



# Booking Form

No Reservation will be confirmed until a signed booking form and full deposit has been received by New Caledonia Voyages

Tour name		Departure Date & City	
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## Travellers Information (As Per Passport):

Title	Family Name	First name	Birth Date	Passport No.	Expiry Date

## Passenger Contact Details

Postal Address:				Postcode:	
Phone(H/B)		Mobile:		E-mail:	

## Medical/Special Requirements and Special requirements on tour

Medical/Special Requirements:	
Dietary Requirements:	
Rooming Requests: Twin <input type="checkbox"/> Single <input type="checkbox"/> Single/Willing to Share <input type="checkbox"/>	Smoking/ Non Smoking Yes <input type="checkbox"/> No <input type="checkbox"/>

## Emergency Contact Details

Name:	Phone	Relationship to Passenger:
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## Travel Insurance

It is compulsory when travelling with New Caledonia Voyages and must be purchased before the final balance is paid.

## Declaration:

I confirm that I have read and understood the Terms & Conditions. I agree on behalf of all people on this booking form to accept these conditions. I agree that I have the authority of all persons named on this form to make the booking subject to these conditions.		
Name:	Signature:	Date:

## Travel Agent Information (Travel Agent Use Only)

Agency:	Licence No.	ABN No.
Postal Address:		
Consultant:	Phone:	Fax:
E-mail:		

## Payment

Payment by Credit Card will be accepted without surcharge for deposits only

Bankcard <input type="checkbox"/>	Visa <input type="checkbox"/>	Master card <input type="checkbox"/>
Card Number:	Expiry Date:	Amount:
Card Holder's Name:	Signature:	

Direct Deposit to LaCity Travel BSB: 032016 ACC: 333914

Please return the fully completed booking form to: NC Voyages (under LaCity Travel Pty Ltd)  
Level 1, 299 Elizabeth Street, Sydney 2000 NSW

Tel: (02) 92676805 Fax: (02) 92611458 Email: [sales@ncvoyages.com.au](mailto:sales@ncvoyages.com.au) <http://www.ncvoyages.com.au>

# New Caledonia Voyages Terms & Conditions

## Definitions

“Us” and “We” means New Caledonia Voyages

“You” means The Client

These are New Caledonia Voyages Terms and Conditions. The following terms and conditions should be read carefully as they explain the basis for which bookings are made through New Caledonia Voyages. Once your deposit has been paid and accepted we understand that you have read, understood and accepted these Terms and Conditions. The Terms and Conditions below apply to the purchase and your booking that you make at New Caledonia Voyages. You must be 18 years of age or older to make a booking. It is important that you understand and agree with the following terms and conditions. Please do not proceed with any purchase or booking unless you agree with these Terms and Conditions.

## 1. Agent

New Caledonia Voyages offers a broad range of travel services on behalf of others who provide those services. These services can include flights, accommodation, transport and activities but may also incorporate other services as applicable. New Caledonia Voyages responsibilities limited to arranging and making bookings on your behalf with those service providers as mentioned above. We cannot be held responsible for providing the following services to you or have any responsibility for the standard of those services that are provided as follows:

- If a service provider fails to provide you with a service, or you are dissatisfied with the standard of any service provided, you agree that your only rights are to be directed against the service provider and not against us.
- You agree that we are not liable to you for any losses that you suffer in those circumstances, and that you will not claim or lodge any claim against us whether this be directly or indirectly for the purpose of any refund, credit or other dispute.
- You agree that any money that you have paid to us will only be used by us to make a payment on your behalf to the service providers to secure a booking for the travel services you have chosen.

## 2. Limitation of Liability

We will not accept any liability, for any act or omission of any other travel service providers (whether in contract, tort or otherwise). This also includes their failure to provide a service whether it is classed as negligent or otherwise. This also includes any injury, losses, expenses caused by delays or otherwise, or inconvenience suffered by you in connection with your booking and/or your travel services or any other event beyond our control which is not preventable by reasonable diligence on our part or unless our liability is agreed by legislation which cannot be excluded. As a company we will not be responsible for the standard of the services which are to be provided by any third parties, and we accept no liability in regards to this. In any cases where our liability cannot be

excluded, our liability is limited to the amount that you have paid for your travel services.

## 3. Rates & Prices

The rates and prices which are quoted in any print or on the website and quoted by our reservations personnel are subject to availability and change without notice. They can also be withdrawn or varied without any prior notice. We are only able to guarantee this once the final monies have been paid to us. Sometimes price changes may occur for matters beyond our control such as: adverse currency fluctuations, fuel surcharges, price increases due to our suppliers, taxes and airfare price increases. These price changes could mean that the product or service price will increase. These rates and prices are not including any costs incurred on your way to and from the destination of your choice. This also includes any meals and/or alcoholic beverages, telephone calls, any personal items and personal services which are not specified as being part of the costs shown on the website for the supplier's individual products.

