

PO Box 629
Coolum Beach
QLD 4573
ABN 31871210455



CT TRAVEL
Coolum Tours & Travel

www.cttravel.com.au
tours@cttravel.com.au
07 53911648
0409 278 971

PASSENGER BOOKING FORM --- TOURS

TOUR NAME:

TOUR DEPARTURE DATE:

Personal Details:

Please ensure your names are exactly as per your photo ID. Complete the following only if appropriate

PASSENGER DETAILS

Title: (please circle) Mr Mrs Ms Given Name/s

Surname: Preferred Name:

Gender: (please circle) M / F Date of Birth:

Room Request: (please circle) Twin Double Single

Willing to Share: Y / N Sharing with:

Address: Post Code:

Mobile: Home phone

Email:

Special Requirements / Dietary etc:

Emergency Contact --- Name:

Emergency Contact --- Ph:

Please sign and return completed booking form to CTTravel - By Post or email

You may pay by cheque, credit/debit card over the phone or by Direct Deposit to

Coolum Tours and Travel
Wpac Acc
BSB 034-198
Acc # 666873

I have read and accept the Terms & Conditions of Travel listed overleaf.

SIGNED

Print name

Date

Terms & Conditions

All bookings made with CT Travel are made according to these terms and conditions.

Travel Management

Each booking is conditional on CT Travel securing the minimum number of passengers to operate both day and extended tours. Where this number is not achieved, CT Travel reserves the right to cancel a scheduled trip. In certain cases, the tour may be offered at a later date.

Pricing

All prices are in Australian dollars and include tour administration costs, operation expenses and GST (where applicable). Prices include all coach travel, airport transfers (where applicable), other means of travel costs, meals (where applicable), accommodation, sightseeing, admission, and may also include airfares where relevant. Not included are meals not identified in the itinerary, optional activities, personal expenses or drinks. Tour activities and attractions (both included and optional) are subject to availability and/or seasonal factors. **Any changes in attraction, accommodation, airfares, travel by other means costs and/or fuel costs advised after we advertise a tour will incur a variation in price to the customer.**

Vehicle Allocation

CT Travel reserves the right to supply a coach suitable for the numbers of passengers on the tour. We always endeavour to utilise our own vehicles and drivers at all times, however, in the event of circumstances beyond our control we reserve the right to make alternative travel arrangements.

Itinerary Changes

Where possible all tours will go ahead as advertised. However, CT Travel reserves the right to alter or change the accommodation providers and carriers at any time for any reason. We also reserve the right to cancel or alter tour itineraries at any time without notice due to unforeseen circumstances. These could include, (but not limited to) road conditions, inclement weather, insufficient numbers, supplier or carrier nonconformances, operational requirements or no availability of venues or attractions. CT Travel is not the provider of third-party tours, accommodation, meals, attractions, and travel by other means, and operates in good faith on the information provided by these third parties suppliers. As such, CT Travel accepts no responsibility for accuracy of information provided by third parties.

ALL alterations or substitutions will be made with the best interests and intentions of all passengers. Wherever possible, we will advise passengers of these changes.

Seat Reservation

We do not guarantee seats unless full payment has been received. Seating on the Coach is not reserved unless there are medical conditions that require access to certain seats.

Pick up Locations

Pickup points will be advertised as part of the tour requirements, and due to tour timings will not normally be changed. Please advise office staff of your preferred pickup location at the time of booking.

We may be able to pick up at retirement resorts upon request, but this is dependent on numbers and travel timings.

All passengers are required to be at their point of pickup 15 minutes prior to the prescribed departure time.

Special Conditions

CT Travel encourages passengers with disabilities or special needs to travel with them as part of our "Travel for All" policy. Any special needs requirements are to be declared at the time of booking, and CT Travel would encourage travellers to organise their own travelling companion to assist with these special needs. Extended touring with wheelchairs may not be suitable due to operational limitations, however, we encourage people to enquire so we can identify and possibly assist in supporting these needs. **CT Travel reserves the right to refuse travel or suspend travel where it is the opinion of the company that any passenger is not able to care for themselves during the tour, has become disruptive to other travellers or has become a hazard to others and for the safe operation of the vehicle.** CT Travel will take all due care & assist with changed travel arrangements but takes no responsibility for any additional costs where the traveller is precluded from completing the journey.

Dietary Requirements

Passengers are required to inform CT Travel of any special dietary requirements at the time of booking. When travelling, passengers should re-confirm these requirements with the driver who will check with each location. Because meals are provided through third parties, all care will be taken to inform them of the special requirements, but CT Travel cannot guarantee these will be met.

Fitness to Travel

As part of CT Travels ongoing commitment to delivering safe and enjoyable travel experiences, we encourage passengers to ensure they are fit to undertake the activities and travel outlined in our tour itineraries. Passengers who take regular medication should ensure they carry enough to cover their daily requirements for the duration of the tour.

