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10 Day Highlights of Peru

DEAL HIGHLIGHTS

Discover the Inca ruins of Machu Picchu
Visit Lima & the Imperial city of Cusco
Includes Return International Flights

SUMMARY

If there is ever a destination guaranteed to leave you speechless, it's Peru. From the colourful cities of Lima and Cusco to the hidden Inca ruins of Machu Picchu in the Andes Mountains, every turn reveals another dazzling sight. If you've longed to experience the many wonders of Peru in person but never had the time, this incredible 10 day highlights package is your chance.

Explore the Peruvian capital of Lima at leisure, wander through the markets and cobbled laneways of colourful Cusco, and admire the changing landscape aboard a scenic train ride from Cusco to Aquas Calientes - the jump off point for Machu Picchu. Tick off the bucket list with a two-hour guided walking tour through the Inca citadel of Machu Picchu, followed by some free time to explore this World Heritage listed site at leisure. Follow up the adventure with more time in Cusco and Lima, soaking up the vibrant culture that Peru is renowned for, and more. This once-in-a-lifetime adventure includes return flights, seven nights hotel accommodation, and more.

ITINERARY

Day 1 Australia - Lima, Peru

Today depart from Sydney for Lima, Peru. Fly with LATAM Airlines, Air New Zealand or Qantas Airways (subject to availability). Upon arrival into Lima, be met by a representative who will transfer you to your accommodation in Miraflores.

Overnight: Casa Andina Classic Miraflores Centro or similar, Lima

Meals included: In-Flight

Day 2 Lima Free Day

Today is free at leisure to explore the charms of Peru's vibrant capital city or take the opportunity to go on an optional tour (not included) seeing the highlights of Lima City on a half day tour (see Important Information for details).

Overnight: Casa Andina Classic Miraflores Centro or similar, Lima

Meals included: Breakfast

Day 3 Lima - Cusco

After breakfast, be picked up from the hotel and transfer to the airport for your internal flight to Cusco (approx. 1.5- hours). Be met upon arrival at Cusco airport and taken to your hotel in the centre of the city. Take the remainder of the day to explore this beautiful city at your own pace or enjoy an optional tour (not included) seeing the highlights of Cusco City on a half day tour (see Important Information for details).

Overnight: Casa Andina Standard, Cusco Plaza or similar, Cusco

Meals included: Breakfast

Day 4 Cusco - Aguas Calientes (Machu Picchu) (approx. 4-hour travel day)

Start the day with an early morning transfer to the train station. The train leaves at midday (time may change depending on availability and changes to timetable). After a 3.5-hour journey of majestic views, arrive at Aguas Calientes (Hot Springs Town) to spend the night. There will be plenty of time to relax and enjoy a hot bath in the natural springs (not included) or explore this quaint town in the mountains.

Overnight: Casa Andina Standard or similar, Aguas Calientes (Machu Picchu)

Meals included: Breakfast

Day 5 Grand Citadel Machu Picchu - Cusco (approx. 4-hour travel day)

Rise early this morning and enjoy your breakfast. A guide will pick you up from your hotel this morning to begin the short bus journey to the gates of Machu Picchu where you may have the opportunity to watch the sunrise. After entering the Citadel you will begin the guided walking tour (approximately 2-hours). After this experience, enjoy some free time to explore the mysterious city at leisure. This afternoon bus back to Aguas Calientes to meet your guide for lunch (not included). You will then be transferred to the train station and begin the journey back to Cusco via Ollantaytambo.

Overnight: Casa Andina Standard, Cusco Plaza or similar, Cusco

Meals included: Breakfast

Day 6 Cusco Free Day

Today enjoy a free day in Cusco to explore at your own pace or enjoy an optional tour (not included) to the beautiful Sacred Valley on a full day tour (see Important Information for details).

Overnight: Casa Andina Standard, Cusco Plaza or similar, Cusco

Meals included: Breakfast

Day 7 Cusco - Lima (approx. 1.5-hour travel day)

Today you will be transferred to the airport to fly from Cusco to Lima. Upon arrival transfer to your hotel. Enjoy the remainder of the day at leisure.

Overnight: Casa Andina Classic Miraflores Centro or similar, Lima

Meals included: Breakfast

Day 8 Lima, Peru via Santiago, Chile - Australia

Today transfer to the airport for your return flight to Australia via Santiago, Chile. Alternatively, a 2 night Santiago stopover option (not included) is available to customers who would like to break up this return journey and enjoy some sightseeing of Chile's capital city. Please see the important information section for more information on the stopover option and pricing.

