

Tour booking conditions

Please read all conditions carefully

PAYMENT CONDITIONS

- All prices are in \$AUD and are for cash/cheque payments. Credit card payments attract a service fee.
- Deposits represent a booking fee and are non-refundable and non-transferable. Date changes will attract amendment fees.
- A non-refundable deposit of \$500 AUD per person, per tour, is required within 7 days to secure your booking.
- Full payment is required 60 days prior to travel.

BOOKING FORM

A completed and signed booking form, confirming your fitness for travel and full passport details (with at least 6 months validity from the date of return to Australia), must be returned to Albatross Tours with the non-refundable deposit payment, within 7 days of confirmation of your booking. Failure to submit your Booking Form at the time of paying the non-refundable deposit, will result in your reservation/s being subject to cancellation. One completed Booking Form per person is required.

CANCELLATION POLICY – ALL TOURS

All cancellations must be received in writing.

- If cancelled more than 60 days prior to travel a cancellation fee of the deposit applies.
- If cancelled after the final payment due date but prior to 45 days before travel a cancellation fee of 50% applies.
- If cancelled 45 days or less prior to travel, a cancellation fee of 100% applies.

FORCE MAJEURE

If the tour cannot proceed due to flood, earthquake, war or civil strife, acts of terrorism, hurricane, cyclone, industrial disturbance, strike, fire, lock out, epidemic, pandemic, failure or delays of scheduled transportation facilities, or other Acts of God, or any law, order, decree, rule or regulation of any government authority, or for any reason whether of a similar or dissimilar nature beyond the control of Albatross Tours, this agreement shall terminate and there shall be no claim for damages by either party against the other.

INSURANCE

It is a condition of travel that a comprehensive travel insurance policy adequately covers each passenger whilst on tour. Travel insurance can cover you for financial losses caused by a wide range of events that can affect your trip, whether they occur before, during or after your trip. These might include travel modification, cancellation or interruption, medical expenses, baggage damage or theft and more. We strongly advise travel insurance be issued at the time of booking. Please check the details within your policy's product disclosure statement to ensure you are aware of all conditions and omissions and that the product is right for you.

GUARANTEED GROUP DEPARTURES

All tour departure dates offered by Albatross Tours in this brochure are based on group touring programmes. The term 'group tour' is defined as having a minimum of 10 and a maximum of 28 passengers travelling. Once Albatross Tours, confirms 10 deposited passengers travelling, it guarantees that the group tour will depart. In the event of only 9 passengers or less booking and travelling on that specific departure we are unable to operate that departure as a group tour and that departure will be withdrawn. In rare instances such as this Albatross Tours guarantee to advise all parties concerned of the withdrawal of the tour at least 90 days prior to its scheduled departure date.

PRICES

Prices are guaranteed against currency surcharges. All tours have been costed on the basis of a minimum number of 15 passengers travelling. In the event of a reduction in the numbers of passengers travelling on any specific group tour departure below 15 passengers or in the unlikely instance of price increases from suppliers, or tax increases, Albatross Tours reserves the right to pass on these increases in costs with or without warning to its passengers. Wherever possible, price increases will be absorbed by Albatross Tours.

TRANSPORTATION

When group sizes are considered too small to use a full sized touring coach we reserve the right to use a smaller coach. Smaller coaches and any vehicles used for local transfers and occasional day excursions may not have toilet facilities on board. Individual country and EEC laws regarding coach transportation will be abided by at all times.

TWIN & TRIPLE SHARE ROOMS

Please note: Throughout much of central Europe traditional hotels sometimes offer 'French Twins' which are 2 separate beds and mattresses attached together and sharing a single headboard. Triple rooms are on request. If available, triple rooms may be a twin/double room with a 3rd bed added. The room may consist of 1 double or 2 single beds and the third bed may be a rollaway or sofa bed, which may not be suitable for an adult.

SINGLE SUPPLEMENTS & TWIN SHARE MATCH

Individual passengers can request us to match them in a twin share room with another individual of the same gender. Should a match not be found the single supplement will not be charged, if a twin room is available.

Please Note: should you be 'matched' with another person we cannot be held responsible if the choice is not to your satisfaction. You must consider there will always be a certain risk of incompatibility.

Smoking: any twin match must understand that the room must be treated as a non smoking room.

