

## BOOKING TERMS & CONDITIONS

### 1. PRICES

Unless otherwise specified, prices stated are in Australian Dollars (AUD). All prices are fully inclusive of services outlined in the published tour.

### 2. DEPOSIT

You are required to pay a non-refundable 40% deposit per person, plus a completed McNally Travel booking form for your booking to be confirmed. Receipt of deposit, plus completed booking form will be taken as an understanding by McNally Travel that you have read and agreed to the terms and conditions set forth.

### 3. FINAL PAYMENT INSTALMENT

Following initial non-refundable deposit, the final payment or balance owing must be completed no less than 90 days before travel. If payment is not paid on or before due date, McNally Travel reserves the right to treat your booking as cancelled.

### 4. PRICES & SURCHARGES

McNally Travel reserves the right to impose surcharges up to 30 days before departure due to unfavourable changes in exchange rate, increases in airfares or other transportation costs, increases in local operator costs, taxes, or if government action should require McNally Travel to do so. If any surcharge results in an increase of more than 10% of total tour price, you may cancel your booking within 14 days of notification of surcharge, and obtain a full refund.

Please note that payments made to McNally Travel by credit card will attract a surcharge, +1.2% Visa & MasterCard, +3% American Express.

### 5. NOT INCLUDED IN PRICE

Passports, visas, vaccinations, insurance, meals (other than those stated), emergency evacuation costs, all items of a personal nature such as excess baggage, telephone calls, internet usage, laundry, room service, alcoholic beverages are not included and payment for these will be your responsibility.

### 6. BREAKDOWN OF COSTS

As all McNally Travel touring components and packages are based on confidential and specially negotiated rates, we reserve the right and will not give out nor supply a breakdown of costs at any time.

### 7. PASSPORT

You must have a valid passport with a minimum of 6 months validity from departure date from the country you are visiting.

### 8. TRAVELLER NAME – EXACTLY AS PASSPORT

For security reasons, airlines and our overseas suppliers, require names to be given exactly as stated in your passport. It is your responsibility to provide this important information. If you do not advise the correct information and we have to re-issue airline tickets or other documentation, then you will incur any fees charged, such as airline cancellation charges or re-issue fees, in addition to McNally Travel's administration fee.

### 9. CHANGE OR CANCELLATION BY YOU

If you change any aspect of your booking, we will do our best to accommodate your request, but it may not always be possible. All changes will be subject to any applicable travel service provider fees and McNally Travel change fees set out in our Schedule of Fees. You will be responsible for any increase in pricing that may occur as a result of your change request.

If you cancel any aspect of your booking, you will forfeit your deposit and you will be required to pay any applicable travel service provider fees and McNally Travel cancellation fees set out in our Schedule of Fees. If your deposit or booking is refundable, this is subject to McNally Travel having received the funds from the travel service provider and/or being authorised by them to refund your deposit of booking funds. For non-refundable bookings, if you cancel any aspect of your booking, you will not be entitled to a refund or travel credit.

Transfer of a confirmed booking to another departure date can be made on application and is on a case by case basis, although it is deemed to be cancellation of the original booking and penalties may apply. No refund for cancellation or unused services on or after tour commencement date. Please note that employees of any overseas suppliers are not authorised by McNally Travel to make any undertakings to our clients in respect of refunds or other matters.

### 10. COVID-19 RELATED CANCELLATIONS

For cancellations up to 48 hours before tour starts, guests that are unable to travel due to government-imposed COVID-19 related travel restrictions which apply to start dates of tour, (and on a tour that is otherwise still scheduled to proceed), will receive a refund or receive a credit voucher of all funds paid that are recoverable. McNally Travel will act in your best interest to recover monies paid or negotiate options with tour providers such as tour postponement. "Unrecoverable costs" means all reasonable, direct and indirect costs we have incurred in relation to your booking, and includes amounts paid by McNally Travel to other relevant travel service providers who are responsible for components of your booking and which may be non-refundable. For example, costs paid to overseas tour or transfer operators. Any cancellation due to being unvaccinated and denied boarding will incur a 100% loss of funds.



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### 11. CANCELLATION BY MCNALLY TRAVEL

McNally Travel may, at its sole discretion, cancel any tour prior to departure. If McNally Travel cancels your tour you will be refunded the full amount you have paid.

### 12. COVID-19 VACCINATION

It is a requirement that all guests on a McNally Travel tour must be fully vaccinated against COVID-19 with a vaccine recognised by the World Health Organisation, and must bring proof of their vaccination status.

### 13. TRAVEL ADVICE/COVID-19 GUIDANCE

We strongly recommend that you familiarise yourself with the current status and updates to Australia's immigration and border arrangements during the COVID-19 outbreak, available at <https://covid19.homeaffairs.gov.au/>. In addition you should familiarise yourself with airline requirements around passenger safety, including the requirement for face masks and the need to produce evidence meeting airline and border control requirements in relation to a negative COVID-19 test both for transit and final destination passengers. This information is subject to change without notice so we recommend you update yourself in relation to the relevant airline and government policies for your transit and final destination at the time of booking, as you approach your travel date, and immediately before travel.

### 14. TRAVEL INSURANCE

It is a condition of your booking that you are adequately insured for the duration of your trip. We recommend a comprehensive travel insurance to cover cancellation, health requirements, luggage and additional expenses. The choice of insurer is at your discretion. We strongly suggest that insurance be purchased at the time the non-refundable deposit is paid.

### 15. VISA REQUIREMENTS

It is mandatory that you familiarise yourself with any visa requirements applicable to the countries you are visiting. Foreign nationals require a re-entry visa for Australia, which should be obtained before departure. McNally Travel will not be held responsible for passengers travelling without the correct travel documents.

### 16. AGENCY

McNally Travel does not itself provide carriage services, accommodation, transport or tours. McNally Travel acts as an agent for accommodation providers, air, coach, shipping, rail and other transport providers, tour operators and other service and product providers (referred to as "travel service providers"). All reservations of products and services are booked within the terms and conditions laid down by the travel service providers involved.

### 17. LIABILITY

To the extent permitted by law, McNally Travel shall not be held liable for any acts, omissions or defaults whether negligent or otherwise, of any travel service providers. McNally Travel shall not be held liable for any injury, illness, death, loss, damage, expense, delay or inconvenience resulting directly or indirectly from circumstances outside of McNally Travel's control, including acts of nature, war, civil disturbances, strikes, floods, acts of government or authorities, breakdowns, accidents, disease, quarantine, terrorism, medical or customs regulations, and alterations, cancellations or delays concerning itineraries, timetables or accommodation.

### 18. CONSUMER CLAIMS

Should you encounter any problems on your trip, it is always better to try and solve it directly with the supplier locally. If it is not possible to do so and you wish to lodge a complaint please do so in writing within 30 days of completing your McNally Travel arrangements and email to [reservations@mcnallytravel.com](mailto:reservations@mcnallytravel.com).

### 19. CONTRACT

The contract between you and McNally Travel shall be governed by the laws of the State of Western Australia. By making a booking with McNally Travel, you agree to be bound by the terms and conditions hereby referred and/or in the McNally Travel booking form.

### 20. CONSULAR ADVICE

The Australian Department of Foreign Affairs and Trade issues travel advices on most countries. These are available by calling 1300 555 135 or visiting their web site [www.smartraveller.gov.au](http://www.smartraveller.gov.au). We recommend that you review this information both prior to making your booking and prior to departure. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.

