



Welcome and thank you for traveling with Southern Cross Tours & Travel (SCTT). We intend to create an amazing experience for you, when travelling with us and do whatever we can within our power and control to achieve this.

Here's the fine print below:

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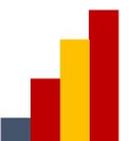
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### **Booking Conditions**

Acceptance of these Terms and Conditions (T&C's), is a condition of booking. Submission of a booking, by you is your acknowledgement that you have read, understood and agreed to be bound by these Booking Conditions.

### **Agency**

- Southern Cross Tours and Travel is both a Travel Agent and a Coachline business.
- We sell products on behalf of suppliers, we arrange and coordinate the service offered by suppliers.
- SCTT cannot guarantee the performance of other suppliers. Bookings are subject to the supplier's T & C's including conditions of carriage and limits on liability. You as the customer are responsible for reading these before finalising the transaction where possible.
- Travel Suppliers brochures are not ours, SCTT accepts no liability for errors in that material.
- Travel brochures created by us, are our absolute responsibility and we back them 100%
- SCTT coachlines, providing day tours, short tours, school excursions, camps, hiring for group travel, transfers and route runs, which we are 100% responsible and guarantee..

### **Prices**

- Prices quoted are in Australian Dollars.
- Prices are subject to change at the discretion of the supplier, prior to booking. This is out of our control, when the supplier is a third party, or occasionally by us for a very good reason. You will be notified as soon as we know.
- Prices may include applicable taxes.
- Generally, price is only guaranteed once paid for in full.

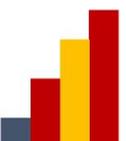
### **Form of payment**

SCTT accepts payment via electronic fund transfer (EFT), Cash, Visa and Mastercard, fees may apply to purchases made by credit card.

- All prices are based on payment by cash or eftpos.
- Payment by Credit card may incur a fee of approx 2% of the total booking price. (you will be notified at the time of booking)
  - Pay online, through our website.
  - If paying over the phone, please email us to authorise payment, so we have an 'email trail'.
- Pay directly into our bank account, please pay by Osko, for immediate clearance, otherwise you will need to allow 2 working days for clearance. Banking details will be on the invoice issued to you complete with a reference number.

### **Travel Agent's fees**

- SCTT will charge \$10 on domestic flights, \$50 on international flights and 10% on accommodation bookings when the supplier doesn't offer commission, to contribute to our Administration time of making this happen easily for you.



## **Cancellation Policy**

- Changes and cancellations of bookings may incur fees from suppliers, this is on their documentation provided.
- Some tickets may be non-refundable or transferable
- Any refund for a cancelled booking will not be paid until supplier provides the refund to our agency
- Coach bookings - If cancellation is received in writing *before* the final payment due date (48 days - 6 weeks prior) of your holiday, tour or booking all funds will be returned, *except* the non-refundable deposit will be retained. This is to help pay the administration costs we have incurred. If cancellation is received in writing by SCTT *after* the final payment due date of your booking, holiday or tour, the below fees apply.

### **Date advised of Cancellation**

- More than 48 days prior to departure      Deposit of booking forfeited
- 28 to 48 days prior to departure            25% of booking price
- 14 to 27 days prior to departure            50% of booking price
- 0 to 13 days prior to departure              100% of booking price
  
- If cancellation is due to Covid shutdowns, we will reorganise your tour or booking for a later date, therefore no cancellation is required.
  
- If SCTT has to cancel the tour for a reason beyond our control, we will endeavour to transfer your booking to another time or make other arrangements. We will work with you on a case by case basis and assess the circumstances or the situation from all sides and come to an agreement in terms of a refund, if the tour can not be transferred. Any third party costs will be according to the supplier's arrangement.

**Note** that Airfares are subject to the terms and conditions as set by the Airline you are flying with. Cancellation fees above apply, if circumstances beyond our control, prevent SCTT from conducting the holiday, tour or booking.

## **Refunds**

- Southern Cross Tours and Travel will provide you with a refund as per the cancellation policy
- Refunds for bookings are subject to the T & C's of the supplier. If the supplier is required to provide you with a refund for the booking, agent will provide the refund, subject to the supplier's T & C's
- Southern Cross Tours and Travel are not responsible for supplier delays in issuing refunds
- Note that airlines can take between 60 – 90 days to process any refund

## **Amendment to Coach Hire Bookings**

- Once confirmation of the booking has occurred, we will endeavour to do our utmost to make the requested changes however it may not always be possible.
- Please note there may be an administration charge of \$65 for each person
- and any additional cost incurred to the difference from the original to amended booking.

