

Travel Agent

Outdoor Travel HF Booking Form 2019



This booking form is subject to Booking Conditions. Please write clearly and tick appropriate boxes. All sections in yellow tint boxes must be completed. Fill in Extra Accommodation or Flights sections only if applicable.

Name of trip Start date / / No. of People Departure date from Australia / /

NAMES OF ALL TRAVELLERS *

Title	First name	Surname	Date of Birth Day/Month/Year	Room Type:			Cyclists advise your:	
				Double	Twin	Single	Height	Inside Leg
1.								
2.								
3.								
4.								

PASSPORT DETAILS

Complete details exactly as on your passport - continue on a separate sheet if required

Title	First Name	Surname	Nationality	Passport Number	Issue Date	Expiry Date	Place of Birth

DOCUMENTS TO BE SENT TO Home Address

Name Mr/Mrs/Miss/Ms/Dr

Address

Post code Tel. (day)

Tel. (eve) Fax

E-mail

Information & Correspondence Send confirmation of this booking, correspondence and pre-trip information

Electronically (Email + attachments)

By Post

PAYMENT

Deposit

I have Direct Deposited / I enclose a cheque, for the deposit of \$500 per person (higher deposits may be required for some tours).

or

Debit my credit card for the deposit and add the credit card fee.

Balance

I will send you the balance when due.

Debit my credit card for the balance when due and add the credit card fee.

Note final balance is due 100 days before departure.

Card No.

Expiry date CVV

Name on card Date

Signature

FLIGHTS Complete only if requesting us to book your flights.

	Date	From (airport)	To (airport)
Outward			
Return			

TRAVEL INSURANCE Is a mandatory requirement of this tour.

Do you wish us to forward details?	1	2	3	4
Yes, provide me with a quote				
No, I have adequate insurance				

EMERGENCY CONTACT

Emergency contact whilst travelling:

Name

Telephone

Relationship

SPECIAL REQUESTS

List any other information, dietary requirements, relevant medical conditions, or special requests.

I have read the general information. I understand and accept the Booking Conditions on behalf of all the people named on this form.

Signature:

Return booking form by fax, email or post to:

Outdoor Travel Pty Ltd
 PO Box 286, Bright, VIC 3741
 Telephone: 03 5750 1441 Fax: (03) 5750 1020
 Email: info@outdoortravel.com.au

For additional passengers either photocopy this form or write their details on a piece of paper and attach it.
 * Should each person travelling want a separate invoice and pre-trip information a separate booking form needs to be completed.

OUTDOOR TRAVEL PTY LTD / HF HOLIDAYS BOOKING CONDITIONS 2019

Please read this carefully. It sets out your agreement with OUTDOOR TRAVEL PTY LTD, trading as Outdoor Travel, and with their tour operators, service providers and agents. It contains important terms designed to protect your interests and by signing the booking form it binds you and all the members of your party to these conditions. You should also read the Tour Operator Booking Conditions and any other travel information in the brochure, flyer, website or in any detailed itinerary / dossier.

OUTDOOR TRAVEL RESPONSIBILITIES

1) Our Responsibility: OUTDOOR TRAVEL, including the owners, officers and employees give notice that they act only as agents for the operators and service providers who arrange the services described on the flyer.

Outdoor Travel does not itself provide carriage services, accommodation, transport or operate tours. Outdoor Travel acts as an agent for boat hire, accommodation providers, air, coach, shipping, rail and other transport providers, tour operators and other service and product providers (referred to as "service providers or tour operators"). All products and services provided by service providers are provided on those service providers' own terms and conditions, which may include limitations and exclusions of liability.

All bookings with Outdoor Travel and all tickets, vouchers, receipts, coupons, exchange orders and other like documents issued to the client, are subject to each service providers terms and conditions governing the provision of products and services to be provided by that service provider. Outdoor Travel shall not be liable for any acts, omissions or defaults whether negligent or otherwise, of any service provider or tour operator.

