

Travel Terms & Conditions



These Terms and Conditions contain important information

1. These Terms and Conditions apply between you and Capricorn Travel. Please read them carefully. If you do not agree with them or do not understand them you must not make any booking through Capricorn Travel.

By making a booking with Capricorn Travel you are deemed to accept these Terms and Conditions.

Capricorn Travel acts as an agent for Travel Service Providers

2. Capricorn Travel acts as an agent only. Capricorn Travel sells services on behalf of travel service providers such as transport providers (for example: airlines; railways; cruise lines; and coach operators) accommodation providers (for example: hotels; motels; and resorts) and others travel related service providers (for example: tour guides) ("Travel Service Providers").

3. Capricorn Travel's obligations are limited to making bookings for services on your behalf with Travel Service Providers. These bookings will be subject to terms and conditions imposed by the Travel Service Providers which may include limitations in respect of their liability for certain matters, including death, injury, delay, or loss or damage to baggage.

4. Capricorn Travel does not make or give any warranty or representation about the standard or quality of services provided by Travel Service Providers and has no responsibility for these services.

5. If you have any issue with the services provided by a Travel Service Provider or, if for any reason, the Travel Service Provider is unable to provide you with the services booked on your behalf then your recourse is against the specific Travel Service Provider and not Capricorn Travel.

Prices may change

6. Capricorn Travel endeavours to ensure that prices are accurate at the time it advertises or quotes them.

7. All prices are subject to availability and can be withdrawn or changed without notice. Prices are subject to change until services are paid for in full.

8. Changes may occur due to reasons outside of Capricorn Travel's control (for example: adverse currency fluctuations, fuel surcharges, taxes and airfare increases).

9. Some prices may only be able to be confirmed at the time a ticket is issued.

10. In addition to the prices, some airports may also charge local taxes.

A Non-refundable deposit may be required

11. You may be required to pay a deposit for any services Capricorn Travel is to book on your behalf.

12. Unless otherwise stated, all deposits are non-refundable.

Final payment is due before departure

13. Unless otherwise stated, final payment must be received by Capricorn Travel no later than four weeks prior to departure.

14. Some Travel Service Providers may require payment in full at the time of booking. Capricorn Travel will tell you if this applies to any services being booked on your behalf.

Capricorn Travel may charge you fees

15. Capricorn Travel may charge a \$33 fee for each change to domestic bookings, a \$60 fee for each change to international bookings and a \$33 fee for bookings made within 5 days of departure. These charges include GST (where applicable). These charges are in addition to any Travel Service Provider charges for changes to bookings or short notice booking.

Making Payments

16. Payments can be made by:

Charge to a Capricorn Account

a. You will need to provide your Member number. If you are not an authorised person for the Member, approval from an authorised person will be required.

Credit Card

a. Capricorn Travel accepts Visa, MasterCard and American Express. A 2% surcharge will apply when paying by Visa or MasterCard. A 2.5% surcharge will apply when paying by American Express.

b. You agree not to seek to charge-back payments made by credit card in the event that if you have any issue with the services provided by a Travel Service Provider or, if for any reason, the Travel Service Provider is unable to provide you with the services booked on your behalf.

Cash

a. Payment may be made in cash directly to Capricorn Travel. Capricorn Travel prefers payment by either charge to a Capricorn Account, credit card or electronic transfer.

Electronic Transfer

a. You can transfer amounts directly in Capricorn Travel's bank account.

BSB: 016286

Account: 835727734

Please include your name in the payment details so your payment can be identified.

b. Please remember that electronic transfers can take up to 3 business days to process, so if paying by this method payment should be made at least 3 business days prior to being due.

Money is not held on trust

17. Capricorn Travel does not hold any money received from you on trust. Money received will be a debt due and payable to the Travel Service Provider once services to which the money relates are provided. Capricorn Travel may hold money received in any account, including with its own money or other customers' money.

Refunds, cancellations and changes to bookings will incur fees and charges

18. Travel Service Providers may charge you if you cancel a booking. These charges can be up to the full price of the service, even if you cancel prior to the date of departure.

19. Fees and extra charges may also apply if you change a booking or request that tickets and documents be reissued.

20. Capricorn Travel will not be able to provide you with any refund until it receives money from the relevant Travel Service Provider.

