.

BAGGAGE ALLOWANCE

Airlines offer different baggage allowances subject to your travel plans, frequent flyer status and your class of travel. Please check the relevant airlines website or your e-ticket prior to your travel as these allowances vary. Some fares do not include checked luggage, it is your responsibility to make sure you have adequate baggage allowance for your entire journey.



Terms and Conditions

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FREQUENT FLYERS & SPECIAL REQUESTS

Please advise Going Places with Carolyne of any frequent flyer numbers and special requests at the time of making your booking. It is advisable that you retain all boarding passes until your frequent flyer points have appeared on your statement. Going Places with Carolyne does not guarantee requests such as (but not limited to) meal preferences and preferred seating, all requests are subject to availability and always granted at the discretion of the Principal. The Principal may also charge additional fees for special requests.

AGENCY

Going Places with Carolyne and SmartFlyer are a full-service travel company catering to high end corporate and leisure travellers worldwide. Our services are comprised of organising and coordinating various arrangements offered by our principals via a direct contractual relationship between you, the consumer and each Principal. Our services are carried out with proficiency and reasonable care.

Brochures (including e-brochures) supplied by us to you on behalf of the Principals contain their own statements and representations. We accept no liability for any misrepresentation, fault or inaccuracy contained within a Principals brochures and/or documentation. We do not guarantee the performance of services offered by the principals nor do we accept liability for any event where you, the consumer suffer a loss, are dissatisfied or injured as a result of any acts or failings of any principal. In these events, your remedy lies against the Principal and not Going Places with Carolyne or SmartFlyer. Similarly, we shall not be liable for any loss or damage incurred by you as a consequence of Smartflyer or any of the principals being unable to perform its obligations under your contract(s) due to unusual and/or unforeseeable circumstances (a "force majeure event") which are beyond the control of the party affected by the force majeure event

TRAVEL DOCUMENTS

Going Places with Carolyne and Smartflyer will take great care to ensure your documents are checked prior to handing them to you. It is of the utmost importance that you also check and review all of the information contained in your documents including but not limited to; your name, names of those in your travelling party and/or dependents travelling with you, your travel dates and times and any other particulars relating to your travel arrangements. If you are the lead passenger you will need to ensure the members of your travelling party are given access and ensure they also check all their particulars relating to the travel arrangements in a timely manner. Travel Documents include (without limitation) airline tickets, accommodation vouchers, transport vouchers, cruise documents, baggage tags and/or labels, tour vouchers or any other document regardless of whether in electronic form or otherwise presented that is and/or has been used to confirm an arrangement with a Principal.

TRAVEL INSURANCE

Going Places with Carolyne strongly recommends that you, the consumer take out a full coverage travel insurance policy at the time you make your booking and certainly at the time monies are exchanged. Without travel insurance you and/or your family are personally liable for covering any medical or related costs, loss, damage, injury, illness, repatriation and any additional expenses that may occur while you are travelling. It is your responsibility to ensure you have adequate cover for yourself and any dependents accompanying you and to adjust to the level of cover as you deem necessary. It is also your responsibility to read and fully understand the Product Disclosure Statement of your insurer. Should you opt to decline travel insurance you may be required to sign a disclaimer.

HEALTH AND VACCINATION REQUIREMENTS

Some countries require you to be vaccinated against specific diseases, infections and illnesses prior to granting you entry to their country. General health advice for the destinations you are visiting can be obtained from the Foreign Affairs and Trade Website: smartraveller.gov.au. We recommend that you consult with your professional medical advisor, travel clinic or doctor at the beginning of planning your travel arrangements.

Some vaccines require more than one dose over a period of time, some vaccines cannot be administered together on the same day. It is your responsibility to ensure you have adequate time to obtain the required vaccines and meet the health regulations of the countries you intend visiting. Going Places with Carolyne is not liable for any loss, suffering, illness, medical expense or associated costs arising from you failing to meet a countries health regulations.

CANCELLATIONS AND AMENDMENTS

Some portions of travel arrangements are non-refundable and non-changeable. If you request to cancel a confirmed booking reservation you are likely to incur fees. In some cases, Going Places with Carolyne and SmartFlyer reserves the right to charge cancellation and/or amendment fees in addition to those imposed by the principals. You should always check the amendment and cancellation schedule of fees with your us prior to entering into a transaction. You should review the Principals terms and conditions to fully understand the process of cancelling or amending a reservation.

REFUNDS

If you cancel your travel arrangements and a refund is due, the refund will be made available to you once monies have been received by Going Places with Carolyne and SmartFlyer from the principal(s) involved. In some cases, refunds can take up to 8 weeks to be received and also note in some circumstances you may not be able to claim a refund.

SCHEDULE CHANGES

Every effort is made to bring these types of changes to your attention in a timely manner. It is your responsibility to check your flight times at least 24 hours prior to departure for each flight as the airline(s) reserve the right to make schedule changes and amend their flight times as they deem necessary. Going Places with Carolyne and SmartFlyer Australia Pty Ltd has the right and authority, at any time it sees fit, to modify or change a part or all of these terms and conditions

ACKNOWLEDGEMENT

Instruction of Going Places with Carolyne / Smartflyer Pty Ltd and the payment of any funds to Going Places with Carolyne pursuant to invoicing or otherwise comprises an acknowledgment and acceptance of these terms and conditions unless advised otherwise by you.