Outdoor Travel shall not be liable (whether in contract, tort or otherwise) for any injury, illness, death, loss, damage, expense, delay or inconvenience resulting directly or indirectly from circumstances outside of Outdoor Travel's control, including acts of nature, war, civil disturbances, strikes, floods, acts of government or authorities, breakdowns, accidents, disease, quarantine, terrorism, medical or customs regulations, and alterations, cancellations or delays concerning itineraries, timetables or accommodation.

2) Your Responsibilities: Active holidays can be hazardous if you behave foolishly so don't take risks! In the interests of safety, we ask you to undertake to follow the instruction or advice of the tour operator, guide or representative; comply with any local laws or codes of conduct; and act sensibly and prudently at all times. By signing this booking form you agree to indemnify Outdoor Travel, its owners, officers and employees for all losses and / or damage arising from any act or default on your part or the part of a member of your party. You also accept the responsibility to ensure your personal travel documents (ie full passport, visas, air tickets etc) are in order. Please check these are in order with your travel agent or Outdoor Travel well before departure.

3) Passport, Visa & Vaccinations: It is mandatory that you familiarise yourself with any visa and health requirements that may be applicable in the countries you are visiting. You are responsible for all entry/exit health and any other documents required by laws, regulations, orders, demands or requirements of countries visited or transited. Please note that passport and visa requirements are not the responsibility of Outdoor Travel or that of your travel agent. We recommend that you be in possession of a passport valid for at least 6-months beyond your intended stay overseas.

4) Consular Advice: Official travel advice issued by the Australian Department of Foreign Affairs and Trade is available in Australia by calling 1300 555 135 or visiting their website <http://www.dfat.gov.au> We recommend that you review this information both prior to making your booking and prior to departure. Once outside Australia you should contact the Australian consular office or embassy or their representative in each country for advice or information.

5). How To Book: Your booking comes into effect when Outdoor Travel accept from you or your travel agent a completed, signed booking form and payment of a \$500 per person per tour non-refundable deposit **and** issue a confirmation. Some tours require a higher non-refundable deposit to be paid and this is detailed in the individual tour information and will be made clear at the time of booking.

Further information in relation to your tour may be provided in the form of flyers or trip dossiers. Please contact us if you require copies of these documents or have any queries in relation to them. By submitting your booking form and paying your deposit you are deemed to have read, understood and accepted all the relevant tour information. We highly recommend you take out travel insurance **at time of making a booking**.

6) Final Balance Payment: Outdoor Travel's confirmation invoice shows the total holiday cost for the services to be provided and the due date for payment. The balance of the full tour price is payable 100 days prior to the scheduled date of departure.

Payment of the balance or the full tour price may be made by cheque, cash or Direct Deposit without surcharge. If payment of the balance or the full tour price is made by credit card, we will charge you the appropriate credit card surcharge.

If payment of the balance of the tour price is not received by Outdoor Travel by the required time you will be taken as having cancelled the tour and cancellation charges in accordance with the Cancellation Conditions will apply.

Final balance is due for all trips 100 days prior to departure. If a booking is made **after** the balance of the full tour price is payable, the booking is effected when we accept from you a completed booking form and payment of the full tour price.

Prices are quoted in Australian Dollars. All payments must be made in Australian Dollars. Outdoor Travel reserves the right to increase the tour cost at any time due to factors beyond its control, such as currency exchange rates or increases by tour operators or service providers.

7) Holiday insurance: It is a condition of booking this holiday that you and all your group members have adequate travel insurance. Ask Outdoor Travel or your travel agent for policy information.

8) Complaints: If you have a complaint whilst on holiday you **must** report it at the time to the Operator to enable it to be put right. If you feel it is serious, you must also notify us at the time by telephone, email or fax. Written details of any complaint or claim should be provided to Outdoor Travel within 14 days of the completion of the boat hire arrangements.

9) Severance of Conditions: If any part of a condition is illegal, unenforceable or invalid, it is to be treated as removed from the condition however, the remainder of the conditions are not altered.

