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## **9 Day Taste of Japan**

### **DEAL HIGHLIGHTS**

Journey to Tokyo, Kyoto, Yokohama & More  
Visit Matsumoto Castle & Fuji Five Lakes District  
Includes Return International Flights

### **SUMMARY**

An eclectic fusion of spirituality and advanced technology, of serene natural beauty and mind-bending man-made wonders - Japan is a destination that refuses to be pigeonholed. From the electric streets of Tokyo to the living history of Narai-juku village, this nine-day highlights package will offer an incredible taster of what this unique country has to offer.

Enjoy free time to explore Tokyo and Kyoto, two remarkable cities which require little introduction. Travel through the scenic Fuji Five Lakes District, stop to enjoy a boat ride on Lake Yamanaka, and take an opportunity to enjoy stunning views of Mt Fuji from the 5th Station (weather permitting). Discover the castle and gardens of Matsumoto Castle, one of the oldest in Japan; wander through the 17th century village of Narai-juku; visit the UNESCO World Heritage Listed towns of Shirakawa-go and Gokayama, and so much more. A visit to the Toyota Automobile Museum is also sure to impress. With return international Qantas flights, seven nights hotel accommodation, return airport transfers and more, this trip has all the makings of an incredible journey.

### **ITINERARY**

#### **Day 1 Australia - Tokyo, Japan**

Today depart from Sydney for Tokyo, Japan. Fly with Qantas Airways. Upon arrival into Narita International Airport you will be met and transferred to the hotel. Please note: Brisbane and Melbourne customers will fly direct to Tokyo, while Sydney and Adelaide customers will fly via Brisbane/Melbourne.

Overnight: Narita Hotel

Meals included: In-Flight

#### **Day 2 Tokyo - Matsumoto (approx. 220km day)**

Your journey starts with a scenic drive to Matsumoto, situated north of Tokyo in the quiet and secluded prefecture of Nagano. The location offers a magnificent scenic view of Japan's Northern Alps. Upon arrival you will visit Matsumoto Castle, which is one of the oldest

castles in Japan and still contains its original wooden donjons with 5 layers and 6 floors. After enjoying the inside of the castle and the surrounding park, you will visit Daio Wasabi Farm. The Daio Wasabi Farm lies in the tranquil outskirts of Hotaka Town, and is recognised as Japan's largest wasabi farm covering 15 hectares. Its natural water springs produce 120,000 tons per day, which enables their annual yield of 150 tons of wasabi.

Overnight: Matsumoto Hotel

Meals included: None

### **Day 3 Matsumoto - Takayama Jinya - Gifu (approx. 215km day)**

This morning travel to Takayama Jinya, a former government outpost established in order to bring the Hida Province under the direct control of the Edo Bakufu. Afterwards you will visit the historic villages of Shirakawa-go and Gokayama, both UNESCO World Heritage sites.

Located in a mountainous region that was cut off from the rest of the world for a long period of time, these villages with their Gassho-style houses, survived on the cultivation of mulberry trees and the rearing of silkworms. Both are examples of a traditional way of life that is perfectly adapted to the environment and the people's social and economic circumstances. Enjoy a walk among the incredible houses before departing to Gifu.

Overnight: Gifu Hotel

Meals included: None

### **Day 4 Gifu - Kyoto - Nagoya (approx. 250km day)**

This morning depart Gifu for Kyoto. Upon arrival enjoy approximately 7 hours of free time to explore the historic town. You will be picked up from downtown Kyoto to depart to Nagoya at 4pm. Alternatively, you can take the opportunity to join an optional tour of Kyoto (not included). The tour includes a stop at Fushimi Inari Shrine, an important Shinto shrine in southern Kyoto. It's famous for its thousands of vermilion torii gates, which straddle a network of trails behind its main buildings. The tour continues with a visit to Kinkaku-ji (Golden Pavilion), a Zen temple in northern Kyoto whose top two floors are completely covered in gold leaf. The last stop of the tour is to watch a Kimono Fashion Show where beautiful women wearing varieties of kimono and obi (sash) appear on the stage with Japanese music.

