



Free 2 Travel - Travel Vouchers Terms and Conditions

Contact Email: prizes@f2t.com.au

Contact Phone: 1300 553 328 during business hours Monday to Friday 9am to 5pm AEST

- Unless stated otherwise Travel Vouchers are valid for 12 months from the date of being notified a winner.
- Travel Vouchers are not redeemable for cash.
- All bookings must be made through Free-2-Travel Holidays. If a booking is made independently no reimbursement by Free 2 Travel will be made.
- Booking fees may apply to your bookings – See Schedule.
- What is not included in your travel voucher, Passports /Visa cost, Vaccination, Medications, Gratuities.
- Cancellation, change/amendment fees will apply – See Schedule.
- Your prize is not transferable.
- If you miss any element on your trip, any fees associated with the rebook will be at your own expense.
- Car hire insurances will be at your own expense upon pick up.
- No direct bookings, or online bookings are permitted.
- Frequent flyer points will be awarded as per the airline's agreements.
- Travel voucher is only redeemable for flights, accommodation, tours, transfers, car hire, attractions, concerts, travel insurance. A travel voucher cannot be redeemed at tourist parks, restaurants, or general retail store purchases.

SCHEDULE OF FEES

Subject to your refund and remedy rights under the Australian Consumer Law, the following fees apply to all bookings (including online bookings and bookings made with a consultant): This is a general guide and is subject to change depending on changes introduced regularly by suppliers and also the time and circumstances of the amendment or cancellation.

BOOKINGS for AIRFARES, HOTELS, CARS etc

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|---------------------------------------|----------------------|
| International GDS airfare booking fee | \$95 per person |
| Domestic reservation fee | \$45 per person |
| Internet airfare booking fee | \$45 per reservation |
| Internet hotel booking fee | \$35 |
| Car Hire booking fee | \$35 |

FREQUENT FLYER BOOKINGS

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|-------------------------------|---------------------------|
| Domestic Frequent Flyers | \$45 per booking + taxes |
| International Frequent Flyers | \$100 per booking + taxes |

TRAVEL PACKAGES

| | |
|------------------------|-----------------------------|
| International File Fee | \$175+ wholesaler's deposit |
| Domestic File Fee | \$75 + wholesaler's deposit |

NB: The file fee is taken at the time of booking and is deducted from the final balance or retained in the event of cancellation.

AMMENDMENTS

| | |
|------------------------------|--------------------------------------|
| Domestic ticket reissue | \$45 + airline fees |
| International ticket reissue | \$75 + airline fees |
| Hotel & car hire changes | \$15 per amendment + applicable fees |
| Name changes | \$75 + airline fees |

Note: It is the responsibility of the client to provide a scan of a current passport or a written confirmation of name as per their passport.

CANCELLATIONS

| | |
|------------------------------------|--|
| Travel Packages | \$175 + wholesalers fees as per booking conditions |
| Domestic and International tickets | Charges as per each airline's fare rule |

NB: ALL BOOKING FEES ARE NON REFUNDABLE IN THE EVENT OF CANCELLATION

CREDIT CARD FEES

If you choose to pay by credit card we retain the right to pass on to you the fee payable by us to the credit card company. The credit card fee depends on whether the product is an airfare or a tour, which credit card is being used and if any fees are absorbed by the supplier. The fees range from 1.0 – 3.0 % in addition to the cost of the product. F2T will advise clients of fee and allow clients to decide whether to use a credit card or not.

QUOTATIONS ARE SUBJECT TO CHANGE

Prices quoted for airfares and tours are always subject to change up until the time of final payment. The payment of a deposit does not guarantee the price of the service. Many products prices are subject to change due to fluctuation in the Australian dollar against other foreign currencies. Airline fares can be increased or withdrawn without notice. Wholesalers can increase the price of a tour at short notice. F2T will when possible advise of any impending increases

Passports & Visas:

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. For international travel bookings, you must let us know if you have less than 6 months validity on your passport or if you do not have a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Australian passport. If this is not the case, you must let us know. It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part). If you need information regarding visas, passports and other travel document requirements for your trip, please let your consultant know or, for online bookings, contact us on 1300 553 328. We can provide you with general information on visa and passport requirements that apply to international travel bookings you make with us. Our consultants can also obtain more specific information from an external visa advisory service provider on your behalf (if you wish, we can assist you to obtain visas through this external service and fees will apply). For online bookings, you can contact an external visa provider such as Visa Central (<http://au.visacentral.com/109501>) directly. We do not warrant the accuracy of information provided by any external service and accept no liability for any loss or damage which you may suffer in reliance on it (except to the extent caused by fault on our part).

