

Phil Hoffmann Travel is ATAS accredited and a member of AFTA. The professional services of the consultants are as indicated and are brought to your attention to advise the important charges now implemented within the travel industry.

Border Requirements Service Fee (non-refundable) for 12+ years		
Entry Requirements and servicing for international travel		\$110* per person
Entry Requirements and servicing for domestic travel		\$55* per person
Entry Requirements and servicing for non-vaccinated clients (due to complexity involved)		\$300 per person
Reservation Deposit (non-refundable)		
In addition to deposits required by airlines, wholesalers and operators.	Domestic International	\$200* per booking \$400* per booking
Cancellations		
In addition to third party supplier fees, including Phil Hoffmann Travel Group Division, Phil Hoffmann Travel will charge a fee for services rendered of your reservation deposit plus 10% of monies paid over and above the reservation deposit for cancellations either by the client or the supplier. * Refer to T's&C's	Phil Hoffmann Travel fee for service	Phil Hoffmann Travel will retain the reservation deposit + 10% of monies paid
Credit Card Fee		
	Debit Card Visa/Mastercard American Express	0.5% 1% 1.7%
Additional Services		
Ticketing fees for all other services will apply. Please ask your consultant for further details. In addition to fees charged by the operator.	Wedding/Gift Registry fee Domestic economy class air/bus/train tickets Trans Tasman Online supplier Airline online check-in and boarding pass fee Online cruise registration Pre booking on client behalf	1% from \$22* pp per sector from \$55* pp per sector from \$55* pp from \$55* per booking from \$55* per person from \$55* per person
Cruise Personaliser Shore Excursion bookings		
Amendments		
Name changes and voluntary date and schedule changes will incur a Phil Hoffmann Travel service fee in addition to any supplier fees charged.		\$100* per person
Travel Credits		
Phil Hoffmann Travel is happy to assist customers with paid credits held direct with a supplier or with another travel agency where permitted. An appropriate administration fee will be charged to cover the itinerary planning, full documentation, liaison with the supplier and professional services. By requesting Phil Hoffmann Travel to take over your travel credit you also agree to abide by our terms and conditions.	Fees are as follows on the current value of the booking:	0-\$4999 = \$300 \$5-\$9999 = \$400 \$10-\$14,999 = \$500 \$15,000+ = \$600
Frequent Flyer Redemptions Service Fee		
Applies where Phil Hoffmann Travel processes points on behalf of clients. Plus applicable air taxes.	Domestic Economy International Economy International Business/1st Round the World	Point to Point Point to Point from from \$55* per ticket \$110* per ticket \$220* per ticket \$220* per ticket
Visa/entry Permits		
The fee for this service is in addition to border requirements service fee, any consulate fee, money orders or bank cheques that also may be applicable. This service is subject to the ability to meet consulate requirements.	For bookings made with Phil Hoffmann Travel	\$122* Standard Fee. Prices are per person per consulate
It is the responsibility of clients to ensure that appropriate visas are obtained for travel. Your Phil Hoffmann Travel consultant can assist you with this process.	For bookings made with Phil Hoffmann Travel for India, Brazil, Russia and China	\$155* standard fee. Prices are per person per consulate
	When no booking made with Phil Hoffmann Travel	\$177* standard fee. Prices are per person per consulate
	When no booking made with Phil Hoffmann Travel for India, Brazil, Russia and China	\$210* standard fee. Prices are per person per consulate
Electronic Visa's		
USA Travellers: All Australian passport holders travelling on the visa waiver program are required to obtain an electronic travel authorisation prior to boarding an aircraft or ship to the USA. This authorisation can only be obtained on line on the ESTA (Electronic System for Travel Authorization) website at https://esta.cbp.dhs.gov by completing an on-line application. Your Phil Hoffmann Travel consultant can assist you for a fee. Canada Travellers: It is compulsory for all Australian passport holders travelling to Canada to obtain an electronic travel authorisation prior to boarding an aircraft or ship to Canada. This authorisation can only be obtained on line on the official ETA website by typing http://www.cic.gc.ca/english/visit/eta.asp Travellers to the USA and Canada who have been convicted of drink driving charges and/or hold any other convictions are advised to apply for their visa and not use the visa waiver program. Applications should be submitted no less that 72 hours prior to travel. Please note it is the responsibility of the client to apply for this authorisation. Please refer to the website for further information.	evisa processing service fee	\$55. Prices are per person per consulate
Insurance Claim Documentation Support Fee		
Charged for any information necessary inc for insurance purposes, if/when insurance is not taken with Phil Hoffmann Travel.		\$110* per search
Documentation Delivery		
		Cost incurred subject to location
After Hours Emergency Service		
Fees will be charged to your credit card after use of service.	First 15 minutes	\$65* plus GST