Overnight: Nagoya Hotel

Meals included: None

### **Day 5 Nagoya - Nagano/Yamanashi Area (approx. 255km day)**

The highlight today is a visit to the Toyota Automobile Museum, where you will find out how in three generations the Toyota family came from a lonely village in Japan to become one of the biggest conglomerates in the world. This afternoon visit Narai-juku, an old town which transports you back to 17th century Japan, and Tsumagoi Village. Then continue onto the Nagano/Yamanashi area to check into the hotel.

Overnight: Nagano/Yamanashi Area Hotel

Meals included: None

### **Day 6 Nagano/Yamanashi Area - Lake Yamanaka - Mt Fuji - Kanagawa/Yokohama Area (approx. 300km day)**

This morning drive through the countryside and mountains to reach Lake Yamanaka, the largest of all the Fuji Five Lakes which offers a good view of Mt. Fuji. It is located in the

village of Yamanakako which is populated by many swans. Thus, it has been unofficially called "Swan Lake.". Take a scenic boat ride around the lake. Drive to Mt Fuji 5th Station (weather permitting). At 2300m above sea level, the Fuji 5th Station offers a commanding view of the Fuji Five Lakes area below. An observation point with unobstructed views of Fujiyoshida City and Lake Yamanaka can be found at Komitake Shrine behind the shops. Continue onto the Kanagawa/Yokohama area to check into the hotel.

Overnight: Kanagawa/Yokohama Area Hotel

Meals included: None

### **Day 7 Kanagawa/Yokohama area – Tokyo (approx. 50km day)**

This morning you will drive to Tokyo and arrive at the hotel at approximately 11am. The standard hotel check in time is 3pm so you can store your luggage at the front desk and explore Tokyo at your own pace. Alternatively, you can take the opportunity to join an optional Tokyo sightseeing tour (not included). First you will visit Tsukiji Fish Market, the biggest wholesale fish and seafood market in the world and also one of the largest wholesale food markets of any kind. Then you will visit Meiji Shrine, a key Shinto religious site that was dedicated to the Imperial Family in 1926. Walk among the serene gardens that surround the shrine as you listen to more details about its importance from your guide. Last enjoy the sweeping views of this vast city at the Observations deck at the famous Tokyo Tower, the landmark of Tokyo (entry included).

Overnight: Tokyo Hotel

Meals included: None

### **Day 8 Tokyo – Australia**

This morning store your luggage at the hotel, and then spend the day exploring this vibrant city at your own pace. This afternoon you will be transferred by hotel shuttle to the airport for your return flight to Australia.

Meals included: In-Flight

### **Day 9 Arrive in Australia**

## **TOUR INCLUSIONS**

### **HIGHLIGHTS**

Enjoy free time to see Kyoto and Tokyo at leisure

Explore Matsumoto Castle, one of Japan's oldest castles

Visit the UNESCO World Heritage villages of Shirakawa-go and Gokayama

Wander the 17th century village of Narai-juku

Take in the history of Tsumagoi Village

Learn about the history of Toyota at the Toyota Automobile Museum

Visit Daio Wasabi Farm, the largest wasabi farm in Japan

See Takayama Jinya, a former government outpost

Travel through the scenic Fuji Five Lakes District

Take in views of Mt Fuji from Mt Fuji 5th Station (weather permitting)

Enjoy a cruise on Lake Yamanaka known as 'Swan Lake'

## **FLIGHTS**

Return international flights (economy class) departing SYD  
Fly with award-winning Qantas Airways  
Frequent flyer points for Qantas members

## **ACCOMMODATION**

7 nights hotel accommodation

## **TOUR ESSENTIALS**

English-speaking tour leader

## **TRANSPORT**

Transportation by A/C vehicles

## **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 your Travel Consultant (unless otherwise stated).

### **OFFER ESSENTIALS**

Travel offer is valid for travel on selected dates until the 20th June 2018

Travel offer is valid for one person based on twin share

#### **Single Traveller Supplement**

For solo travellers a mandatory single supplement of \$700 applies

#### **Departure Dates (2018)**

May: 9, 10, 15, 22, 23, 29

June: 5, 12, 19, 20

**Departure Cities**

Sydney

**FLIGHTS****Full Service Airline(s) Used**

Qantas Airways (subject to availability)