TOUR OPERATOR TERMS & CONDITIONS

The following conditions of booking (and any tour information in the brochure, website or flyers) set out the terms on which you contract with the tour operator HF Holidays Limited (HFH). The contract shall be governed by and construed in accordance with English law, being subject to the jurisdiction of the Courts of England and Wales. No variation shall be of any effect unless in writing and by the authority of HF Holidays Ltd.

HF HOLIDAYS – SECTION 1: YOU PAY A DEPOSIT

When booking a HF Holiday (HFH) tour, you must accept on behalf of all your party the terms of these conditions of booking and pay the appropriate deposit per person for all holidays. The deposit paid in respect of each holiday is accepted as a first instalment of the charge. The receipt or banking of a deposit or the making of a provisional reservation does not imply final acceptance of the booking; neither is a verbal quotation confirmation of final cost.

If a booking cannot be accepted, notification and refund of any deposit or full payment will be sent as soon as possible. If accepted a confirmation invoice will be forwarded to you normally within 2 weeks of receipt of your booking. The contract is made when we send this confirmation. Any money you pay to your travel agent or to Outdoor Travel will be held by the agent until we despatch the confirmation, from which point money will be held as agent for HFH.

2: YOU PAY THE BALANCE

The balance of the price must be paid according to your confirmation invoice – usually 100 days before the holiday departure date. If you book within the balance due period you must pay the full holiday price at the time of booking. If the balance is not paid in time we reserve the right to cancel your holiday, retain your deposit and apply cancellation charges as set in our paragraph 4.

3: IF YOU CHANGE YOUR BOOKING

If after your booking has been confirmed you wish to transfer to a different HF holiday or departure date, we will make every effort to satisfy your requirements provided that written notification is received at our offices from the person who made the booking or their travel agent, not later than the date on which balance of the original holiday price is due for payment. Where arrangements are already in place for a specific holiday, this may not be possible without loss of deposit*.

Alterations made within the balance due period will be regarded as a cancellation by you of the original holiday and a new booking for a different holiday, and the cancellation charges set out in paragraph 4 will apply.

If after your booking has been confirmed you are unavoidably prevented from proceeding and wish to transfer your confirmed booking to another suitable person, you can do so, provided that this is not later than the day on which the balance is due. In instances where arrangements are already in place for a specific holiday, this may not be possible without loss of deposit. You, as transferor of the holiday, and the transferee shall be jointly and severally liable to us for the payment of the balance due, together with all additional charges of whatever sort imposed by the suppliers providing component parts of your holiday.

In all cases, you will be required to pay an administration fee of £25 per person (or the Australian dollar equivalent) plus any additional costs associated with the change.

4: IF YOU CANCEL YOUR BOOKING

Should you, or any member of your party, be forced to cancel your holiday booking you must do so in writing and this letter must be signed by the person who made the booking. Alternatively, you may advise by e-mail. A cancellation will take effect from the date that written notice is received at our office.

All such cancellations will be subject to a charge of a percentage of the total holiday price, and the following scale indicates the maximum, which will be charged in any circumstance.

Deposits are non-refundable if you cancel your holiday.

More than 100 days	Deposit *
99 - 50 days	70% *
Less than 50 days	100% *

*And any flight payments or trek permits paid at time of booking.

Note: If the reason for cancellation is covered under the terms of your holiday insurance policy you may be able to reclaim these charges. Cancellation charges are exclusive of holiday insurance premiums.

If you return home early from your holiday (or are unable to take part in the activity), we cannot refund the cost of any services you have not used. Depending on the circumstances you may be able to claim on your travel insurance.

5: RIGHTS OF ADMISSION

HF Holidays reserve the unconditional right to refuse a booking or to debar a person from a holiday in the event of conduct which in our reasonable opinion is likely to cause distress, damage or annoyance to guests, employees, property or to any third party.

This includes any guest who fails to advise us of a medical condition or of a disability, which prevents their full participation in a holiday program. If HFH are not informed in this way we cannot be held responsible for any inconvenience or costs incurred by you and this may include our refusal to complete your holiday arrangements. Cancellation charges of 100% would apply in these circumstances.

