



Please complete this form as soon as possible. Your booking cannot be confirmed until this form has been received by Mildura Travel & Cruise. **One profile is to be completed per passenger (adults and children). Please print as required.**

The Booking Form is designed to collect the correct details for your reservations, and make you aware of the booking terms and conditions.

If you are a repeat client, the Booking Form need only be completed once, and your details will be kept on file for future reference.

When you sign this form you are accepting the booking terms and conditions on your own behalf and on behalf of your travelling companions for your pending trip and those taken in the future.

Traveller Profile

Title Mr Mrs Ms Miss Master Dr

First Name _____
(Must be identical to your passport)

Middle Name _____
(Must be identical to your passport)

Surname _____
(Must be identical to your passport)

Date of Birth DD / MM / YYYY

Postal Address _____

Suburb _____ Post Code _____

Day Phone _____

Mobile _____

Email _____

Nationality _____

Passport Number _____

Passport Issue Date _____

Passport Expiry Date _____

Freq Flyer No. _____ Airline _____

Freq Flyer No. _____ Airline _____

Seating Preference: Aisle Window Forward Back

Meal Requirements/Allergies _____

Emergency Contact _____
(Name of person to call if something happens to you when travelling)

Emergency Contact's Mobile _____

Emergency Contact's Address _____

Relationship to Traveller _____

Traveller Profile

Title Mr Mrs Ms Miss Master Dr

First Name _____
(Must be identical to your passport)

Middle Name _____
(Must be identical to your passport)

Surname _____
(Must be identical to your passport)

Date of Birth DD / MM / YYYY

Postal Address _____

Suburb _____ Post Code _____

Day Phone _____

Mobile _____

Email _____

Nationality _____

Passport Number _____

Passport Issue Date _____

Passport Expiry Date _____

Freq Flyer No. _____ Airline _____

Freq Flyer No. _____ Airline _____

Seating Preference: Aisle Window Forward Back

Meal Requirements/Allergies _____

Emergency Contact _____
(Name of person to call if something happens to you when travelling)

Emergency Contact's Mobile _____

Emergency Contact's Address _____

Relationship to Traveller _____

NOTE: If more than 2 people travelling, please complete as many profiles as necessary. (One profile is required per traveller, including children and infants).

Booking Form *Cont'd...*

Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. References to "us", "we" and/or "our" in these booking terms and conditions shall mean Food and Wine Travel Pty. Ltd. trading as Mildura Travel & Cruise.

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

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 authorize 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.

ATAS Accreditation

Mildura Travel & Cruise is accredited through the AFTA Travel Accreditation Scheme (ATAS). License Number A12279. Please refer to www.afta.com.au/atas for further details.

Travel Insurance

We strongly recommend that you take out travel insurance to cover your travel arrangements. It is your responsibility to ensure that appropriate comprehensive travel insurance is in place from the time of first payment towards your trip. If you would like a price for comprehensive travel insurance then please contact your consultant. Travel documents cannot be released until you have either purchased a travel insurance policy or you have signed the waiver form, which your consultant can provide to you.

Privacy Information

By completing and signing this Booking Form you consent to us using Personal Information for the purposes of completing the necessary bookings and travel related arrangements on behalf of yourself and your travelling companions. We collect your personal information to enable us to provide you with travel products and services, including assisting in arrangements with suppliers (such as hotels and airlines). We will also use your personal information to personalise the service we provide you, including your experience on our and other websites, and provide you with information about our and our partners' products and services. Your information may be disclosed to suppliers, third party travel service providers, our website manager, our contractors and others where authorised or required by law. For further information, including how you can request to access and correct your personal information and complain about a breach of your privacy, please see our privacy policy at www.milduratravelandcruise.com.au

Fees for Service

To provide a professional level of service and cover the costs of arranging your travel requirements we charge various fees for service. The amount charged will depend on the service provided.

Valid Passports & Entry Visas

It is your responsibility to ensure that all travel documentation and entry visas are in order for your trip which meet the requirements of immigration and other government authorities. This includes holding of valid passports (with at least 6 months validity from time of re-entry to Australia), and any necessary entry visas to the countries visited on your itinerary. Some countries require a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Australia passport. If this is not the case, you must let us know. Visa information, assistance and application forms can be found at <http://visalink.com.au/?login=foodandwine>. 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.

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.

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 such as Travelvax (<http://www.travelvax.com.au/>) before commencing your travel.