terms and conditions for booking and advisory services



Phil Hoffmann Travel are with you all the way, and are here to support you, 24/7. We will do all possible to provide the best of service, knowledge, and advice, to ensure a seamless travel experience. Please read the following terms and conditions for our booking and advisory services carefully, and ensure you understand and sign accordingly in order to progress with your booking. Terms and conditions apply to all bookings you make with Phil Hoffmann Travel, including bookings made in-store, over the phone, by email or online via our website. Phil Hoffmann Travel rely on 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.

Summary Phil Hoffmann Travel acts as an agent on behalf of third-party suppliers, including transport providers, accommodation providers, airlines, cruise lines, rail operators and wholesalers. As a member of ATAS, AFTA and as an associate member of Helloworld Travel, we arrange and coordinate your travel arrangements on your behalf through contracts arranged between yourself and reputable third-party suppliers. We recommend you read and understand the terms and conditions of each of the third-party suppliers we have arranged travel for you through. We can provide you with a copy upon request.

All services, coupons, receipts, and tickets are reserved and issued, subject to the terms and conditions specified by our third-party suppliers (refer to their individual brochures and/or websites), as well as Phil Hoffmann Travel's Terms and Conditions and Schedule of Professionalism.

Phil Hoffmann Travel reserve the right to amend terms and conditions (including travel credit terms and conditions) and our Schedule of Professionalism at any time without prior notice. Any variation will be displayed on our website www.pht.com.au, and you will be deemed to have accepted a variation if you have made a booking after it has been displayed.

Responsibility Clause Phil Hoffmann Travel are responsible for providing booking and advisory services in accordance with these terms and conditions, which come with guarantees under the Australian Consumer Law which cannot be excluded. These guarantees include that the services:

- Will be provided with due care and skill.
- Will be reasonably fit for the specified purpose.
- Can reasonably be expected to achieve the desired result; and
- Will be provided within a reasonable time.

If we do not meet any of the expectations as listed, you have rights under the Australian Consumer Law. Subject to the Australian Consumer Law, we are not liable for any technical errors, corruption of any data, unauthorised access to your personal data, inaccuracies in information supplied by you or third parties, or failure to complete bookings when that failure is due to circumstances beyond our control.

You and your fellow travelling party, acknowledge that Phil Hoffmann Travel act as an agent on behalf of third-party suppliers, including transport providers, accommodation providers, airlines, cruise lines, rail operators and wholesalers. We do not provide or have control over, or liability for, the services provided by third parties. The third-party supplier is liable to you for a breach of obligations in providing you with the travel product purchased. Your legal rights in connection with the provision of travel services are against the third-party supplier and not against Phil Hoffmann Travel, and you acknowledge that services not provided will still incur fees and/or commission retention received. Phil Hoffmann Travel takes no responsibility for changes in services offered by third party suppliers. Travel products offered are subject to availability and can be withdrawn without notice by the provider. Travel products may also change at any time in accordance with the third-party suppliers' terms and conditions. Phil Hoffmann Travel provide all information in good faith. To the maximum extent permitted by law, neither Phil Hoffmann Travel nor its directors, employees, any subsidiary or group company or representative shall be liable in contract, tort or otherwise for any inconvenience, delay, loss, death, injury, additional expense or damage to you or your belongings or otherwise related to your bookings and travel, including, without limitation, in relation to claims arising directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third-party suppliers, over whom we have no direct control.

You acknowledge that travel during COVID-19 presents complexity and risk, and hence to the maximum extent permitted by law, Phil Hoffmann Travel is excluded of all liability in relation to, but without limitation, to any event which is beyond our control (including illness or death, changes to travel arrangements, changes to restrictions and transit points, changes to border controls, quarantine requirements) including, but not limited to, any relation to epidemic or pandemic.