If you or any of your party do not take up your accommodation within 24 hours of the date of arrival shown on your confirmation, it will be offered for re-letting.

Smoking, vaping and the charging of vaping units is not allowed in any HF Holidays' owned property or on any holiday coach. If you ignore this, you may be asked to leave the tour.

6: PRICES

HFH reserves the right to alter the prices of any of our holidays, We will advise you of the current price of the holiday before your booking is confirmed.

The price of your holiday may change after you have booked due to changes in fuel, taxes or fees, such as airport landing charges, or the exchange rates applied to the particular package. We will not make any changes to the price of your holiday after 6 weeks before departure. In all cases we will absorb an amount up to the first 2% (excluding insurance premiums and new taxes).

If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid except for any premium paid to us for holiday insurance and amendment charges. Should you decide to cancel, you must exercise your right to do so within 14 days from the issue date printed on the confirmation invoice.

7: BROCHURE ACCURACY

Brochure and tour descriptions are provided by HFH / Outdoor Travel in good faith and every care is taken to ensure accuracy. The information given in the brochure or tour description sheets or website entries about departure dates, times, itineraries, accommodation, duration of flight and airlines has been carefully checked and we believe it is correct at the time of publication. We reserve the right to make changes and where possible they will be advised to you before your booking is confirmed.

Between publication and your holiday, changes can and do occur. We feel it is right to point out that advertised facilities may be subject to change by the various suppliers concerned. There may be occasions when an advertised facility or activity is not available during your own holiday. This may be due to insufficient numbers, weather, operational or maintenance reasons. All hotel gradings are those provided by the countries concerned.

Walks and activities may be subject to variation or cancellation due to party size, weather, or operational considerations and we cannot guarantee that a particular walk will operate during a holiday. We cannot guarantee that any specific leader or number of guests or leaders will be present on any holiday.

We cannot give any firm information about an airline on which you may travel until tickets are issued and we are not in a position to state aircraft type.

8: IF WE ALTER YOUR HOLIDAY PLANS

If HFH have to alter your holiday before departure, any alteration will either be major or minor. Where an alteration is minor, we will, if practicable, advise you before departure, but we are not obliged to do so or to pay you compensation.

A minor alteration is any alteration apart from a major alteration as defined below. When an alteration is a major alteration (and a major alteration is an alteration which involves changing your tour or time of departure by more than 6 hours, offering accommodation with a lower rating, or changing your resort or airport), we will advise you as soon as is reasonably possible. You will then have the choice of accepting the alteration, taking an alternative holiday (and where this is of a lower price, we will refund the difference), or withdrawing from the contract and accepting a full refund of all monies paid.

Where, after departure, a significant proportion of the services contracted for is or cannot be provided, you will have the choice of returning to your point of departure and receiving a pro rata refund for the cost of the remainder of your holiday, or accepting alternative arrangements. In addition, if appropriate, we will pay you compensation of an amount, which is reasonable taking into account all the circumstances.

9: IF WE CANCEL YOUR HOLIDAY

HFH make every endeavour to operate all of our holidays. If we have to cancel your holiday before the date of departure, you will have the choice of taking an alternative holiday (and where this is of a lower price we will refund the difference) or withdrawing from the contract and accepting a full refund of all monies paid.

We shall try to avoid cancelling any tour or travel arrangements after 28 days before tour departure, unless you, the guest, defaults in payment of an outstanding balance or unless it is necessary to do so as a result of force majeure.

10: FORCE MAJEURE

Force majeure means unusual and unforeseeable circumstances beyond our control, the consequences of which neither we nor our suppliers could avoid, examples of which are war or threat of war, riots, civil strife, terrorist activities, industrial disputes, natural or nuclear disaster, fire or adverse weather conditions, level of water in rivers or other similar events beyond our control.

