



Australia Tang Dynasty International Travel Pty Ltd

澳洲大唐国际旅游公司

Terms and Conditions

Please pay attention to the following terms and conditions. We would sincerely suggest you take further consideration and make sure you fully understand this terms and conditions before making any booking. In the terms and conditions hereof to "us", "we" and/or "our" refer to Australia Tang Dynasty International Travel Pty Ltd (Known as AUST TD Travel)

These terms and conditions apply to bookings you make with our consultants (in-store, over phone or by email) as well as online bookings you make on our website.

We will rely on the authority of the person making the booking to act on behalf of any other traveller on the booking and that person will bind all such travellers to these terms and conditions.

Following items are listed in accordance with the alphabetical order.

Agency

We act as an agent only. Our obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and 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 on your behalf 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 us. 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 us.

Availability

All requested products are subject to availability at time of booking. Please note that your booking will not be confirmed till the confirmations are advised by our travel consultant(s).

Change Fee

Fees and extra charges will apply where a booking is changed. Fees and extra charges will also apply when tickets or documents are re-issued. Where we incur any liability charge for any booking which you make, you agree to indemnify us for that fee or charge. An administration fee of A\$75 and above from AUST TD Travel will apply on top of the suppliers' fees.

Confirmation

An e-ticket with ticket number is expected to be received within 1 business day after the payment is made. A confirmation letter or tour voucher is expected to be received within 3 business days after the payment is made. It is your responsibility to collect your e-tickets/confirmation letters/tour vouchers from us by the scheduled date. Once you receive your e-tickets/confirmation letters/tour vouchers from us, it is your sole responsibility to check all the information and in the event that you notice any error, it is your sole responsibility to inform us on the same date.



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Deposit and Final Payment

The payments of deposits are required when booking. Our consultant(s) will advise you of how much that will be. All deposits are non-refundable. Final payment is required at the same time when documents issued. It should be noted that some airfares or services must be paid in full at the time of bookings.

Frequent Flyer

Please advise our consultant of your frequent flyer membership details for inclusion in your booking. We cannot guarantee that the supplier will credit you with points for your booking. Please check your frequent flyer program for the specific terms of your membership.

Invoice

Once you receive your invoice, it is your responsibility to ensure all the information in the invoice is correct. By paying the due amount, you are authorizing us to make the booking based on the information outlined in the description sector.

Governing Law

If any dispute arises in relation to the agreement between you and us, the laws of Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Australia, and waive any right that you may have to object to an action being brought in those courts.

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 and which is not preventable by reasonable diligence on our part.

Passports & Visas

It is your responsibility to ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility. All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport.

If you are travelling to the United States please see <https://esta.cbp.dhs.gov> for information regarding compulsory pre-registration for their visa waiver program. Please note, you may not meet the requirements of ESTA and may be required to obtain a visa.

Payments by Credit Card

Credit card surcharges of 2% for Visa, MasterCard, 3% for American Express will apply when paying by credit card. When refund is applied, credit card payer is only entitled to receive the money in the form of their original payment.



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Payments by Internet Banking Facilities

Please note that internet banking transfer may take 3 business days to process. It is very important to make the payment at least 3 business days prior to advised due date. Payment receipt must be e-mail or fax to our consultant on the transaction date. Otherwise, we will not bear any liability upon any consequences occurred.

Prices and Taxes

All the quotations concerning prices and taxes are subject to change or/and withdrawn prior full payment. Price change may occur by reasons of matters beyond our control which may increase the cost of the product or service. Such factors may include currency fluctuations, fuel surcharges, taxes and airfare increases. Please contact our consultant(s) for up to date prices.

Privacy Policy

Our privacy policy is premeditated to protect the privacy and confidentiality of any necessary personal information that you disclose to AUST TD Travel while making any reservations through this site. By having this privacy policy, we can assure you that AUST TD Travel will not give out any of your personal information obtained from you to any other service or goods providers unless required by law and always with your permission. The types of personal information we collect from you are information required for us to facilitate any bookings and or enquiries that you make through AUST TD Travel. This personal information includes but are not limited to the following; complete name, contact numbers (home, business, fax, and or mobile), email address, mailing address and or visa and passport information, credit card information (number and expiry date) and if required any relevant information relating to your health and dietary requirements for when you travel etc. The information mentioned above will in general be collected by us either by in person, through email, telephone, fax, letter or when you make a booking through our website. AUST TD Travel reserves the right to request proof of identity when required. Unless otherwise stated, by disclosing your personal information to AUST TD Travel I, you agree that we may create a client database record about you for future use. You also agree that we may contact you with information about any services and products that may better facilitate your travel requirements.

Refunds and Cancellation

All bookings are strictly non-refundable unless otherwise stated or informed in formal writing. Condition of cancellations and refund is strictly subjected to the terms and conditions of the respective airlines and/or suppliers. Where a refund is permitted by the airline and/or supplier, we will refund to you only when we have received the refund amount from the relevant airlines and/or supplier. Cancellation of booking(s) will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Refund application must be submitted in writing at least 7 days prior to departure OR use of service date. Once we have received your written notification, we will cancel your booking and submit to the supplier for refund request. It may take approximately two to three months to process a refund. Refund will be paid to you by us direct funding transfer into your nominated bank account. A minimum administration fee of \$100 will be imposed by us. This amount is over and above the airline and/or suppliers' refund or cancellation fees. Cash refund is strictly not permitted.

Travel Advice and Health

For travel advices please contact the Department of Foreign Affairs and Trade or visit their website at www.smaartraveller.gov.au. You also must ensure that you are aware of any health requirements for your travel and ensure that you carry all necessary vaccination documentation. Please check with your local doctor or specialist vaccination clinic.



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Travel Documents

Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. An error in names, dates and timings on your documentation will be your sole responsibility if not advised at the time of booking.

Travel Insurance

Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all travel. Our consultant will provide you the detail upon your request.

Disclaimer

AUST TD Travel will try its best to maintain the accuracy of the prices and product information on all our marketing materials includes our websites, newspapers, or/and flyers etc. The Company shall not be liable for any losses or damages whatsoever, whether in contract, tort (including negligence), or otherwise arising from all our marketing materials. Prices on all our marketing materials must be used as a guide only and are subject to seasonal variations, human error and can be withdrawn without notice. This disclaimer does not exclude us from the Australian Consumer Law.

Revised on 01 July 2017