Meals included: Breakfast

Day 9 In-Transit

Meals included: In-Flight

Day 10 Arrive in Australia

TOUR INCLUSIONS

HIGHLIGHTS

Discover the best of Peru

Tour the ancient ruins of Machu Picchu

Admire colonial architecture during a day at leisure in Lima

Explore the 'Imperial City' of Cusco

Stay in Aguas Calientes 'hot springs town'

Witness the spectacular Andes Mountains

FLIGHTS

Return international flights (economy class) departing SYD

2 x internal flights: Lima to Cusco and Cusco to Lima

ACCOMMODATION

7 nights hotel accommodation

DINING

Enjoy daily breakfast

TOUR ESSENTIALS

English-speaking tour leader and guides

Airlines taxes and surcharges

TRANSPORT

Transportation by A/C vehicles

Return train tickets to Aguas Calientes with Inca Or Peru Rail Company

Return bus tickets from Aguas Calientes to Machu Picchu

TRANSFERS

Return airport transfers

IMPORTANT INFORMATION

BOOKING INFORMATION

After purchase, you will receive a receipt and a Purchase Confirmation email. You will also be directed to an online Passenger Information Form. You must complete your Passenger Information Form within 72 hours of purchase.

Any special requests, preferences and optional extras **MUST** be clearly stated in your Passenger Information Form. Any change requested after submitting your Passenger Information form cannot be guaranteed, is strictly subject to availability and will incur surcharges as outlined in the Schedule of Fees below.

On purchasing this Travel Offer you are bound by the General Terms and Conditions, in addition to the specific terms and conditions outlined in this Important Information.

Please Note: all additional charges are payable direct to NRMA (unless otherwise stated).

OFFER ESSENTIALS

Travel offer is valid for travel on selected dates until the 7th November 2018

Travel offer is valid for one person based on twin share

Single Traveller Supplement

For solo travellers a mandatory single supplement of \$720 applies

Departure Dates (2018)

August: 1

September: 5

October: 3

November: 7

Departure Cities

Sydney

FLIGHTS

Full Service Airline(s) Used

LATAM Airlines, Qantas Airways or Air New Zealand plus any codeshare partners (subject to availability)

Arrive early in Lima, Peru

\$200 per person, subject to availability

Please note:

- This fee does not include extra nights accommodation, meals or airport transfers

- No flight booking changes or cancellations permitted after air tickets have been issued
- Flight changes are subject to availability at the time of booking

Stay behind in Lima, Peru

\$200 per person, subject to availability

Please note:

- This fee does not include extra nights accommodation, meals or airport transfers
- No flight booking changes or cancellations permitted after air tickets have been issued
- Flight changes are subject to availability at the time of booking

Stopover Packages (Post-Tour Only)

Twin share: \$450 per person

Solo Traveller: \$700

Locations:

* Santiago, Chile

Includes:

- 2 Nights in 4 star accommodation
- Daily breakfast
- Return airport transfers

Please note:

- An outbound/Post-Tour stopover may be chosen only;
- Stopover packages are subject to availability
- Australian tourists entering Chile through Santiago International Airport are required to pay a "reciprocity fee" of \$117 USD (subject to change) payable in cash or credit card prior to going through passport control

Flight Class Upgrades

Please Note: Upgrades are subject to request only. Availability and pricing will be confirmed once your Passenger Information Form is returned to NRMA.

ACCOMMODATION

Accommodation Used

3 Star (self-rated)

- Lima: Casa Andina Classic Miraflores Centro
- Cusco: Casa Andina Standard Cusco Plaza
- Aguas Calientes: Casa Andina Standard Machu Picchu

*Please note: rooms offered are based on a lead-in room type, and are subject to availability based on seasonality. Properties will be confirmed, no later than two weeks prior to travel

Extra Nights

- Lima (Pre Or Post Tour): \$170 per room including breakfast

Please note: extra nights are subject to availability until the time of booking. Airport transfers are not included if you wish to arrive early or stay behind

Maximum Room Capacity

2 people

Child Policy

- No child discounts. Full price applies for all children travelling with their parents
- Strictly valid for Children 12 years old and over

Please note: Children must be accompanied by a responsible adult 18 years old and over to travel. No unaccompanied minors allowed

Triple Share

Not available

Bedding Configuration

Double (Queen or King) or Twin Bedding (subject to availability)

Adjoining Rooms (Interconnecting Rooms)

Subject to availability and at the hotels discretion. Please enquire on booking if you require this option

GENERAL TOUR INFORMATION

Minimum group size 8, maximum group size 25 per vehicle

Optional Tours / Activities PERU:

- *Day 2: (Lima) Half Day Lima City Tour: \$55*

After breakfast be met at your hotel and enjoy a guided city tour and visit some of the key sites of Lima. You will start with a panoramic view of the Huaca Pucllana adobe & clay pyramid, built in the the 4th century A.D. Afterwards visit the Central Reserve Bank of Peru Museum, where you can appreciate a showroom of the ancient cultures of Peru, a fine selection of gold objects, ceramics, textiles from different pre-columbian cultures and the Cohen Gold Collection. Continue onwards and walk through the Main Square, seeing the Cathedral, Government Palace, Municipal Palace. Furthermore, discover the Franciscan Monastery and its Catacombs. Afterwards you will be transferred back to your hotel for an afternoon and evening at leisure.