11: TRAVEL AND TRANSPORT

Tickets for travel of any kind whatsoever, whether by land, sea or air, are issued subject to the conditions and regulations published in the timetable, books or other notices of the persons, companies or authorities undertaking such transport. There is no guarantee that flights will depart at the time specified, and we do not have any liability to you for any delay, which may arise.

HFH make group flight bookings for our holidays in advance. Once these seats have been filled, extra seats are requested on a booking by booking basis. Sometimes there may be the need of a further supplement to be paid in addition to any holidays costs shown in our brochure. This is beyond HFH control and comes from the airline provider. Any additional supplements will be quoted at the time of confirming your booking.

12: HFH RESPONSIBILITY

(i) Where you do not suffer death or personal injury, we accept liability should any part of your holiday arrangements booked with us in the UK not be as described in the brochure and not be of a reasonable standard, and, subject to (iii), (iv) and (v) below, will pay you compensation of an amount which could be reasonably and properly expected, taking into account all the relevant circumstances. Any sums received by you from suppliers, such as from airlines due to the Denied Boarding Regulations 1992 (in this case sums paid by the airline constitute the full amount of your entitlement to compensation for all matters flowing from the airline's actions) will be deducted from any sum paid to you as compensation by us.

(ii) Where you suffer death or personal injury as a result of an activity forming part of your holiday arrangements booked with us before departure, we accept responsibility subject to (iii), (iv) and (v) below.

(iii) We accept liability in accordance with (i) and (ii) above and subject to (iv) and (v) below except where the cause of the failure in your holiday arrangements or any death or personal injury you may suffer is not due to any fault on our part or that of our servants, agents or suppliers, and is your own fault, or arises from the actions of someone unconnected with your holiday arrangements or due to unusual or unforeseeable circumstances or events which neither we, nor our servants, agents or suppliers could have anticipated or avoided even with the exercise of all due care.

(iv) Where a claim (whether for personal injury or non-personal injury) arises out of loss or damage suffered during the course of air travel, rail travel, sea travel, road travel or hotel accommodation, the amount of compensation you will receive will be limited in accordance with the provisions of any relevant International Conventions, namely the Warsaw Convention 1929 (including as amended by the Hague Protocol 1955), the Berne Convention 1961, the Athens Convention 1974, the Geneva Convention 1973 and the Paris Convention 1962.

(v) It should be noted that our acceptance of liability in (i), (ii), (iii) and (iv) above is conditional upon you assigning any rights to us that you may have against any of our servants, agents or suppliers which is in any way responsible for the failure of your holiday arrangements or any death or personal injury you may suffer. Finally, it is a condition precedent of such acceptance of liability that you follow the procedures for the notification of complaints set out in section 16.

(vi) Other than as set out above, and as is detailed elsewhere in these conditions of booking, we shall have no legal liability whatsoever to you for any loss, damage, personal injury or death which you suffer arising directly or indirectly from any aspect of any holiday arrangements booked with us.

13: PARENTAL RESPONSIBILITY

Parents or guardians undertake to accept full responsibility and supervision of and for their children at all times. We do not accept bookings from unaccompanied children under 18.

14: PASSPORTS, VISAS AND HEALTH

It is your own responsibility to check that your passport, visa or health certificate is in order. HFH cannot accept responsibility for any delay or expense incurred through irregularities in your documents.

15: TRAVEL INSURANCE

The person making the booking warrants that holiday travel insurance will be taken out by **all persons** named on the booking form.

16: OUR COMPLAINTS PROCEDURE

If you have a complaint during your holiday you must notify our management, leader or local representative immediately and they will do their best to resolve the problem.

Should it not be possible to resolve your complaint on the spot, you should contact Outdoor Travel AND the HF Holidays office in London by email, fax or letter. This must be received no later than 28 days after your holiday. Full details should be provided. No claim or complaint will be entertained unless you follow this procedure.

All complaints that are received are thoroughly investigated and guests are kept informed. Sometimes investigations can take time, especially when awaiting a response from suppliers. We aim to settle all complaints amicably.

16: PROGRAM VALIDITY

From 1st October 2018 until 31st December 2019.