

PRONTO TRAVEL/VITA ITALIAN TOURS - SCHEDULE OF FEES AS OF 1 JANUARY 2017

The following schedule of fees apply to travel bookings & deposits made with Pronto Travel/Vita Italian Tours. These service fees are charged per person in addition to those charged by airlines, tour operators and other travel service providers. All fees are inclusive of GST.

BOOKING FEES		From
Domestic Ticketing (Flights Only)		\$ 50.00
Domestic Frequent Flyer Bookings		\$ 50.00
Domestic Package Holidays (Land Only)		\$ 50.00
International Ticketing (Flights Only)		\$ 100.00
International Package Holidays (Land Only)		\$ 100.00
International Frequent Flyer Redemption		\$ 100.00
Late Booking Fee within 7 days		\$ 150.00

NON-REFUNDABLE DEPOSITS/CANCELLATION FEES		From
Domestic Bookings		\$ 50.00
International Bookings		\$ 150.00
Cancellation Fee after full payment received		10% of total booking

***Our Travel Agency booking deposit is charged per person and is non-refundable if you should cancel. Additional deposits may be required by Travel Suppliers and Airlines.**

CREDIT CARD TRANSACTION FEES		
Master Card		1.25 %
Visa		1.25 %
American Express		2.80 %
Direct Debit		\$ 0.250

FLIGHT AMMENDMENT FEES		From
Domestic		\$ 55.00
International		\$ 150.00

Travel Insurance is Mandatory to all travelling customers as stated in our Terms and Conditions
Please insure you have a valid passport with 6 months validity and that your full name matches your passport when booking with Pronto Travel/Vita Italian Tours.

PRONTO TRAVEL - TERMS & CONDITIONS

Fees for Service

In order for us to provide a professional level of service and cover costs of arranging your travel requirements we charge various fees for service. The amount charged will depend on the service provided and full details are found in our Schedule of Fees. These fees are charged in addition to those charged by Airlines & Travel Suppliers whom we act as agent for.

Deposits

All deposits are non-refundable, subject to your rights under Australian Consumer Law. Additional deposits may be required by Travel Suppliers and Airlines.

Payments

We accept Cash, Direct Deposit, Cheques and Credit Card payments. Fees apply, and the applicable fee is outlined in the schedule of fees. Any costs associated with bounced checks will be passed onto to client.

Cancellations

In the event of cancellation, your deposit or 10% of your total booking value applies as a cancellation fee to Pronto Travel. This is in addition to cancellation fees charged by Tour Operators and Airlines. Cancelled bookings may incur supplier fees up to 100% of the cost of the booking. Please ensure you have familiarised yourself with the cancelation costs of your booking.

It is important to note that many economy class fares are non-refundable. Travel insurance is highly recommended to protect against cancellation.

Refunds

If you are eligible for a refund once a booking has been cancelled, 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. Please note that some refunds can take up to 6-12 weeks to process.

Special Requirements

Special assistance and dietary requirements can be arranged where possible provided we have advice at least 72 hours before you travel. It is your responsibility to consult your Travel Consultant well in advance of any specific requirements.

Passport & Visas

You will be denied boarding on International flights and Cruises if your passport is not valid or if you don't have applicable visas to depart and re-enter Australia or other overseas territories to your trip. It is also important that your reservations are made under the same name as that of your valid passport. Corrections to names will incur charges by the supplier in addition to the Amendment fees listed in the Schedule of Fees.

Passport, visas and vaccination requirements are your responsibility and we are not liable for any loss or expense due to your failure to comply with the requirements of countries visited or transited.

Taxes

We collect taxes on behalf of various Airports, Airlines, Cruise Companies and Governments.

Travel Advice

The Australian Government through the Department of Foreign Affairs and Trade regularly updates travel advice on various destinations - we recommend that you refer to www.smarttraveller.gov.au for the latest updates before you travel and register your travel plans if travelling to "out of the way" destinations.

Travel Insurance

We strongly recommend that you have an appropriate cover of Travel Insurance every time you travel. Should you not purchase Travel Insurance through this Agency, you will be required to sign a disclaimer. QBE, Covermore, CHI and Alliance Insurance can be purchased through our partners or with your travel consultants.

Disclaimer

Pronto Travel/Vita Italian Tours give notice that all tickets and coupons issued by them and all arrangements for transport, conveyance or hotel accommodation are made by them as Agents upon the express condition that they shall not be held liable for any injury, damage, loss, accident, delay or irregularity which may be occasioned either by reason of any defect in any vehicle or through the acts of default of any company or person engaged in conveying the passenger or in any carrying out the arrangements of the tour(s), or otherwise in connection therewith, or of any hotel proprietor or servant. Such conveying is subject to the laws of the country where the conveyance, etc, is provided.

All coupons, receipts and tickets are issued subject to the terms and conditions specified by the supplier.

Baggage is entirely at "own risk" unless insured. The legal owners of the Registered Business Name accept no responsibility for losses or additional expenses due to the delays or change of trains or other services, weather, strikes, war, terrorism, quarantine or other causes. All such losses or expenses will have to be worn by the passenger.

Liability

Pronto Travel/Vita Italian Tours and its associated companies, to the extent of the law, are not liable for any act or omission in relation to any contract, air booking, ground arrangements, or excursion operated by individual airlines or other service providers and are not liable for any loss (direct or indirect) or consequently delay, injury, damage, death, inconvenience or additional expenses or any other event beyond its control. The liability clause does not intend to limit any rights you may have under Australian Consumer Law.

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