- *Day 3: (Cusco) Half Day Cusco Tour: \$50*

This afternoon after arriving in Cusco we will pick you up from your hotel to begin your half day city tour. First up we will visit the exquisite architectural feats of the ancient "Koricancha" Temple. You will then continue onwards to the Main Cathedral where the first stone was placed to begin construction of this magnificent cathedral in 1560. It is a marvel of religious art and home to approximately 300 paintings from the Cusqueña School. Afterwards, continue to the archaeological complex of Saqsayhuamán. Saqsayhuamán is a majestic place with impressive works of stone, some weighing up to 120 tons and over 900 years old. You will then visit the labyrinth of Q'enqo which is a religious centre dedicated to the adoration of the Earth, and Puca Pucara (reddish place) that was previously used as a military control centre. Finish up the tour with a visit to Tambomachay (Temple of the Water) which is a centre of adoration and worship of water. At the end of the tour, you will

be transferred back to your hotel accommodation for an evening of leisure.

Exclusions:

- *Entrance to Main Cathedral (approx. \$10 AUD),
- *Entrance to Temple of the Sun (approx. \$8 AUD)

- Day 6: (Cusco) Sacred Valley Tour: \$70

This morning you will be picked up from your hotel to begin your full day Sacred Valley Tour. You will travel from Cusco, past Saqsaywaman, over the mountains and towards the Sacred Valley where you will descend 500 metres to the valley floor. Here you will find yourselves by the sacred Urubamba River and the village of Pisac. In Pisac, you will stop for half an hour or so to visit a traditional market, where you can browse and buy some local souvenirs if desired. Afterwards, you will drive up to the ruins of Pisac. Here, you can explore the extensive ruins whilst enjoying stunning views over the valley. You will be given a guided tour of the Citadel of Pisac, in which you will see temples, homes, altars, carvings, tunnels, caves and the famous Intihuatana, "The hitching post of the sun". You will have about 90 minutes to explore the ruins. For those who would prefer to spend more time in the market instead of visiting the ruins, advise your guide so he can organize a time and place to pick you up when returning through the market. Afterwards continue onwards to Urubamba, where you can make a stop for lunch (not included). A short drive later takes you to the town of Ollantaytambo, which is surrounded by the sacred mountains. Here, you will have about an hour to explore the town. In Ollantaytambo, you will have further exposure to Incan constructions, mainly the amazing temple of the sun, enormous blocks of rock perfectly carved and polished, stone water fountains, stairs and terraces. You will also get to see the beauty of the local people in their traditional dresses surrounded by the sacred mountains and Valley of Patacancha and Willoq. On your return to Cusco you will have a quick visit to the famous church and archaeological site in Chincheros before arriving back at your hotel in the early evening.

Please Note:

- Prices are based on per person, are subject to availability, time permitting and weather conditions.
- Optional Tours/activities can be booked online at checkout, or with our reservations team up to 90 days prior to travel
- Some tours require minimum numbers to operate
- Tours may operate as a shared service (not private)
- The Cusco City Tour and the Sacred Valley Tour have some entrance fees that are not included in the tour price. You can buy a Cusco Tourist Ticket which will cover these fees and can be purchased directly through the land operator on tour. *A General Ticket is \$45 USD (approx. \$60 AUD), which is recommended if you wish to participate in the Sacred Valley Tour, or the Sacred Valley Tour and Cusco City Tour.
- *A Partial Ticket is \$25 USD (approx. \$30 AUD), which is recommended if you wish to participate in the Cusco City Tour Only.

EXCLUSIONS

- Visa fees and requirements (A visa for Peru is not required if travelling on an Australian passport)

- Meals/beverages not stated in the itinerary
- Recommended gratuities/tipping at approx. \$10 USD per person/day payable on tour
- Optional activities/tours
- Personal expenses
- Travel insurance (Mandatory)

Please Note: A comprehensive travel Insurance policy must be organised BEFORE all details can be finalised.

OTHER IMPORTANT INFORMATION

TOUR GUIDE vs TOUR LEADER

Tour Guide:

Often locals with intimate knowledge of an area, its culture, and history. Their role entails providing commentary, routing the tour, and seeing that people have a good time. They are a licensed, qualified expert who supplies specific information on history, art, architecture and culture of the city/village/attraction in which he or she is guiding the tour. The guide meets the group at the required place and leaves the group at the end of the tour, they do not travel with the group.

