

Booking and Advisory Services - Terms and Conditions

Terms of Service

Harmony Travel Group is committed to taking great care for our guests, our suppliers, our service providers and our staff. It is really important that you take the time to read and understand the following general conditions of booking with Harmony Travel Group. Whilst the following are general important terms and conditions, there is more detailed information which would be outlined in your travel confirmation documents. Please read your travel documents to ensure that you understand the itinerary and the style of trip you are undertaking. Thank you!

Summary

1. References to "us", "we" and/or "our" in these Booking & Advisory Services Terms and Conditions means Harmony (AUST) PTY LTD trading as Harmony Travel Group.
2. We are a travel agent. We arrange travel services and sell a Travel Product on behalf of Third Party Travel Providers (Providers) including airlines, tour and cruise operators, car hirers and accommodation providers. We charge a service fee for providing this service.
3. Once we have booked a Travel Product on your behalf, your contract is then with the Provider of those services.
4. Your rights to amend or cancel your Travel Booking and the cost of doing so will be governed by the Provider's terms and conditions. The Provider's terms and conditions may be non-refundable or may have amendment and cancellation fees. It is important that you understand this when entering into a contract with us. These fees are in addition to amendment and cancellation fees charged by us, outlined in the Schedule of Professional Service Fees.

Agency

5. We provide you with Booking & Advisory Services that allow you to acquire Travel Products from a Provider. We act as agent for the Provider.
6. By acquiring Booking & Advisory Services from us, you agree that you have read and understood our terms and conditions and the terms and conditions of the Providers.

Fees and Commissions

7. We charge a fee for providing the Booking & Advisory Services to you. The fee is non-refundable, even if the Travel Product is not used.

8. All fees are outlined in the Schedule of Professional Service Fees.

9. We may receive a commission, fee, rebate, gift or financial incentives from Providers, in respect of your booking. Any commission, gift, fee, rebate and/or financial incentive received by us from Providers in relation to your booking is non-refundable in the event of cancellation.

Liability of Agency and Limitations of Liability

10. We are liable to you for providing Booking & Advisory Services in accordance with these terms and conditions.

11. Our travel Booking & Advisory Services come with guarantees under the Australian Consumer Law which cannot be excluded. These guarantees include that the services:

will be provided with due care and skill;

will be reasonably fit for the specified purpose;

can reasonably be expected to achieve the desired result; and

will be provided within a reasonable time.

12. If we do not meet any of the expectations set out in paragraph 11, you have rights under the Australian Consumer Law.

13. Subject to the Australian Consumer Law, we are not liable for any technical errors, corruption of any data, unauthorised access to your personal data, inaccuracies in information supplied by you or third parties, or failure to complete bookings when that failure is due to circumstances beyond our control.

14. Subject to the application of consumer guarantees which may be implied into the supply of Booking & Advisory Services to you, we are not otherwise liable to you or anyone else for any loss or damage which is suffered directly or indirectly in connection with the:

the delivery or non-delivery of the Travel Product; or

any act or omission of Providers or other third parties.

15. Apart from the rights you have under the Trade Practices Act that cannot be lawfully excluded, we shall not be liable for any inconvenience, delay, loss, death, injury or damage to you or your belongings or otherwise caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party suppliers, force majeure or any other event which is beyond our control.

16. Nothing in these terms and conditions is intended to exclude or restrict the application of consumer guarantees under consumer protection law.

Liability of the Provider

17. Once you have acquired Booking & Advisory Services from us, the Provider will provide you with the Travel Product on the terms and conditions agreed between you and the Provider. You should obtain and read the Provider's terms and conditions before acquiring Booking & Advisory Services from us.

18. The Provider is liable to you for a breach of obligations in providing you with the Travel Product.

19. As an agent of the Provider, we have no control over or liability for, the services provided by Providers. We cannot guarantee the performance of the Provider and we have no liability in respect of the supply of any Travel Products including any liability in contract, tort or otherwise, for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by any provider of travel services or products by Providers. All bookings with us are subject to the terms and conditions and limitations of liability imposed by the Provider.