Passengers should also be aware of the heat stress and high temperatures experienced during extended outback travel.

Some tour components may require long periods of walking, varying in degree of difficulty. If unsure passengers should enquire with CT Travel staff at the time of booking.

Where a passenger is unsure of their fitness to travel, they should consult a doctor for advice prior to booking travel.

DEPOSITS and FINAL PAYMENTS: --- All Tours

A non-refundable/non-transferable deposit is required within 7 days of booking to confirm your seat on the tour.

Final payment is due no later than 60 days prior to departure, (unless otherwise stated).

For bookings less than 60 days from date of departure, full payment is required within 48 hours for confirmation.

Passengers may pay for their tours over the phone using a credit/debit card, mailing in a cheque or direct deposit to our account. MasterCard and Visa Card are accepted forms of payment. Cheques should be made payable to **Coolum Tours & Travel**

CANCELLATION FEES

Where CT Travel make travel bookings on behalf of clients with third party carriers, payments and refunds may be subject to the cancellation conditions of the respective carriers. This will be beyond CT Travel control.

All Tours - More than 60 days prior to the commencement of the tour— forfeit deposit paid (subject to specific tour conditions e.g. COVID-19 below)
60—14 days prior to commencement of tour— up to 50% of total fare to be paid
• Less than 14 days prior to commencement of tour— no refund payable unless there is a replacement passenger to fill the booking.

COVID – 19

Where we are unable to proceed with a tour due to government restrictions on travel, we will endeavour to postpone the tour to another date. If the alternative date is not suitable, we will offer credit for tour pre-payments made to be used on any other CT Travel Tour. Alternatively, we will refund tour payments made subject to reasonable administrative expenses incurred and our ability to recover funds paid to third party suppliers.

Passengers may be required to complete a health declaration on the day of the tour departure. A passenger presenting on the tour departure date, exhibiting symptoms of COVID-19 or having been in a declared COVID-19 hotspot in the past 14 days may be refused access to the tour.

TRAVEL INSURANCE

CT Travel strongly recommend that passengers take out travel insurance to cover them against unforeseen circumstances including cancellation.

Luggage

Luggage is limited to 1 medium sized bag per person — approx. 20kg and one small hand luggage. Your luggage must be a size that you can carry without difficulties. Divers will help with luggage on extended tours where possible; however, drivers at their own discretion, can refuse to handle luggage.

Accommodation and Meals

All prices listed are for Double/Twin Share and Single accommodation. Part of travelling is the fun of making new friends. but CT Travel accepts no responsibility for the suitability of rooming partners allocated for single passengers willing to share.

Single supplement is always available for travellers who do not wish to share, but this will incur an additional cost. Where rooming partners are unsuitable, every effort will be made to rematch partners, or single accommodation can be arranged for the remainder of the tour at additional cost to the passengers. Where a passenger has opted to twin share, but CT Travel is not able to find someone to share with them, a single supplement cost will apply. The accommodation is based on 3.5 to 4.5 stars (unless otherwise stated) with evening meals and breakfasts included (unless otherwise stated) All meal inclusions are noted in your itinerary for the tour by notations such as BLD (B=Breakfast; L=Lunch; D=Dinner) next to each day on your itinerary to identify which meals are included on each day.

Promotional Release Policy

On tours we take photos and at times request written comments, for promotional purposes. CT Travel reserves the right to utilise these photographs and comments for promotional and business activities. Please advise us, if you do not wish to be photographed or would not like selected photo's or comments printed in our future promotions or website.

Young Travellers

Please note that some tours are not suitable for children. Persons under 18 must be accompanied by an adult. Child pricing is subject to third party and twin share prices at the time of travel.

Customer Parking

Customer parking is not available at our depot whilst you are away on tour.

Responsibility

Tour and holiday travel (including all associated activities) are subject to some degree of risk. Passenger participation in tours offered or operated by CT Travel may incur certain risk beyond the operator's control, including, but not limited to, hazards of travelling in remote areas; travel by rail, boat, aircraft or other means of travel; forces of nature; accident, injury or illness in remote regions without rapid means of evacuation or access to medical facilities. CT Travel and any other carrier companies will not have any liability regarding provision of medical care or adequacy of any care that may be rendered. It is understood that CT Travel will use their best efforts to ensure that adequate measures are taken. All passengers are encouraged to make their own enquiries regarding conditions and safety warnings in relation to the destination they are travelling to. CT Travel make all arrangements for offered and operated tours upon the express condition that they cannot accept responsibility or liability for any delays, accidents, injury or damage caused by third party providers or any other service the company acts as agents on behalf of, where the third party fails to deliver a said service.

DISCLAIMERS:

These terms and conditions may from time to time be subjected to further changes by CT Travel, and are shown on the CT Travel Website, www.cttravel.com.au Bookings are made subject to the Terms and Conditions applying at the time of deposit paid.