Tour Leader:

An experienced person tasked with ensuring the smooth operation of tours, as well as providing practical support to passengers throughout the whole trip. Their role primarily includes assisting with accommodation, transportation between locations, and communication with tour guides in each stop. A tour leader may provide general guidance around a city or village, and offer information on the place visited on the bus, however they are not required to have specific knowledge on art, architecture, or history. They are not allowed to provide a guided tour or commentary of a city/village/attraction once there and if caught doing so, can be fined.

Please note: Tour leaders/guides are not a standard inclusion in all travel offers. Tour leaders/guides will only be made available when particularly required to enhance the experience of the destination featured.

FLIGHTS

Luggage:

All airlines offer at least 23kg check in and 8kg carry (minimum 5kg carry-on with some internal flights). Please note this luggage allowance is subject to change based on individual airline rules and regulations

COACH TOUR

Meals:

Daily breakfast is included in the tour, for all other meals; lunches and dinners the tour leader (when available) will offer assistance with reservations, suggestions and directions to local restaurants. You can also enquire about any allergies and food and if necessary advise meals to be prepared with any medication you require.

Luggage:

You will be responsible for all your personal belongings whilst on the tour. With regards to luggage, you must carry your own luggage from the coach to the hotel room and back to the coach. The driver will assist with the uploading and offloading of their luggage from the coach.

Gratuities:

Gratuities (tips) are not included in the tour price for services throughout the tour. The recommended tipping for the tour leader rounds off to approximately \$7 USD per person per day, which will be collected on tour. Tipping for other services provided on tour such as tour guide's on optional tours, drivers, porters etc. is always a matter of personal discretion and is recommended at approximately \$1-3 USD per service provided dependent on the service provided. Gratuities may be paid in local currency or US dollar equivalent where accepted. Please be aware that tipping is considered by many locals to be a part of their normal remuneration and some may approach you for additional "compensation." There is no need to be intimidated by the request, nor should you feel pressured to pay more than recommended.

Fitness Level Required / Mobility:

Our vehicles are not equipped with wheelchair access, so unfortunately our tours are currently not suitable for wheelchair users and those less mobile.

Please note: a reasonable to high level of fitness will be required (more importantly for 'optional tours'). If you have any concerns please consult your healthcare provider prior to purchase/travel.

Health:

Please note inoculations may be required to enter the country visited, along with re entry into Australia after your visit. It is your responsibility to consult with your travel doctor for up to date medical travel information well before departure.

High Altitude Illness:

Altitude illness occurs when there is a lack of oxygen in the air at high altitudes, including Cuzco (11,000 feet). Altitude illness will affect some travellers, with no apparent regard to age, gender or physical condition. Symptoms may include headache, loss of appetite, dizziness and trouble sleeping. For some it will pass within a few hours, however for many the condition if gone untreated may last for several days.

If you have any concerns please consult your healthcare provider prior to purchase/travel.

VISAS

A Tourist visa for Peru is not required if travelling on an Australian Passport.

Please Note: Passengers who are not Australian citizens must check with the respective consulate or a visa agency to determine what their visa requirements are and what personal identification is required.

Please Note: Customers choosing the Stopover package post-tour will require to pay a Chilean Reciprocity Fee of approximately \$117 USD (subject to change) per person paid at

airport customs in Chile. This fee is paid in US dollars and we recommend customers carry sufficient US dollars in cash to pay this fee as credit card facilities may be unavailable. This does not affect customers who do not choose to take the stopover package.

SCHEDULE OF FEES

Voluntary Changes

This includes booking changes requested by you, including but not limited to those changes requiring airline ticket or a Purchase Confirmation reissue.

- 1st Change - \$100.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider.
- 2nd Change - \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider.
- Subsequent changes - \$250.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider.
- Changes within 30 days of departure \$350.00 person + any additional charges applied by the airline/ cruise company/ other travel provider.
- Changes within 14 days of departure \$500.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider.

Name Changes Due To Passenger Error

- If the incorrect name has been advised to NRMA, charges of \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider will apply.

SUPPLIER TERMS & CONDITIONS

ACKNOWLEDGEMENT

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with our terms and conditions. References to “us”, “we” and/or “our” in these booking terms and conditions shall mean TripADeal Pty Ltd.

These terms and conditions apply to bookings you make with our consultants (in-store, over phone or by email) as well as online bookings you make on our website.