## 4. Deposits & Final Payments

Group tour will be required to pay a deposit of \$500.00 per person and FIT Booking require 50% of the total amount to New Caledonia Voyages or your travel agent as applicable. New Caledonia Voyages reserves the right to change or correct any errors in the rates that are quoted or calculated or any omission made at any time during your booking or deposits when booking. By paying your deposit, it holds your reservation only and does not guarantee that the final payment amount will not change due to circumstances beyond our control as referred to in clause 3. All deposits are non-refundable in any circumstances unless the booking is cancelled due to some negligence or breach of duty by us. This includes if you or we cancel the booking for any reason. Your final payments MUST be paid no later than 60 days prior to the scheduled date of departure unless otherwise stated. If the full payment is not received by the due date, a late payment fee of \$20 or a cancellation fee will be incurred.

## 5. Payment Options

### Payment by Credit Card:

Credit card surcharges of 1.5% for Visa and MasterCard and 3% for American Express will apply. Any amount paid to us by credit card means that you agree that any dispute with the validity of the transaction will be taken up with your credit card issuer. This is also including where a service provider fails to provide a service to you for any reason whatsoever. Any remedy lies against that provider and you agree to seek a remedy against us in breach of these terms and conditions.

### Payment by Cheque, Money Order or Cash:

When making payment by other means such as cheque, money order, Electronic Funds Transfer or cash, bookings can only be confirmed upon receipt of the funds being cleared. You must allow 5 working days for this payment to clear before the actual

payment due date. If paying by these methods such as cheque, you agree to not stop the payment even if you choose to cancel the booking. Before refunding any monies to you, you understand that we will need to satisfy any liability in terms of cancellation fees etc and ensure no final monies are owed.

## 6. Cancellation Charges & Other Service Fees

If you cancel the booking, we will be unable to provide any refund to you unless we receive a refund of the amounts we have already paid to the third party service providers. Any bookings which are cancelled will incur charges as applicable and travel service providers are entitled to impose cancellation charges, which can be up to 100% of the amount paid to them for the relevant service, regardless of whether travel has commenced. If we receive any refunds from travel service providers, we will ensure that we return any refunds on to you. As reasonable compensation to us for the services that we have provided and any expenses we have incurred, you agree that we are entitled to retain a minimum cancellation fee of \$500 per person.

**All cancellations must be made in writing to New Caledonia Voyages and will be subject to the following cancellation charges from the date the written cancellation is received:**

- More than 60 days prior to departure; loss of deposit.
- Between 50-59 days prior to departure; 25% of total holiday cost.
- Between 40-49 days prior to departure; 50% of total holiday cost.
- 39 days or less prior to departure; 100% of total holiday cost.

### 6.1 Non-payment of Fees

If any payments are missed in accordance with the agreed terms and conditions, then all monies owing to New Caledonia Voyages shall be payable immediately. New Caledonia Voyages shall be entitled to charge interest at the rate of 3% above the 90 day bank bill rate as set by The Reserve Bank of Australia per calendar month on all overdue amounts from the date due for payment until the date of actual payment. New Caledonia Voyages will apply any costs or expenses to recovering any monies owed which also includes any associated legal costs or debt collection fees.

### 6.2 Amendment of Fees

If any amendments are made to your booking, a minimum fee of \$55 per person, together with any additional amendment fees applied by the service providers.

### 6.3 Other Service Fees

Where other outstanding fees are required, New Caledonia Voyages are able to apply for such as charged by airlines, resorts and other service providers, for any services provided by us in addition to those included in your holiday package. Part of these fees may include credit card surcharges, late booking fees, processing fees and urgent

documentation delivery and any other associated costs.

#### **6.4 Cancellations Group Holidays**

If you wish to make a cancellation(s), you must write to New Caledonia Voyages. Any cancellations will be subject to the following cancellation charges from the date the written cancellation is received:

- More than 60 days prior to departure; loss of deposit.
- Between 50-59 days prior to departure; 25% of total holiday cost.
- Between 40-49 days prior to departure; 50% of total holiday cost.
- 39 days or less prior to departure; 100% of total holiday cost.

In the event of a cancellation, any refunds will be less any administration fees including visa fees, transfer fees and any applicable amendment fees. In no circumstances can these cancellation charges be varied and no refunds will be given for any unused parts of a holiday after the departure date. Please note that any employees of any overseas company or staff of New Caledonia Voyages outside Australia are not authorized to make any undertakings to clients in respect of refunds or any other related matters. Matters should always be referred to Head Office.

#### **7. Taxes**

Australian taxes are subject to change until the date your tickets are issued and are recorded on your ticket as being paid in accordance with the Terms and Conditions.

#### **8. Reservations**

A reservation will only be made once we have received all monies owing and received confirmation from the service provider. If the service provider is unable to confirm the reservation, you may be offered an alternative choice of accommodation which in some cases may be at an additional cost which New Caledonia Voyages are not liable for.