Travel advice and health requirements Phil Hoffmann Travel recommend that you contact the Department of Foreign Affairs and Trade or visit their website at www.smarttraveller.gov.au for general travel advice, health requirements and safety alert levels relating to the country you wish to visit. Travel advice should be checked regularly as changes may occur without notice.

You are choosing to travel at a time where you may be exposed to Coronavirus. It is your responsibility to ensure you have read and understand all relevant travel information including health. We recommend that you consult with your doctor or travel medical clinic prior to commencing your travel to ensure you are aware of any health requirements and recommended precautions relevant to the countries you are travelling to. It is your responsibility to ensure you meet the health and fitness requirements of your travel booking, and Phil Hoffmann Travel take no responsibility should your health or fitness prevent your ability to fulfill your travel arrangements.

You as the traveller are responsible to ensure the advice, opinion, and information in relation to travel products purchased, are suitable to your travel needs and wishes. Should any product be deemed unsuitable, Phil Hoffmann Travel are not liable for any inconvenience, expense or loss incurred.

It is your responsibility to ensure that you carry all necessary vaccination documentation with you, as failure to present required vaccination documents (e.g., COVID-19 vaccination or proof of Yellow Fever vaccination) may result in your denied boarding onto an aircraft, train, ship, coach or other form of transport or travel provider, or entry to a foreign country or entry into Australia.

When making a booking you must advise your Travel Consultant of any medical, dietary or mobility conditions you may have. Please also advise us if you are pregnant. Medical requests are subject to the travel providers discretion, subject to their ability to fulfill the request, including external factors. Note, requests cannot be guaranteed and are beyond the control of Phil Hoffmann Travel.

Passports & Visas A valid passport with a minimum of 6 months validity from return date is mandatory for all international travellers.

When making an international booking, please provide a copy of your passport. You must advise immediately should you not have a valid, Australian passport. It is the responsibility of the traveller to ensure that passports, visas, re-entry visas and permits meet the requirements of immigration and all relevant government authorities. Any fines, penalties, loss of travel or related expenses will be the sole responsibility of the traveller.

Phil Hoffmann Travel can provide general information upon request for passport and visa requirements including transit visa requirements, but it is your responsibility to ensure you comply with all regulations before travelling.

Phil Hoffmann Travel can assist with specific visa and entry requirements, including entry requirements relating to COVID-19, please note fees apply for this service.

Travel Insurance Travel Insurance is strongly recommended for both domestic and international travel, as recommended by the Department of Foreign Affairs and Trade.

Phil Hoffmann Travel can provide a quote on a recommended travel insurance policy. It is the responsibility of the traveller to ensure all information provided is correct and in full, including any pre-existing medical conditions, to ensure correct and adequate coverage. If you choose not to purchase our travel insurance, we will ask you to sign an indemnity declaration on your Phil Hoffmann Travel booking form. Travel insurance provides cover from the time the premium is paid, and the policy issued, and so should be taken out as soon as a deposit is paid.

Price and booking terms All prices are quoted in AUD and are inclusive of GST unless otherwise advised. Prices quoted or booked in person, over the phone, email or on our website are subject to availability at the time of booking and can be withdrawn or varied without notice. Reasons for price variations may include factors outside of our control such as adverse currency fluctuations, fuel surcharges, airfare, and tax variations. The price is only confirmed once your booking has been paid for in full by you before the advised payment due date. Please contact your consultant for confirmation of the price at the time you are paying in full for your travel. Port, service, and government taxes are subject to change up until time of departure. There may also be a local tax charged at some airports upon departure and at some hotels dependent on countries visited.

Payments via credit card will attract surcharges. You authorise us to charge all fees incurred by you in relation to the services provided to the credit card or debit card designated by you. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand.

Due to the nature of the travel industry and dynamic pricing, prices in some cases may reduce after the time of deposit payment. Phil Hoffmann Travel have no control or advance notice when this occurs. Please be aware that at the time you confirm your reservation and by paying your deposit you are also confirming and agreeing to the price and inclusions available at the time of reservation. Credit card fees apply for all bookings as per Phil Hoffmann Travel's Schedule of Professionalism. Cheque & Electronic Payments: Personal, bank, company cheques or electronic payments are accepted however take at least 3-10 working days to clear. Should a payment be provided without the relevant clearance period, penalties may apply. Additional airline charges: some third-party suppliers may also charge additional fees for checked baggage, in-flight food, drinks, and seat reservations. Full details can be provided at the time you make your reservation.