By making a booking (which is deemed to have occurred at the time you purchase a Travel Voucher), the person who makes the booking agrees on behalf of all persons detailed in the booking that:

1. He/she has fully read these terms and conditions and has the authority to and does agree to be bound by them
2. He/she consents to our use of information in accordance with our Privacy Policy
3. He/she is 18 years of age or over and where making a booking with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services

PASSPORTS, VISAS AND HEALTH REQUIREMENTS

All travellers must have a valid passport for international travel, with at least 6 months validity from the date of return and at least 2 blank pages at the time of travel. Visas,

including transit visas and re-entry permits, are the passenger's own responsibility. You must ensure you are aware of passport, visa, health and other requirements of the country or countries to which you intend to travel, and obtain all relevant documentation prior to travel. Any expenses, fines, penalties, costs or losses incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility. If you would like more information about visa requirements for your holiday, please call us on 1300 00 8747. We can provide general information and assist you to fulfil your visa requirements through an external visa advisory service provider such as Visas Direct. We do not warrant the accuracy provided by any external service and accept no liability for loss or damage which you may suffer in reliance on it.

Visa information provided in the Important Information on your Travel Voucher is correct at the time of publication but is subject to change without notice at any time. It is your responsibility to confirm visa requirements prior to travel and TripADeal is not obliged to compensate you in the event that visa advice changes after publication.

All travellers must possess physical and mental fitness well enough to travel. It is your responsibility to ensure that you are aware of any health requirements for your travel destination/s. For some countries, a failure to disclose a health condition may result in the applicable country refusing you entry, or in you being detained, expelled or repatriated from it. Vaccinations are strongly recommended for certain destinations and in some cases vaccination paperwork may be a condition of entry. Please note that vaccinations may be recommended some period in advance of travelling. We will not be responsible and will not be held liable for any expenses, fines, penalties, costs or losses incurred in relation to a traveller's failure to comply with international countries' entry/ health requirements.

TRAVEL INSURANCE

We strongly recommend that you take out travel insurance immediately after making your booking. Your policy should include cancellation, baggage, theft, personal liability, accident and medical cover, plus any other requirements specific to your travel plans, and should be valid for the entire duration of your travel arrangements.

TRAVEL ADVICE

It is your responsibility to be aware of the safety, local conditions and issues that may exist at your travel destination/s. We recommend that you contact the Department of Foreign Affairs and Trade (DFAT) or visit their website www.smartraveller.gov.au for current advice. You can also register your travel plans with DFAT so you are more easily contactable in case of emergency.

ORDERS

Promotion of a travel offer on our website does not constitute a legally binding offer, but rather, are an invitation to treat. We reserve the right to accept or reject your order for any reason after that order has been made, including but not limited to the unavailability of any product or service, an error in the price or description, or an error in your order. If we cancel your order, we will provide a full refund of any payment received. Once placed, you cannot cancel your order.

PAYMENT

All travel offers listed on our website are heavily discounted and available for a limited time only. For this reason we require full payment at the time of booking. This payment is non-refundable and can be made by credit card or bank transfer. If paying by bank transfer, please note that your booking is not confirmed until the funds clear into our account. Some additional extras, supplements, and/or surcharges may be payable after purchase, as specified in the Important Information on your Travel Voucher. Any changes made to a booking after purchase may incur fees as listed in the Schedule of Fees below.

Every travel offer has its own specific Important Information in addition to these terms and conditions. The Important Information is binding for that specific offer. In purchasing a Travel Voucher you acknowledge that you have fully read and understood the Important Information that applies to that specific travel offer, as well as these terms and conditions.

PURCHASE CONFIRMATION

Immediately after payment you'll receive a Purchase Confirmation with more information about the booking process. Please ensure you read this information carefully, as most of our travel offers will require you to submit an online Passenger Information Form by a specific deadline in order to finalise your booking. We will not be liable for any expenses, fines, penalties, costs or losses incurred in relation to a travellers' failure to comply with the Booking Instructions listed on their Purchase Confirmation.

If your Purchase Confirmation instructs you to submit an online Passenger Information Form, please note that the details contained on this form are final and will be used for ticketing purposes. Any booking changes requested after submitting the online Passenger Information Form cannot be guaranteed and may incur additional fees.

The Refund Policy is listed on our website and it's your responsibility to ensure you fully read and understand this. Your Purchase Confirmation is non-refundable, cannot be redeemed for cash, and cannot be used in conjunction with any other offer or promotion. The Purchase Confirmation is valid only for the travel dates specified in the Important Information. Once this validity period has expired, the Purchase Confirmation will be considered void and is non-refundable in full or part. If you elect to receive a Purchase Confirmation without specifying travel dates at purchase, all offers are subject to availability. We recommend making bookings at least 3 months in advance. Peak times such as weekends or holiday periods should be booked further in advance. We do not guarantee that services will be available at your preferred date and time.

We're not responsible for lost or stolen Purchase Confirmations, for any fraudulent use of the Purchase Confirmation's unique reference number, or for any losses caused by your inability to access, print or download your Purchase Confirmation.

