

## DIPLOMA WORLD TRAVEL SERVICE - BOOKING CONDITIONS

You have appointed Diploma Travel as your travel agent to carry out travel related bookings. These bookings conditions are:

### PRIVACY PROTECTION

You consent to the collection and storage of your personal information by Diploma Travel. Personal information about you, provided by you and other sources, is protected under Privacy laws. Disclosure of such information may be compelled by law. You also authorise us to disclose such information where necessary to others in furtherance of your travel related arrangements. Where you have provided Diploma Travel with information about another person, you agree that you will make sure that person is aware you have supplied Diploma Travel with their information. You and that other person are able to access that information in accordance with the Privacy laws. To view our privacy policies and the contact details please go to [www.diplomatravel.com.au](http://www.diplomatravel.com.au)

### CHARTER FOR SAFE TRAVEL-ADVICE TO THE TRAVELLER

For overseas travel, we recommend you register at [www.smartraveller.gov.au](http://www.smartraveller.gov.au) to receive regular updates about specific events and travel risk issues that may affect your travel arrangements. Diploma Travel cannot be held responsible, or provide compensation, in the event that you are unable to travel or to continue travel arrangements due to such events or issues.

### BOOKING DEPOSIT IS REQUIRED

In addition to deposits required by airlines, tour operators, hotels and other service providers, Diploma Travel requires a deposit to be paid to it. These deposits are due at the time of your booking request and are non refundable in the event of a cancellation.

### FINAL PAYMENT TO BE PAID WHEN DUE

We will notify when the balance of payment is due as specified by the travel provider. When no time is advised, we require balance of payment 60 days prior to departure.

### PRICE CHANGES MAY TAKE PLACE

Prices are quoted in Australian dollars, based on current rates, fares and tariffs at the time of signing this booking form. The airline, tour operator, hotel and other service providers will notify any changes affecting the price when a booking is made and reserve the right to levy a surcharge at any time before travel arrangements commence. These surcharges include, but are not restricted to, government taxes, insurance, security, administration and environmental levies, currency fluctuations and fuel surcharges.

### FEES FOR SERVICE, AMENDMENT AND CANCELLATIONS

Diploma Travel charges fees for service in accordance with its Terms of Trade & Schedule of Fees. In the event you cancel or amend your booking, you will be charged cancellation and amendment fees by airlines, tour operators, hotels and other service providers. In addition, Diploma Travel will charge you cancellation and amendment fees to cover loss of commissions and communication costs.

### TOUR & CRUISE BOOKING CONDITIONS APPLY

Specific booking conditions apply to tours and cruises. Your travel consultant will point out some of these conditions at the time of confirmation, including advance purchase requirements and cancellation clauses. Please ensure when signing this booking form that you have read and fully understand the booking conditions that apply.

### TRAVEL INSURANCE IS REQUIRED

Travel insurance is required for your protection, particularly for overseas travel. Travel insurance covers events such as cancellations, delays, loss of baggage and personal effects, injuries requiring medical and hospital assistance and repatriation. Often, travel insurance provides the only compensation for these events. For more general advice we recommend you visit the Financial Ombudsman service at [www.fos.org.au](http://www.fos.org.au).

### PASSPORT AND VISA REQUIREMENTS

You must hold a current passport for international travel. We need to sight your passport or receive a photocopy of the inside page to verify that it is not only current, but has 6 months validity during the travel (some countries have this entry requirement). A tourist visa is required in some countries, but not in others for holders of Australian passports. In most cases we can assist in tourist visa applications. Visa processing fees apply. Diploma Travel is not responsible for, nor can it provide compensation for rejected visas, late applications, incomplete forms, mail disruptions or any actions taken by consulates relating to your application.

### MEDICAL AND HEALTH REGULATIONS

Travel can increase health and medical risks, Airlines, cruise lines and tour operators warn of health and medical risks on their websites. Care must be taken with the supply of and carriage of pharmaceuticals whilst travelling. We recommend that you seek advice from your medical practitioner or visit a recognised travel medicine clinic

### RESPONSIBILITY

Your travel arrangements are subject to the booking conditions of the travel provider. Diploma Travel is responsible for advising upon travel arrangements and making the bookings. Diploma Travel is not responsible for loss or damage directly or indirectly caused by airline and other transport delays or reschedules, or for airline insolvency, loss or damage to person, property or delays, accidents, acts of war and force majeure impacting upon your travel arrangements.

### PAST CUSTOMER DATA BASE\*

Where you have provided your consent we will send you regular travel updates by email, post, or mobile phone. If you do not wish to receive this information please tick **NO** below. If you accept and later change your mind you can opt out by emailing [info@diplomatravel.com.au](mailto:info@diplomatravel.com.au)  
Updated 21 December, 2009 replaces Iss 9/11/09

**In signing as authorised signatory it is deemed that all in your travelling party are aware and accept these Terms Of Trade.**

Signature:

Date:

Name/s in Full (exactly as shown in passport):

Emergency Contact Name:

Emergency Contact ☎:

Street Address:

☎(w)

☎(h)

☎(m)

(office use) VTO #

Email☒:

Please add our details to your \***Past Customer data** base to receive regular updates :  Yes  No

I have been advised Travel Insurance is highly recommended and choose to:

Accept

Decline

Special Requests (eg: seating, meals, frequent flyer etc) \_\_\_\_\_

**THIS FORM MUST BE RETURNED WITH DEPOSIT PAYMENT**

This booking form should be read in conjunction with our Schedule of Fees.

**Contact your local Diploma Travel Office on ☎1300 888 999 if you require assistance**

Diploma World Travel Service, Head Office: 454 St Paul's Terrace, Fortitude Valley Q 4006, Offices: Homebush, Rooty Hill, Adelaide