

▲ Spectrum Holidays Pty Ltd

ACN 122 284 119 ABN 92 045 858 474 Licence No. 32827 IATA No. 02-3 5481 1

511 Whitehorse Rd, (PO Box 201) Mitcham, Vic 3132

Ph: (03) 8804 2420 or 1300 130 840 Fax: (03) 8804 2426

Email: enquiries@spectrumholidays.com.au

General Booking Terms and Conditions

It is in your own interest to read this material carefully in order that you understand all the conditions attached to making your booking. All amounts are shown in Australian dollars.

Bookings on Independent tours - a deposit of \$500 per person is generally required. Higher deposits may be required in instances where suppliers require upfront payments. On receipt of your deposit we will make all reservations. If your reservation is unavailable for any reason your deposit will be refunded to you in full. The balance of payment is due not later than 60 days prior to departure/earlier as required by suppliers. Full payment is required at the time of booking for all bookings requested less than 60 days prior to departure.

Bookings on Group tours - a deposit of \$500 per person is required to confirm your place on the nominated tour. If the group fails to reach the minimum numbers required to operate the tour your deposit will be refunded in full.

Amendments to bookings - if you elect to make changes to your arrangements after bookings have been confirmed we reserve the right to charge amendment fees to cover any cancellation fees imposed by airlines and principal operators.

Travel Insurance - we strongly recommend you take out a comprehensive insurance policy at the time of booking to protect against cancellation fees should it be necessary for you to cancel your trip due to accident, ill-health, or circumstances relating to your travelling companion(s) and relatives.

Cancellations - in the event that you need to cancel your booking certain cancellation fees may apply to your deposit and final balance:

- More than 60 days before departure - loss of deposit plus any cancellation charges levied by suppliers
- 60 days to 30 days - 50% of package total price plus any additional charges levied by suppliers
- Less than 30 days before departure - 100% of package total price
- No refund whatsoever can be made after departure date

All cancellations must be in writing and will take effect the day it is received by Spectrum Holidays.

Air Transportation - the services of any IATA or non-IATA carrier may be used at the sole discretion of Spectrum Holidays.

Changes in Tour Costs - all prices are based on rates of exchange at the date when the tour programs are issued. Spectrum Holidays Pty Ltd reserves the right to amend the cost of any holiday in the tour programs in the event of air fare or land cost increase, change of exchange rate or any other change beyond our control. This change may be made with or without notice, but will always be given with as much notice as possible.

Passport/Visa - before travelling you should carefully check passport and visa requirements. Australian citizens travelling to the United States are permitted to visit the USA under the US Visa Waiver Program; you are however, required to complete an electronic pre-clearance using the US Border Services website.

Refunds - all services in each itinerary will be prepaid to the principal operators. Spectrum Holidays is therefore unable to offer any refunds for services not utilised.

Responsibility - Spectrum Holidays Pty Ltd act only as Agents for the many principals involved in each holiday in this program. Spectrum Holidays Pty Ltd accepts no responsibility for liability in connection with any service or hotel used. Some of these providers or suppliers limit or exclude their liability and are often subject to International Conventions. Neither will Spectrum Holidays Pty Ltd be responsible for any act, error, omission, injury, accident, loss, delay or irregularity that may be occasioned by any reason by our principals. In the event that it becomes necessary or advisable for the comfort or well-being of tour members, or for any reason whatsoever, to alter the itinerary or arrangements, such alterations may be made without penalty to the operators. Additional expenses shall be borne by the tour member and conversely refunds will be paid if any saving is effected thereby. Spectrum Holidays Pty Ltd is not responsible for lost tickets, coupons or adverse weather conditions. The right is reserved to cancel any or all tours should conditions warrant.