PRICING

All prices are in Australian Dollars (AUD) unless stated otherwise. The prices of travel offers listed on our website include all taxes, charges and service fees, including GST (where applicable). All prices are subject to availability and can be withdrawn or varied without notice. Price changes may be caused by a number of factors including currency fluctuations,

fuel surcharges, taxes and airfare increases. We reserve the right to adjust any fees, charges or prices as necessary to reflect such cost increases. We reserve the right not to honor any published prices that we determine were erroneous due to printing, clerical or electronic error. In the event of a price decrease, we are not obliged to refund you to match any subsequent price reductions after purchase. We reserve the right to modify, change, extend, or cancel the travel offer at any time.

CREDIT CARD SURCHARGE

A fee of 1.5% applies to all credit card transactions.

FLIGHTS

Flight information listed on your Travel Voucher is subject to change based on availability and airline schedule changes. This means some flights may arrive a day earlier or later, involve a transit, a stopover, or a substitute airline. These changes are beyond our control. Your specific flight itinerary will be confirmed as part of the booking process after purchasing your Travel Voucher. If you have any concerns about this, please call us on 1300 00 8747.

Any changes made to flights after tickets have been issued will incur charges. Please refer to the schedule of fees for more details. Once flights have been confirmed and tickets have been issued all tickets are non-refundable. Minimum connecting times are as per IATA, airport and airline specifications. Flights sectors are booked as advised by the operating airline in accordance with their rules.

Airlines have the right to reschedule or cancel flights at anytime, and any such schedule changes are beyond our control. It is your responsibility to contact the airline prior to travel to ensure that the scheduled departure time has not changed. In the event of a schedule change, please notify the local tour guide/hotel/transfer service via the specific contact details provided in your travel pack. We do not accept any responsibility for additional costs or losses incurred due to airline changes or cancellations. Note: significant delays of five hours or more may result in a no-show and involuntary cancellation at your accommodation unless prior notice is provided, particularly if you are delayed arriving to a stopover destination.

Any travellers purchasing an Australian domestic flight to the travel offer's departure city are strongly recommended to arrive at the departure city one day earlier to avoid possible flight delays and cancellations.

Any travellers who fail to board their scheduled flights will be liable for any cancellation and/or reissue fees and charges incurred.

CRUISES

Cruise information listed on your Travel Voucher is subject to change based on availability and at the discretion of the cruise provider. Any special requests or changes to cruise bookings must be clearly stated in your Booking Form and are strictly subject to availability. Any changes requested after cabins have been booked will incur charges. This includes name changes due to customer error. Please refer to the schedule of fees for more

details Cabin category selection, cabin upgrades, and any other cruise-related requests are strictly subject to availability and are not guaranteed. Cabin placement is allotted on a Run of Ship basis.

TRAVEL ITINERARY

Itinerary details listed on your Travel Voucher are subject to change based on availability and other external factors beyond TripADeal's control. This includes but is not limited to itinerary elements such as accommodation, touring sites and schedule, ground transport, transfers and flight routing. In the event of an itinerary change, an alternative of equal or higher standard will be provided.

GROUP SIZE & MINIMUM NUMBERS

Many TripADeal packages have minimum numbers required for the tour to depart. If minimum numbers are not reached we reserve the right to cancel and refund any Travel Vouchers purchased for that tour. Occasionally a tour will be approved to go ahead even if minimum numbers have not been reached. In this instance, TripADeal is not obliged to cancel, refund or compensate any passengers who have already purchased Travel Vouchers. Many TripADeal packages have maximum numbers stated in the Important Information. This provides an indication of maximum group size per coach on the tour and is intended as a guide only. International package tours often have multiple coaches departing on a single departure date. In some cases airport arrival and departure transfers will combine multiple groups. This is dependant upon airline scheduling and airport ground transport requirements.

TRAVEL DOCUMENTS

Names supplied to TripADeal MUST BE exactly as per your passport, including your middle name if applicable. If an incorrect name is supplied to TripADeal via the Online Booking Form and tickets are issued incorrectly this could result in a passenger being refused boarding at the time of departure. Name changes after tickets have been issued will incur additional charges from TripADeal and the airline as the ticket will have to be reissued. Please refer to the schedule of fees for more details.

It is your responsibility to check all of your travel documents (including but not limited to flight tickets, visas and insurance) immediately upon receipt and advise us as soon as possible of any errors or changes required.

BAGGAGE

Please ensure you read your travel documents carefully for details on baggage allowances as these can vary from airline to airline. The standard check-in baggage allowance for all airlines is limited to one piece and must not exceed 20kg, unless otherwise explicitly stated. Carry-on baggage is limited to one piece and must not exceed 7kg, unless otherwise explicitly stated. Excess baggage (if your airline allows it) can be expensive and is the responsibility of the traveller. TripADeal will not be liable for any expenses, fees, penalties, costs or losses associated with baggage allowances and excess baggage.