Payments

Payments can be made by cash, cheque, direct deposit and credit card. Credit card payments will attract an additional charge. Please see fee schedule for details.

Payments by Cheque: Please note that cheque payments (excluding bank cheques) require about 5 business days to process. If you are paying by this method you will need to make the payment at least 5 business days prior to the actual due date. You agree not to stop payment of the cheque even when you cancel a booking. You agree that we may apply the proceeds of the cheque to satisfy any liability you have to us, including any liability in respect of cancellation fees, before refunding the balance to you.

Payments by Credit Card: You authorize us to charge all fees incurred by you in relation to the services provided to the credit card designated by you. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand.

Prices

All prices are subject to availability and can be withdrawn or varied without notice until paid in full by you. Price changes may occur for reasons that is out of our control which increase the cost of the product or service. Such factors include currency fluctuations, taxes and airfare increases and fuel surcharges. Please contact your consultant for up-to-date prices.

Exchange Rates

Travel products and services are often contracted in USD, GBP and EUR. Fluctuations in exchange rates will be passed on to you in the event that the price increases. Should the exchange rate decline more than 10% this will be passed on to you in the form of a price reduction. Please note that many large suppliers and wholesalers provide a fixed exchange rate and this is not typically an issue. It does become an issue when smaller, private companies are contracted to fulfil your travel requirements.

Refunds

If you are eligible for a refund in the event you cancel your booking, the balance less any non-refundable amounts and cancellation fees will be forwarded to you upon receipt of the refund from the travel supplier or airline. Some refunds take upwards of 12 weeks to process.

Frequent Flyer/Loyalty Membership

Please advise your consultant if you would like your relevant frequent flyer and/or loyalty membership numbers entered in your booking. All points, status accrual and other benefits is subject to the relevant membership conditions and is out of the control of your consultant.

Special Requests

Please let your consultant know at the time of booking if you have any special requests such as special meals, seating requests, room configurations or disabled access. Please understand that all requests are not guaranteed and are out of the control of your consultant.

Deposit

\$100.00 per person in addition to supplier imposed deposit
All deposits are non-refundable

Fee Schedule

This is an outline of fees which may be applied to your booking if necessary. All fees are additional to supplier imposed fees. Please be aware all fees are non-refundable.

Credit Card Payment Charge

Visa & MasterCard 2.0%
American Express 3.5%

Amendments after deposit is paid

\$55.00 per person per change

Name Change

\$220.00 per name change

Cancellation

\$0 – \$5,000 booking	\$250 per person
\$5001 – 9999 booking	\$450 per person
\$10,000 – \$14,999 booking	\$650 per person
\$15,000 – \$19,999 booking	\$900 per person
\$20,000 – \$24,999 booking	\$1100 per person
\$25,000 – \$29,999 booking	\$1400 per person
\$30,000 – \$34,999 booking	\$1600 per person
\$35,000 – \$39,999 booking	\$1800 per person
\$40,000 and above booking	\$2200 per person

No refund will be provided for cancellation on or within 30 days of departure

International Phone Calls

If international calls are required to complete or amend your booking or make special requests, these costs will be passed on to you. Where possible you will be advised of any required calls in advance.

Excessive Time/Itinerary Planning

In the event that you require very complicated or time consuming travel arrangements as deemed by your consultant, provision is made for the charge of \$250.00 (non refundable) to be paid by you which will be deducted from your balance should you make a booking.

Late Booking Fee

Bookings made 8-14 days from departure will incur a \$100.00 per person fee.
Bookings made 7 days from departure will incur a \$150.00 per person fee.
Late booking fees are charged as we have to reschedule work to get these bookings made and put documentation together as soon as possible. To avoid these fees please complete your bookings at least 2 weeks in advance.

Miscellaneous Fees

Fees levied by airlines or suppliers for changes, additional taxes, or changes to prices will be passed on to the client. Where possible you will be advised of these in advance.

Please indicate if you do NOT wish to receive offers and other marketing materials from us otherwise you understand and consent to Mildura Travel & Cruise, and its associated entities sending you marketing material, including via electronic messages, relating to their and their partners' products and services that may be of interest to me.

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.

Name _____

Signature _____

Date _____

(Signed on behalf of all travellers on your booking)

To secure your travel arrangements, please complete this form and return it to Mildura Travel & Cruise
PO Box 5048 Mildura Victoria 3502 or F 03 5023 7253 or E info@milduratravelandcruise.com.au
ATAS Accreditation No A12279