Reservation Deposit A Phil Hoffmann Travel Reservation Deposit is payable at the time of booking and is in addition to any deposits charged by the tour operator/airline or other third-party supplier. All deposits are non-refundable for change of mind or cancellations by you. If you have purchased Travel Insurance this may cover cancellation fees subject to policy terms and conditions.

Service Fees All Phil Hoffmann Travel service fees are outlined in our Schedule of Professionalism, which your Travel Consultant can provide you.

We may receive commissions, fees, gifts, or financial incentives from third party suppliers in relation to your booking. All fees, commissions and financial incentives are non-refundable, even if the travel product is not used.

Phil Hoffmann Travel offer a 24/7 service for emergency use, and there is a fee for this service.

terms and conditions for booking and advisory services



Frequent Flyer and Special Requests Please ensure you have entered your frequent flyer, hotel and/or cruise line membership details on the Phil Hoffmann Travel booking form for the inclusion in your booking. Please advise your travel consultant if you are wishing to gain points for your reservation (note selected discounted airline seats and other travel services may exclude the accrual of frequent flyer and tier points). We cannot guarantee that the supplier/airline will credit your account with membership points or benefits. Please check your frequent flyer program or other loyalty program for terms and conditions.

Special requests such as airline seating, meals, non-smoking rooms, bedding configuration, specific room requests in hotels and cruise cabin location, are at the discretion of the third-party supplier or operator. Whilst Phil Hoffmann Travel will do our utmost to notify the third-party suppliers or operators of your special needs, there is no guarantee these will be accommodated.

Cancellation and change fees Your rights to amend or cancel your travel booking and the cost of doing so will be determined by third-party supplier terms and conditions, as well as Phil Hoffmann Travel's Schedule of Professionalism apply. Fees may result to 100% of your booking cost. Many third-party suppliers treat name changes and route and/or itinerary alterations as a full cancellation and these can incur full cancellation charges. Your consultant can provide full details if required. Refunds due will be provided after the funds are received by us from the third-party supplier/s. In the event of third-party supplier/s cancellation of your booking, Phil Hoffmann Travel will not process the refund unless we receive the refund from the third-party supplier/s. Refunds can take up to 12 weeks and beyond to process, we will assist in this process however does not take any responsibility for the length of time taken by the third-party suppliers.

Travel cancellations and changes due to government regulations and the impact of, but not limited to, COVID-19 or other impacts outside of your and Phil Hoffmann Travel's control, may impact your rights under the consumer guarantee provisions of the Australian Consumer Law. In some cases, a third-party supplier may offer a credit note or a voucher in place of a refund, which should have an expiration date which is long enough to allow you to use the credit note or voucher. If a supplier has offered a credit, then Phil Hoffmann Travel will continue to act as the booking agent.

Should your travel plans be cancelled or postponed outside of your or our control, refunds and/or credits/vouchers will be determined by the third-party supplier/s.

Phil Hoffmann Travel reserves the right to cancel your booking in the event we have reasonable grounds to believe it is fraudulent.

No Show If you have a booking for a Travel Service (including flights, accommodation, cruise line, rail travel, car hire, coach, or any other service) but you do not show up to check-in or otherwise do not avail yourself of such Travel service, you will not be entitled to any refund from Phil Hoffmann Travel.

Force Majeure Phil Hoffmann Travel will not be liable for any failure, delay, or event in performing our obligations under this agreement which is beyond our control. Such causes may include but are not limited to: acts of God, accident, government travel restrictions, epidemic, quarantine, pandemic, outbreaks of infectious disease or public health concerns of any nature, actual or threatened war, riots, civil strife, terrorist activity, industrial disputes, strikes, explosion, generalized lack of raw materials or energy, breakdown of communication facilities, natural and/or nuclear disasters, natural catastrophes, adverse weather conditions, fire, government acts or omissions, or the change in law or administration of any law in Australia or any jurisdiction or territory relevant to the booking contract.