FREQUENT FLYER POINTS

Frequent Flyer memberships cannot be used to determine airline choice. Frequent Flyer points cannot be used to upgrade your flights with TripADeal. If Frequent Flyer

memberships are applicable for your flights, it is your responsibility to lodge your Frequent Flyer membership number directly with the airline at the time of check-in or by contacting the airline directly. TripADeal is not responsible for processing or recording your Frequent Flyer membership details.

SPECIAL REQUESTS

Special requests, including but not limited to dietary and mobility requirements, are strictly subject to availability and must be advised on your Online Booking Form. We will make every effort to accommodate special requests but please note these cannot be guaranteed. Please note that it is your responsibility to lodge airline seating requests directly with the airline at the time of check-in or by contacting the airline directly. TripADeal is not responsible for processing or recording airline seating requests.

CHANGES AND CANCELLATIONS

All bookings are non-refundable and cannot be redeemed for cash. We recommend you take out a comprehensive travel insurance policy immediately after making your booking to cover you against cancellation. We will not be liable for any costs or losses incurred in the event that you cancel your booking.

Any changes to your booking, including but not limited to departure date, tour length, passenger name/s, and flight ticketing requests, are subject to availability and may incur charges. Please refer to the Schedule of Fees below for further details.~

All tour members are required to remain with the tour for its full duration. Any unused portion of the package is non-refundable and cannot be exchanged for other services or cash.

REFUSAL OF CARRIAGE

We retain the right to remove customers from the group for reasons that impact on the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of customers to undertake the arrangements of the tour, unsocial or unruly behaviour, or the carriage of prohibited substances and materials.

HOTELS

Hotel descriptions are based on current hotel guides provided by suppliers and contractual agreements. Any facilities described are subject to change at any time. We have made reasonable enquiries to verify that the descriptions and details are accurate but do not warrant that they are. 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 cannot be guaranteed as not all hotels offer dedicated non-smoking rooms. Please note that hotel portage is not included on the first or last days of your tour when arriving or departing your hotel independently.

TWIN SHARE ROOMS

Please note: In some areas including much of central Europe, traditional hotels sometimes offer 'French Twins' which are 2 separate beds and mattresses attached together and sharing a single headboard.

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.

SHOPPING

TripADeal is not qualified nor permitted to ensure or guarantee the quality or value of any goods purchased or the suitability of any retail outlets visited during your tour. In all cases the purchasing of goods and the use of a credit card for those transactions is entirely at the traveller's own risk and at all times the traveller must use their own discretion. We will not be liable for any expenses, fees, penalties, costs or losses incurred as a result of transactions you make while travelling.

COMPLAINT PROCEDURE

We are committed to dealing with complaints quickly and effectively. If a problem occurs, you must attempt resolution locally with the service provider (such as the hotel, airline or tour operator) within 24 hours as a first step. Failure to follow this course will result in any following claim for compensation being reduced or denied. If you have any unresolved complaint, you must email that complaint to feedback@tripadeal.com.au within 30 days of the completion of your travel arrangements. Failure to lodge a complaint within this time period will result in any following claim for compensation being reduced or denied. You must attach all relevant receipts and supporting documentation (including efforts made with the service provider to resolve it). All claims are subject to the terms laid out in our Refund Policy.

LIMITATIONS OF LIABILITY

We arrange your holiday, which will be provided by suppliers that we believe to be reputable and to comply with the standards set down by their local authorities. Our obligation to you (and you expressly authorise us to) provide the relevant arrangements, bookings, ticketing and other ancillary and related services depending on the Travel Offer you have purchased. However we do not directly provide the transport, accommodation, meals or other facilities and services described on this website that you may receive on your holiday, all of which are provided by airlines, coach, rail and cruise operators, land carriers, hoteliers or suppliers of other services as principals. We agree to make the reservations with the principals offering the services described in your Travel Offer on these terms and conditions.

All travel documentation issued by TripADeal (including but not limited to purchase orders, receipts, vouchers, itineraries, tickets, coupons and contracts) is subject to the tariff terms and conditions contained in the contracts in use by the principal, and constitutes the sole contract between the principal and the passenger. Acceptance of such travel documentation constitutes acceptance of the foregoing.

Travel Offers are provided subject to the suppliers' terms conditions and limitations, which may not be expressly the subject of our contractual agreement and which may exclude or

limit liability in respect of death, injury, delay, loss or damage to person or effects. We accept no responsibility for supplier terms, conditions or limitations and do not make or give any warranty or representation as to their standard. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us. Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services that you have purchased, your rights are against that provider and not against TripADeal. This includes itinerary changes due to weather, delays or other causes of whatever kind or nature beyond our control.

