BEO-TRAVEL
TERMS AND CONDITIONS

TC/2026.V2
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BEO-TRAVEL

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Please read the following BEO-Travel Pty Ltd (ABN: 99 103 078 342) terms and conditions carefully. You must not accept any booking unless you understand and agree with the following terms and conditions.

They 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 using BEO-Travel to make travel bookings on your behalf and to arrange relevant contracts between you and the travel service providers, you agree to comply with all the terms and conditions hereof. This version is current and approved as of 01 May 2024 BEO-Travel acts as a travel agent only. We sell various travel related products on behalf of numerous transports, accommodation, and other wholesale service providers, such as airlines, coach, rail, cruise line operators. BEO-Travel's obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and the travel service providers. We have no responsibility for these services, nor do we make or give any warranty or representation regarding their standard. All bookings are made subject to the terms and conditions and limitations of liability imposed by these service providers. Your legal recourse is against the specific provider and not BEO-Travel. If for any reason, any travel service provider is unable to provide the services for which you have contracted your remedy lies against the provider and not with BEO-Travel If you are making bookings on behalf of a couple or a group, we will be happy to provide you with more than one copy of this confirmation if requested. All reservations have been booked under the terms & conditions laid down by the airlines and tour wholesalers. BEO-Travel reserve the right to also impose these fees and our "Services Fees" are detailed herein for your benefit.

LIABILITY: We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions, or default, whether negligent or otherwise, of third-party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not 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 force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part.

TRAVEL DOCUMENTS: Airline tickets must be issued in the name of the passport/photo identity holder, some carriers will deny carriage if the name varies, and the booking may be cancelled. Please make sure all itinerary details are correct, such as name spelling and flight details before purchasing the ticket otherwise the passenger will be responsible for any changes (if permitted) and incurred costs after the ticket is issued.

PASSPORTS AND VISAS: Whilst we offer full assistance, it is your responsibility to 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 because of such documents not meeting the requirements of those authorities will be your sole responsibility and we do not accept any liability whatsoever. All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of entry. If you need information regarding passports, visas and other travel document requirements for your trip please let us know. We can obtain such information from an external visa advisory service provider on your behalf. We do not warrant the accuracy of such information and accept no liability for any loss or damage which you may suffer in reliance on it. We can obtain visas for you if you wish, and fees may apply for this service.

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.

SERVICE FEES*: The following fees apply to individual bookings. Please ask with your travel consultant if you have any queries:

DOMESTIC TRAVEL: Domestic flight bookings inc. Internet from $30.00

INTERNATIONAL TRAVEL:
Trans-Tasman/South Pacific flights: from $50.00
Other International flights: from $100
Visa processing: from $50.00 + Visa Fees + Postage/Courier fees: from $15.00

DEPOSITS / AMENDMENTS / CANCELLATIONS / SERVICE FEES:
Non-refundable deposit fee per person: $100.00
Ticket reissue fees per person: $100+service provider fees
Ticket cancellation fees per person: $150+service provider fees.

TRAVEL INSURANCE Cancellation Fee – 30% of total policy cost

***All service fees are subject to change and can vary from flight to flight.**

DEPOSITS & QUOTED PRICES: All prices quoted are correct at the time of issue; however, all prices are subject to availability and can be withdrawn or varied without notice. Non-refundable deposit of $100AUD per person is required within 24 hours of reservation; otherwise, your booking may be cancelled. Deposits are held against reservations and are not a price guarantee as prices may fluctuate unless reservation is paid in full.

CANCELLATION/REISSUE FEES: We are unable to provide a refund to you until we receive the funds from the relevant supplier. Cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Fees will also apply where a booking is changed, or tickets are re-issued. Please note that in case of cancellation or reissue all cancellation or reissue fees are fully non-refundable with no exceptions.

PAYMENT OPTIONS: All prices quoted are in Australian Dollars and are based on payment by cash. Credit card surcharges apply (please see “Merchant Service Fee” detail on pervious page). If for any reason any travel service provider is unable to provide the services for which you have contracted, your remedy lies against that provider, and not against BEO-Travel. If payment has been made to BEO-Travel by credit card, and BEO-Travel has passed on the payment to the travel service provider you agree that you will not seek to charge back your payment to BEO-Travel.

TAXES: Certain taxes are mandatory in various countries. There may also be an additional local tax charged at some airports. All taxes are subject to change without notice.

SUPPLIER CHARGE 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 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.

SPECIAL REQUESTS: If you have any special requests: i.e. seating arrangements, special dietary requests, airport assistance or hotel room type; every attempt will be made by us to accommodate your request, but as we are not the ultimate service provider we are not in a position to be able to guarantee the request.

HEALTH ADVICE: It is your responsibility to ensure that you are aware of any health requirements for your travel destinations and to ensure that you carry all necessary vaccination documentation. If you are unable to undertake travel because you do not meet the health requirements, we will not be liable for any extra costs that may be incurred.

PRIVACY: BEO-Travel is committed to protecting the privacy and confidentiality of personal information. Our Privacy Policy is available for viewing at www.beotravel.com or ask your travel consultant to provide you with a copy.

TRAVEL ADVICE: 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.

LUGGAGE: Please note that luggage restrictions apply. Please check with airline representative before departure.

FLIGHTS: Flight confirmation is compulsory. Please make sure you confirm your flight at least 24hrs-72hrs before departure because airline reserves the right to cancel or to change the flight details any time without any prior notice. Beo-Travel shall not be held responsible for any consequences if you fail to confirm your flight.

CHECK IN: You must check in at the airport at least 3 hours prior to departure for all international flights and at least 2 hours for domestic flights.

TRAVEL INSURANCE: It is your responsibility to ensure that you are sufficiently covered on you trip. Any expenditures incurred because of not taking a travel insurance cover will be your sole responsibility and we do not accept any liability whatsoever. Please note there is a service fee charged by BEO-Travel to process your application for Travel Insurance on your behalf. This fee is non – refundable and will be deducted from your insurance total, should you decide to cancel your policy. For applicable fees and charges, please refer to SERVICE FEES.

ACKNOWLEDGEMENT:
By using our services, 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.

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