21. If possible, prior to cancelling or changing

a booking on your behalf, Capricorn Travel will inform you of any associated fees or charges.

22. You agree to indemnify Capricorn Travel against any liability which it may incur for any cancellation or change to a booking made on your behalf, including for any fees or charges imposed by Travel Service Providers.

Travel insurance is essential

23. The Department of Foreign Affairs and Trade states that travel insurance is as essential as your passport regardless of your travel destination. Further information about travel insurance is provided by the Department of Foreign Affairs and Trade at www.smarttraveller.gov.au.

24. Capricorn Travel is able to offer various travel insurance products as an authorised representative of Cover-More (Cover-More Insurance Services Pty Ltd (AFS License No: 241713) and Travellers Choice Insurance Services Pty Ltd (AFS License No: 298544)). Before making any decision regarding travel insurance, you should read the relevant product disclosure statement (which Capricorn Travel will provide you).

25. If you wish to purchase travel insurance through Capricorn Travel you will need to complete and sign an application form and pay the appropriate premium. Travel insurance cannot be provided until the application form is completed and the premium paid.

26. If you decline travel insurance Capricorn Travel may require you to sign a disclaimer.

Tell Capricorn Travel about any special requirements you have

27. Please inform Capricorn Travel of any special requirements you may have such as special meals, seating requests or physical or medical conditions that may require attention or assistance. Capricorn Travel will endeavour to inform Travel Service Providers of all such requirements, but does not assume any liability or responsibility if a Travel Service Provider cannot fulfil or accommodate these requirements.

You must have a valid passport and other necessary documentation

28. You are responsible for having a valid passport and all applicable documentation (for example; visas, permits and re-entry permits) necessary for the countries that you are travelling to or transiting through.

29. Many countries require at least 6 months validity on your passport from the date of return.

30. You are also responsible for meeting any applicable health requirements for countries that you are travelling to or transiting through and must ensure that you carry all necessary vaccination documentation. Your local doctor or travel clinic will be able to assist you with this if you require.

31. You are solely responsible for any fines, penalties or payments incurred as a result of you not having an appropriate passport or other documentation.

32. Capricorn Travel can refer you to third parties who can assist you with passport, visa or travel health requirements.

Travel Advice available from the Department of Foreign Affairs and Trade

33. You must assess the risks associated with all countries that you are travelling to or transiting through. For advice contact the Department of Foreign Affairs and Trade or visit their website at www.smarttraveller.gov.au.

You are responsible for checking that travel documents are correct

34. Travel documents are used to confirm service arrangements with Travel Service Providers (for example; airline tickets, accommodation vouchers, and tour confirmations) and may be provided in paper form or electronically ("Travel Documents").

35. Travel Documents are issued subject to the terms and conditions of the relevant Travel Service Provider and may not be refundable, transferable or otherwise changeable (or such actions may be subject to fees or charges).

36. Incorrect names or details on Travel Documentations may mean you cannot use the relevant service. In particular, it is important that all airline tickets are issued in the name or the relevant passport holder.

37. It is your responsibility to ensure that there are no errors in names, dates or places on the Travel Documentation. Please check your Travel Documentation when received and inform Capricorn Travel immediately of any errors.

You must re-confirm your departure times

38. Departure times can change. It is your responsibility to contact the relevant airline or other Travel Service Provider prior to departure to ensure there is no change to the scheduled departure time.

Capricorn Travel's liability is limited

39. Capricorn Travel does not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of Travel Service Providers. Your recourse is against the specific Travel Service Provider and not Capricorn Travel. Under circumstances where liability cannot be excluded, liability is limited to the value of the services purchased.

40. Capricorn Travel does not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience connected to any force majeure or other event which is beyond Capricorn Travel's control and which is not preventable by Capricorn Travel's reasonable diligence.

Privacy Policy

41. Capricorn Travel is committed to ensuring the privacy of your personal information. As a member of the Capricorn Society Ltd group of companies, Capricorn Travel holds uses and discloses information in accordance with the Capricorn Society Limited Privacy Policy which is available on request or at www.capricorn.coop.

Governing Law

42. These Terms and Conditions are governed by the laws of Western Australia and you agree to submit to the exclusive jurisdiction of the courts of Western Australia.