Also: Single rooms in European hotels are sometimes smaller than twin rooms. The Single Supplements represent a fee passed on to us by the hotels.

PORTERAGE

Hotel porterage for one suitcase per person is included at each stay during your group touring programme. It is not included on the first or last days of your tour when arriving or departing your hotel independently.

MINIMUM MOBILITY REQUIREMENTS - THE NEED TO WALK

A number of tours in this brochure visit a variety of medieval hilltop towns which may have some steep, uneven cobbled stone streets or castles, and attractions with steep staircases and no lifts. Additionally some larger cities only provide coach passenger drop off points 15 minutes or so walk from the old town centres. Please note: this need to walk from coach drop off points in some European towns and cities is common to ALL Tour Operators. A reasonable amount of walking will be involved, and our tours do require a certain level of fitness and mobility. These tours are not suitable for people with walking difficulties or limitations. If unsure please call our office for further clarification.

PASSPORTS AND VISAS

It is the responsibility of the passenger to have a valid passport and all visas, permits and certificates required for the selected tour. Your Travel Agent will be able to advise you. If the passenger's valid passport details are not advised by the final payment due date, then a \$25 per person service fee will apply.

UNSUITABILITY

If the operators consider any passenger as an unsuitable person for any tour it may in its absolute discretion cancel that passenger's booking or decline to carry that passenger further, if at all.

UNUSED SERVICES

No refund is given for any partially or wholly unused services/tour inclusions. No overseas supplier or associate is authorised to promise refund on behalf of Albatross Tours.

ITINERARY VARIATIONS

All possible effort will be made to adhere to the published touring itinerary. Occasionally circumstances beyond our control will force changes, amendments or modifications to the itinerary and its inclusions. Albatross Tours cannot be held responsible for any omissions or modifications to the itinerary or the inclusions made as a consequence to these changes.

HOTEL ACCOMMODATION

In the unlikely instance of a hotel change becoming necessary the alternative property will be of a comparable or higher standard and there shall be no refund in this connection. Non smoking rooms are requested however, they cannot be guaranteed as not all European hotels offer dedicated non-smoking rooms.

SPECIAL DIETARY REQUESTS

Please note requests for special dietary requirements cannot be guaranteed at all European hotels and restaurants.

NOT INCLUDED IN THE TOUR PRICE

Unless otherwise indicated we have not included flights, visas, airport taxes, port taxes, security charges, airport transfers, items of a personal nature, laundry, additional beverages and consumables.

COMPLAINTS

- a) In the unlikely event of a complaint, the client is obliged to make Albatross Tours and the local supplier aware of such problems immediately. Albatross Tours offers a 24 hour emergency paging system for this purpose.
- b) In the unlikely event of dissatisfaction with your hotel room, please advise the Hotel and/or Tour Manager immediately so they may rectify the situation if possible.
- c) Albatross Tours will only consider claims made against it in those circumstances where a complaint has been made pursuant to sub paragraph (a) above and where the claim has been received by it within 30 days from the end of the services provided by it, otherwise, the client will have no right to make any claim against it.

RESPONSIBILITIES

Albatross Tours act only as a booking agent making reservations with the companies or associates offering the services contained in this brochure. Whilst acting in good faith, Albatross Tours disclaim all liability, howsoever arising for loss or injury to person or property whether by negligence or otherwise on the part of the operator or accommodation managers / owners or their employees. Albatross Tours have made every effort to ensure the quality of accommodation and the accuracy of the brochure, but shall not be liable for any dissatisfaction the passenger may have with the accommodation and touring or any injury, damage or loss caused by the change or withdrawal of any price, detail or other item or service. In addition Albatross Tours shall not be held responsible for any loss of quality of goods or services supplied or any changes in an itinerary beyond our control made by third parties. This agreement shall be governed and controlled in accordance with the laws of Queensland, Australia.

PRIVACY STATEMENT

Albatross Tours respects your privacy and will only use your personal information in accordance with our Privacy Policy and in accordance with the Privacy Act 1988. You can obtain full details of how we collect, hold, use, manage and disclose your personal information from our Privacy Policy, a copy of which may be obtained by calling us on (61) 7 3221 5353 or by visiting our website at www.albatrosstours.com/privacy-policy.

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