If you are travelling to the United States please see <https://esta.cbp.dhs.gov> for important information regarding compulsory pre-registration for their visa waiver program ("ESTA"). Australian passport holders will not be able to enter the United States without a valid ESTA (or visa). Please note, you may not meet the eligibility requirements of ESTA and may be required to obtain a visa.

Travel Insurance:

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Your insurance protection should include cover for cancellation, medical and repatriation expenses, personal injury and accident, death and loss of personal baggage and money and personal liability insurance. Insurance cover offered by credit card companies or reciprocal medical cover agreements are often not comprehensive and DO NOT APPLY to Travel Vouchers issued and paid for by a 3rd party or your use. Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. Your travel consultant can provide information to you about travel insurance. For details of the services they provide, including a quote, please refer to their Financial Services Guide/Product Disclosure Statement.

We recommend that you contact the Department of Foreign Affairs and Trade or visit their website at www.smartraveller.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.

Health:

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available from DFAT (see smartraveller.gov.au).

Prices:

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once your booking has been paid for in full by you. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases. Please contact your consultant for up-to-date prices.

Deposit and Final Payment (Not applicable to online bookings, which must be paid in full at the time of booking): You will be required to pay a deposit or deposits when booking. Your consultant will advise you of how much that will be. Subject to your rights under the Australian Consumer Law, all deposits are non-refundable for changes of mind or cancellations by you. A deposit will secure your booking/seat, however prices quoted may change if you do not make the final payment by your payment deadline. Some airfares or services must be paid in full at the time of booking.

Supplier Change and Cancellation Fees:

Cancelled bookings may also incur supplier fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Supplier fees may also apply where a booking is changed and when tickets or documents are re-issued. Where we incur any liability for a supplier cancellation fee for any booking which you change or cancel, you agree to indemnify us for the amount of that fee. Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds from that supplier (which may take up to 12 weeks dependent upon the supplier processing time).

Agency:

We act as an agent for, and sell various travel related products as agent on behalf of, numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, as well as all of our wholesalers. Any services we provide to you are collateral to that agency relationship. Our obligation to you is to (and you expressly authorise us to) make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties. All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers. We can provide you with copies of the relevant service provider terms

and conditions on request. 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 for which you have contracted, your rights are against that provider and not against us.

Liability:

To the extent permitted by law, neither Free-2-Travel Holidays Group nor any of its related bodies corporate, directors, employees or agents accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Our liability will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

Special Requirements:

Please liaise with your consultant or, for online booking call 1300 553 328 regarding any special requirements you may have for your travel arrangements such as special meal and seating requests, room type or disabled access.

Frequent Flyer:

When booking with one of our consultants, please let them know your frequent flyer membership details (or other applicable loyalty program details) for inclusion in your booking. If you are booking online, please insert these details in the space provided for inclusion in your booking. Please check your frequent flyer program (or other applicable loyalty program) for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking.

Travel Documents:

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in names, dates or timings. If you have booked with a consultant, it is your responsibility to collect all travel documents from us prior to travel.

Schedule Changes:

We recommend that you contact the airline to confirm your scheduled departure time 24 hours prior to your flight.

Privacy Policy:

We are committed to protecting your personal information and agree to handle your personal information in accordance Privacy Policy legislation. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy. In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service providers (e.g. airlines, accommodation or tour providers) with whom you make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business is based. We may also disclose your personal information to our overseas related entities and to service providers who perform services for us within and outside of Australia. Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person (including any overseas

recipients), you agree that we will not be required to ensure that person's compliance with Australian privacy laws or otherwise be accountable for how they handle your personal information. When used above, "disclose" includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

Pre-paid Currency Card

If you purchase a travel insurance product from us, you acknowledge that you may be sent a card setting out emergency insurance contact details, which also has the capability to operate as a pre-paid currency card. By agreeing to these Terms and Conditions, you request that we send you this card (if available) and acknowledge its pre-paid currency capability. You do not need to apply for or activate the pre-paid currency function.

Acknowledgement:

You acknowledge that you are 18 years of age or older and that you understand and agree with the above Booking Terms and Conditions and our Privacy Policy.

The above terms were last updated on 26th March 2020.