If force majeure applies, the customer will be bound by the third-party suppliers and Phil Hoffmann Travel's terms and conditions and Schedule of Professionalism. We will facilitate any refund or credit due. Any booking and advisory fees as per the Schedule of Professionalism, credit card fees or commissions received are non-refundable in the circumstance that a force majeure event occurs.

Insolvency Phil Hoffmann Travel is not liable for any inconvenience, delay, loss, death, injury, or damage, financial or otherwise, to you or your belongings as a result of any third-party supplier/s or operator becoming bankrupt, insolvent or ceasing to provide services.

Privacy Phil Hoffmann Travel is committed to protecting your personal information and agrees to handle your information in line with the terms and conditions as governed by the laws of South Australia, and each party submits to the jurisdiction of the courts of South Australia.

The information collected on your booking form is required to ensure accuracy of reservations made on your behalf. We will provide relevant information to third-party suppliers such as hotels, tour companies, foreign consulates, etc. as required for your booking.

Full details of the Phil Hoffmann Travel Privacy Policy are available on www.pht.com.au

Your Responsibility Prior to confirming your booking with Phil Hoffmann Travel, you agree to meet the following requirements:

- You are over the age of 18 and have the power, capacity, and authority to enter into a binding contract with us and the third-party suppliers of the travel products that you acquire.
- You have read all of Phil Hoffmann Travel's terms and conditions and if booking on behalf of any other travellers, you have conveyed these terms and conditions to them.
- You have read and agree to Phil Hoffmann Travel's Schedule of Professionalism.
- You must complete and sign a Phil Hoffmann Travel booking form.
- You have read all third-party suppliers' terms & conditions and agree to be bound by them.
- You must check that all traveller details have been provided to your Travel Consultant and are correct, true, current, and complete.

- You must check that your passport has 6 months validity remaining, upon your intended return date to Australia.
- You understand that passport, visa, and other required identification of documents are your responsibility.
- You are responsible for checking the accuracy of all documentation provided to you.
- You have considered comprehensive Travel Insurance and we are not responsible for any failure by you to acquire adequate insurance cover.
- You must monitor for any relevant changes to the itinerary before and during travel to ensure no changes have been made which will affect your travel arrangements.
- You understand that border entry requirements due to COVID-19 are your responsibility and may change at any time. This may include, but is not limited to, Government approval to leave Australia, Government entry regulations of all foreign countries, vaccination requirements, quarantine requirements, PCR testing requirements, airline caps.
- Should future travel mandates from suppliers and governments require compulsory vaccinations, vary the minimum age, special exemption criteria and/or PCA testing it is the traveller's responsibility to meet this requirement. Please note you may be required to provide a negative COVID test result for travel and some countries may require further testing on arrival.
- You acknowledge that your decision to travel is made based on your own understanding of this information, and you acknowledge and agree that you are aware of, and assume responsibility for, the risks associated with traveling at this time. To the fullest extent permitted by law, we accept no liability in relation to these additional risks.

Authority In the event of an accident, disaster, or emergency in a country where you will or may be travelling, you authorise Phil Hoffmann Travel to disclose to the Australian Government Department of Foreign Affairs and Trade details of your itinerary (including without limitation, transport, and accommodation arrangements) and contact details within Australia and overseas. Please refer to www.smarttraveller.gov.au for the important Top 10 Safe Travel Tips or refer to leaflet included in your final travel documentation. Other important informational websites are www.dfat.gov.au & www.tsa.gov/index.shtm

Jurisdiction and Law All matters arising out of or in connection with our Booking & Advisory Services and these terms and conditions are governed by the laws of South Australia, Australia. By acquiring the Booking & Advisory Services, you consent and submit to the exclusive jurisdiction of the laws of South Australia, Australia.

Definitions References to:

- "Us", "we" and/or "our" in these terms and conditions, means the Phil Hoffmann Travel Group and is specifically limited to include any group entity licensed to trade a "Phil Hoffmann Travel".
- "You" or "your" means any user of our website or any person who acquires the Booking and Advisory Services, including any person who acquires a Travel Product (whether or not the Booking and Advisory Services were acquired by another person).
- Phil Hoffmann Travel's "Schedule of Professionalism" means our list of fees charged for services rendered.
- "Third-party supplier" or "travel provider" or "provider" means the company or person who provides you with the travel product on terms and conditions agreed with you.

Signed

Full Name

Date

Effective 5 January 2022