#### **9. Special requirements**

Any requirements in terms of meals and seating arrangements must be booked when confirming your travel arrangements and cannot be guaranteed as they are subject to availability.

#### **10. Flight schedule changes**

As the traveler, it is your responsibility to ensure that your flight is departing at the time specified and that this has not changed. Any airline has the right to reschedule or cancel flights at any time for any reason. New Caledonia Voyages are unable to accept any responsibility should this happen and for any additional costs that you may incur as a result of this.

#### **11. Supplier Changes**

Please read your individual travel plan carefully as to what is included in your package and what you will still be liable to pay for. Some of these include any cruises,

tour days, golf days or massages etc. If you decide to cancel any part of your package then you will not receive a refund once this has been confirmed. If the service provider cancels any part of your package then you will need to speak directly to the local tour operator who is responsible for this.

#### **12. Travel Insurance**

The Australian Government recommends that all travelers obtain travel insurance prior to any trip of any personal or business nature. As part of our booking process, we will offer all passengers relevant travel insurance applicable for their trip. If you do not wish to purchase travel insurance through us, you must inform us of your travel insurance provider and applicable details. If you are travelling without travel insurance you may be required to sign a disclaimer to this effect. Travel insurance is required to protect travelers for delays, disruption etc and is there to protect your travel arrangements.

#### **13. Travel Documentation**

Please ensure that you keep your Travel Documents in a safe place. It is your responsibility to keep these documents safe and ready for your travel. These documents could be your airline tickets, hotel vouchers, tour vouchers etc. These documents are subject to specific conditions and/or restrictions and are non-transferable, non-changeable and subject to cancellation and amendment fees as applicable. If you lose any of your documentation, you agree that this is your responsibility and we will not be held responsible for this. You will be responsible for settling any charges associated with re issuing any documentation. Please also ensure that the correct information is given at the time of booking as any errors with names, dates etc may result in your documents being cancelled or unusable. Should you be aware of any errors, please advise us immediately.

#### **13.1 Passports and Visas**

Many countries require you to have at least 6 months valid on your passport. Please ensure you know what the countries requirements are prior to your booking. New Caledonia Voyages require the following details for booking: full name and gender as appears in passport, date of birth, passport number, place of issue and expiry date and a telephone number or address where passengers can be reached if necessary within 24 hours prior to departure. Please ensure that any personal information is recorded correctly as any changes that are made after the booking may result in the loss of an airline seat(s). It is the passenger's responsibility that these details are recorded correctly. Name changes after a booking will incur amendment fees and may also mean having to cancel the original booking which will result in the loss of the airline seat(s). This also includes, name changes, initial changes etc.

#### **13.2 Vaccinations**

Please ensure that you have researched into the country you are visiting and that you

know what vaccinations you require prior to your trip. Please contact your own doctor to discuss this.

#### **14. Airlines**

Once you have received your paper or e tickets from the airlines, please ensure that you have read their own terms and conditions. New Caledonia Voyages will decide our costs and invoices on airfare classes as per information received from the Travel Agent at the time of booking. In the case of ticketing deadlines, it is the responsibility of the Travel Agent to notify New Caledonia Voyages of the ticketing deadline and to arrange payment in time for the ticketing conditions to be met. If the conditions of the airfares used have not been followed, or inaccurate information has been supplied, New Caledonia Voyages reserves the right to pass on to the agent any additional charge by the airline.

#### **14.1 Air Only Bookings**

This will incur a service fee of \$25 per booking.

#### **14.2 Frequent Flyer**

If you are part of the Frequent Flyer program, please advise your consultant with your membership details to be included in the booking. Please ensure that you have read your specific terms of membership. Any points not added onto your membership card must be taken up with the supplier.

#### **15. Website and Brochure**

We cannot guarantee that product descriptions, locations and accommodations reflect the actual picture. They are for general information purposes only and may not be relevant to your holiday. Any hotel room images are for general viewing and may not reflect the actual room during your stay. These are supplied direct and have no responsibility to New Caledonia Voyages.

#### **16. Baggage**

Please check baggage allowances applied by airlines, cruise companies and coach operators prior to travel. Baggage allowances vary depending on the airline and destination and it is your responsibility to ensure you know the correct allowance for your trip.

#### **17. Privacy Laws**

We are committed to protecting the privacy and confidentiality of our customer's personal information. To read our Privacy Policy in more detail, click here.

#### **18. Monies not held in trust**

All monies that you pay to New Caledonia Voyages will be payable to the Travel Service provider once the service has been confirmed. You agree that we hold monies to pay the supplier only and as such can place this in any bank account as necessary until it is paid.

**I confirm that I have read, understood and acknowledge that I am 18 years of age or older and that I understand and agree with the terms and conditions above.**