## **Payments Terms**

A non-refundable deposit as per your coach hire quotation is required. If the tour includes flights you will be advised of an additional deposit to cover the airfare and taxes at the time of booking.

Payment for Domestic flights is an instant purchase so will be required at the time of booking. International airfares may be payable 3 to 7 days after booking depending on the rules of the fare.

Accommodation payments may be instant purchase/payment prior to arrival or payment on arrival depending on the rate chosen by the client.

Tour bookings will depend on the tour, some will be paid in full at the time of booking, others a deposit required within 7 days of booking and balance 30 - 60 days before departure depending on the supplier. We will let you know.

Payment for coach bookings, the balance in full must be received by our office not less than 48 days - 6 weeks prior days prior to commencement of services or earlier if specified. For bookings made within these periods, payment in full is required at the time of booking. This will be kept in a separate Customer bank account, until payment of costs of your tour or travel is required.

If your final payment is not received by Southern Cross Tours and Travel Pty Ltd (SCTT) by the due date your reservation will be cancelled, and your full deposit retained.

Educational Groups, non refundable deposit as per above. For excursions, day outings only, the balance is due 21 days (3 weeks) prior to the excursion. Cancellation policy above, applies thereafter.

### ***Disclosure of fees or commissions received from third parties***

- Southern Cross Tours and Travel may receive fees, commissions, gifts or financial incentives from third parties under this contract.

### ***Passport / Visa***

- It is the customer's responsibility to ensure they have the requisite documents before travelling to a destination. Agents may be able to assist with general enquiries but it is the customer's responsibility to check.
- Best to assume you need a visa but to be sure, enquire on Smarttraveller website Customers will not generally be permitted to board a plane/vessel unless six months validity of passport.
- Travel on foreign passport may require re-entry visa on return to Australia
- Passenger's responsibility to inform us if passport / visa difficulty

### ***Travel Insurance***

- We strongly recommend taking out comprehensive travel insurance when making a booking to provide you with the necessary protection should anything unforeseen or unfortunate occur. We can assist with this process or you can obtain your own. Please call us for a free quote today.

### ***General/Specific Travel Advice***

- Customers responsibility to check Smarttraveller & CoVid 19 for information and advice relevant to your travels
- Register with DFAT for emergencies

### ***Health Precautions***

- Customer's responsibility to seek medical advice in relation to any travel
- Need for vaccinations / some countries may deny entry
- General advice about Smarttraveller



### ***Frequent Flyer***

- Customer's responsibility to let travel agent know
- Travel agent not responsible for inability to claim points

### ***Limitation of Liability***

- Subject to Australian Consumer Law, travel agent does not accept any liability in contract, tort or otherwise for any injury, damage, loss, delay, additional expense or inconvenience caused by suppliers or third party providers over whom agents have no direct control
- Agents not liable for force majeure or any other event which is beyond agent's control or which is not preventable by agent

### ***Force Majeure***

- Neither Party will be liable for any failure or delay in performing an obligation under this Agreement that is due to any of the following causes, to the extent beyond its reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, outbreaks of infectious disease or any other public health crisis, civil commotion, breakdown of communication facilities, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalized lack of availability of raw materials or energy.
- For the avoidance of doubt, Force Majeure shall not include (a) financial distress nor the inability of either party to make a profit or avoid a financial loss, (b) changes in market prices or conditions, or (c) a party's financial inability to perform its obligations hereunder. In the event that a force majeure applies, the customer will be bound by the supplier's terms and conditions.

### ***Governing Law***

- Laws of Australia apply
- The State of Victoria laws apply

### ***Managing Concerns or Complaints***

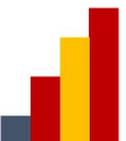
As a responsible Tour and Travel Company we seek to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us to improve our products, services and customer service.

We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible. Please see further details within our [Managing Concerns Policy](#).

### ***Southern Cross Tours and Travel Responsibility***

Customer agrees that they meet the following requirements:

- You warrant that you are over the age of eighteen (18) and have sufficient funds to pay for the travel services.
- You have read our T & C's and if booking for third parties have conveyed these T & C's to them.
- You have read the T & C's of any suppliers or third party service providers and agree to be bound by those
- You are responsible for checking the accuracy of all documents provided to you
- You are responsible for contacting the airline at least seventy-two (72) hours prior to travel





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- You warrant and acknowledge that you have accessed the Smarttraveller/CoVid 19 website for any specific enquiries in relation to your intended destination
  - Passport / visa and other required identification documents are your responsibility