RESPONSIBILITY

TripADeal is responsible to the purchaser for arranging supply of the services described on this website and according to the specific booking instructions of each Travel Offer, except where such services cannot be supplied or the itinerary is changed due to weather, delays or other causes of whatever kind or nature beyond the control of the Company.

In such circumstances, we will endeavour to arrange supply of comparable services and itineraries and there shall be no refund. In the absence of our own negligence, we are not liable for any cancellations, diversions, substitution of equipment, variations, postponements, or any other act, omission or default by airlines, coach, rail or cruise operators, land carriers, hoteliers or any other suppliers, nor for any consequences thereof, including but not limited to changes to services, accommodation or facilities.

Neither TripADeal nor any of our directors, employees, affiliates or agents accept any liability in contract, tort or otherwise for any injury, illness, death, loss, damage (including but not limited to loss or damage to persons, baggage and property), delay, additional expense or inconvenience caused directly or indirectly by the acts, errors, omissions, default or negligence of suppliers; or caused directly or indirectly by force majeure or other events which are beyond our control including but not limited to severe weather, fire, floods, acts of God, acts of government or other authorities, failure of equipment or machinery, war, civil disturbance and malevolent acts. We are not responsible for any criminal conduct by any third parties.

TripADeal does not accept responsibility or liability for any acts, errors, omissions, default or negligence of any person not its direct employee or under its exclusive control, including any government or governmental authority, officer or employee; and also including any employees or agents of any of our suppliers such as airlines, coach, rail, cruise or ferry operators, shipping companies, or any other transport providers; hoteliers or other accommodation providers; land carriers, tour operators, tour guides, tour directors, travel agents, or the providers of any other meals, facilities, goods or services on your holiday or in relation to it and over whom TripADeal has no direct control.

We do not accept responsibility or liability for any requirements, terms or conditions of any third party who provides some service in the course of your holiday. All bookings made by TripADeal with transport or other service providers on your behalf are subject to the requirements, terms and conditions of those suppliers which may not be expressly the subject of our contractual agreement, particularly in relation to the applicable laws, policies

and requirements of any government, governmental authority or employee including visa, entry, exit or transit.

In the event of the customer occupying a motor coach transport seat fitted with a safety belt, neither TripADeal nor any related agent or supplier will be liable for injury, illness, death or other loss, damage or claim arising from any incident or accident where the safety belt is not being worn correctly at the time of such incident or accident.

We do not accept any liability or responsibility for your acts, omissions, defaults, conduct, state of health, condition or circumstances, or failure to comply with the terms, conditions and requirements of any service provider, or country or governmental authorities. If you decide that you do not wish to visit a country or part of a country you had intended to visit because of any law, condition or requirements of any government or governmental authority, official, servant or agent, or because of circumstances beyond our control including but not limited to force majeure, severe weather or civil unrest, you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees.

TRIPADEAL CREDIT

Any TripADeal Credit granted for whatever reason is valid for 12 months from date of issue. TripADeal Credit must be declared at time of purchase and may be used towards any Travel Offer listed on www.tripadeal.com.au at time of presentation. TripADeal Credit is not valid for use on associated travel services, concierge flight tickets, travel visas, travel insurance, Gift Vouchers, or any optional extras / supplements / surcharges associated with a current or previous travel deal. To redeem please contact TripADeal on 1300 00 8747. All bookings are subject to availability and you will be bound by the Terms & Conditions and Important Information of whichever travel deal you select. Payment for your chosen Travel Offer is required in full together with the redemption of the TripADeal Credit. No change given for purchases below the TripADeal Credit value. The credit must be redeemed in one transaction and any unused amount will be forfeited. TripADeal Credit must be used within the stated validity period or else it will be deemed void. It is non-refundable, non-redeemable for cash and cannot be used in conjunction with any other offer/promotion or Gift Certificate.

SCHEDULE OF FEES

Voluntary Changes

This includes booking changes requested by you, including but not limited to those changes requiring airline ticket or Travel Voucher reissue.

- 1st Change - \$100.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- 2nd Change - \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- Subsequent changes - \$250.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- Changes within 30 days of departure \$350.00 person + any additional charges applied by the airline/ cruise company/ other travel provider

- Changes within 14 days of departure \$500.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider

PLEASE NOTE: Any changes made to flights after tickets have been issued will incur additional charges. Once flights have been confirmed and tickets have been issued all tickets are non-refundable and non-transferable.

Name Changes Due To Passenger Error

- If the incorrect name has been advised to NRMA Travel, charges of \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider will apply

GOVERNING LAW

This agreement will be governed and interpreted in accordance to the laws of New South Wales, Australia. You irrevocably submit to the exclusive jurisdiction of the courts of the State of New South Wales.