**Arrive Early**

Not available

**Stay Behind**

Not available

**Stopover Packages**

Not available

**Flight Class Upgrades**

Not available

**ACCOMMODATION****Accommodation Used**

3 Star (self-rated)

- Narita: Narita View Hotel / Narita U-City Hotel / Narita Gateway Hotel / Marroad International Hotel OR Narita Tobu Hotel Airport
- Matsumoto: Hotel New Station / Hotel Trend Matsumoto / Ace Inn / Hotel Montagne OR Matsumoto Hills Hotel
- Gifu: Comfort Hotel Gifu / Koyo Gifu Hashima / Tokyo Inn Gifu / Hotel Verresel Hashim OR APA Hotel Ogaki-Ekimae
- Nagoya Hotel: Best Western Hotel / Smile Hotel Nagoya Sakae / Hotel Wing International Nagoya / APA Hotel Nagoya-Sakae / APA Villa Hotel Nagoya-Marunouchi Ekimae OR Hotel MyStays Nagoya-Sakae
- Nagano/Yamanashi Area Hotel: Hotel Route Inn Suwa-Inter / Chisun Inn Suwa Ic / Hotel Trend Matsumoto / Hotel New Station / Ace Inn Matsumoto OR Hotel Route Inn Kawaguchiko
- Kanagawa/Yokohama Area Hotel: Hotel Kanachu Hadano / Atsugi Urban Hotel / Odakyu Station Hotel Hon-Atsugi / Hotel MyStays Yokohama / Hotel JAL City Kannai Yokohama / Shin Yokohama Kokusai Hotel OR Hotel Wing International
- Tokyo Hotel: Hotel Lumiere Kasai / Hotel MyStays Kamata / Hotel MyStays Ochanomizu Conference Centre / Grand Park Hotel Panex Tokyo / Red Roof Inn Kamata-Haneda Tokyo / Apa Hotel Tokyo-Ojima OR Koraku Garden Hotel

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**

Not available

**Maximum Room Capacity**

2 people

**Child Policy**

- No child discounts. Full price applies for all children travelling with their parents
- Strictly valid for Children/infants 2 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 or twin bedding (subject to availability)

**Adjoining Rooms (Interconnecting Rooms)**

Not available

**GENERAL TOUR INFORMATION**

Minimum group size 16, maximum group size 42 per vehicle

**Optional Tours / Activities**

Day 4: Kyoto Optional Tour - \$50 AUD per person

Day 7: Tokyo Optional Tour - \$75 AUD per person

Please Note:

- prices are based on per person, are subject to availability, time permitting and weather conditions, and are payable direct to the tour operator in the currency specified
- Some tours require minimum numbers to operate

**EXCLUSIONS**

- Visa fees and requirements (A visa for Japan is not required if travelling on an Australian passport)
- Meals/beverages not stated in the itinerary
- Mandatory gratuities/tipping \$10 AUD per person/day
- 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**

### **CLIMATE & AVERAGE TEMPERATURE**

May in Japan is the last month of Spring. A lovely time to visit with top temperatures of 23 degrees. June will bring top Temperatures of 26 degrees.

### **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.

### **COACH TOUR**

#### **Meals:**

No meals are included in the tour, for all meals; breakfasts, 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 of the tour leader (when available) and driver throughout the tour. The mandatory tip for the tour leader and driver is \$10 AUD per person per day, which will be collected whilst on tour.

**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 basic level of fitness will be required. If you have any concerns please consult your healthcare provider prior to purchase/travel.

**FLIGHTS****Frequent Flyer Points:**

To earn Qantas frequent flyer points, please provide frequent flyer numbers at the time of check in

**Advance Seat Assignments:**

Customers are unable to purchase seats on Qantas's website. However, customers can choose seats at the time of check-in subject to availability.

**Special Meals:**

Customers can request ONE of the following special meals:

- Diabetic, Gluten Intolerance, Hindu, Kosher Meal, Muslim (Halal), Vegetarian (Lacto Ovo) or Vegan

Please note: All dietary requests must be clearly stated on your passenger information form only. No other form of late requests will be processed by the airline.

**VISAS**

A Tourist visa for Japan is not required if traveling 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.

**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](http://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](mailto: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](http://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.