Our Contract

For all bookings made with Harmony Travel Group, travel confirmation documents will be issued and you are deemed to have read and agreed to the Booking Conditions. As we are a third party supplier of travel products, individual travel providers may have their own terms and conditions which may vary for each individual trip. Please ask your travel consultant for more details.

Validity

Dates, itineraries and prices listed on this website are indicative and subject to change without notice.

Changes in Prices and Itineraries

1. All prices quoted to you are subject to availability and may be withdrawn or amended at any time without notice until paid in full. Prices are subject to change and can occur due to supplier or airline price increases, fluctuating currency or taxes and fuel surcharges.
2. We reserve the right to cancel your booking in the event we have reasonable grounds to believe it is fraudulent.
3. If a Provider changes any part of your booking for reasons beyond its control, we will use our reasonable endeavours to notify you. If any such changes result in your Travel Product costing more or otherwise being materially different, then you may cancel the Travel Product. Any refund would be subject to the Travel Provider terms and conditions.
4. These terms and conditions are subject to variation at any time. Any variation will be displayed here, and you will be deemed to have accepted a variation if you have made a booking after it has been displayed.

Taxes

As certain taxes are mandatory in various countries or provinces, there may also be additional local taxes charged at some airports. All taxes included in current pricing are subject to change without notice.

Booking Terms

1. The Travel Products offered are subject to availability and can be withdrawn without notice by the Provider. Travel Products may also change at any time in accordance with the Providers terms and conditions.
2. When making a booking, you must provide details of each traveller correctly. We have no responsibility for any loss or damage arising from the incorrect entry of a traveller's details.
3. Travel Products obtained through the Booking & Advisory Services are not guaranteed until payment has been made in full and documents have been processed.
4. It is your responsibility to contact the Provider prior to departure to ensure there is no change to the scheduled departure time.
5. Most airlines offer only electronic confirmation of your reservation, or 'e-ticketing'. We cannot be held responsible if your e-ticket does not arrive due to an incorrect email

address or your junk email settings. You must notify us immediately if you change your email address or contact telephone number after making a booking. It is your responsibility to advise us if you have not received your e-ticket confirmation.

6. When making a booking you must advise your consultant of any medical, dietary or mobility conditions you may have.

7. When making a booking you must advise us if you are pregnant.

Payment Terms

8. All pricing is reflected in Australian Dollars unless otherwise specified.

Our Maldive properties are quoted in USD and will be converted in AUD at the current AUD bank exchange rate at the time of payment. If cancelled, refunds are sent back in USD and will be converted in AUD at the current AUD bank exchange rate at the time of refund.

9. All pricing is inclusive of goods and services tax (GST), or other such value-added taxes where applicable.

Payments processed in foreign currency (currency other than the original card holders country of issue), may incur a currency conversion fee. Please refer to your financial institution for applicable fees.

10. We sell Travel Products in two different ways:

as merchant, where we take payment directly from you at the time of booking confirmation; or

as retail, where your Travel Product will either be paid to the Provider directly at the time of booking or payable to the Provider on the date of travel.

11. Travel Products purchased in accordance with the 'retail' method, will not be bound by these terms and conditions and you are responsible for pursuing any claims of cancellation, re-scheduling, refunds or chargebacks directly with the merchant.

As the merchant we are governed by the terms and conditions of the provider of the merchant facility.

A credit card or debit card fee may also be charged by certain Providers and low-cost carriers. You will be notified of such charges prior to your purchase

All charges, including the credit card fees, may be in another currency (e.g. EUR), which we will provide an estimate for in Australian dollars.

Collection by Harmony Travel Group:

On any Harmony Travel Group Collection tours we offer guest flexible bookings for piece of mind. Your worry free deposits can be refunded up to 30 days of booking to receive a full refund. For more on our Collection terms and conditions refer to our COVID policy.

Acceptance of Booking and Payment Terms

Upon accepting your booking, Harmony Travel Group requires a deposit to be paid, which constitutes a contract between both parties. Please refer to your travel consultant for details regarding the payment schedule and individual terms and conditions of the third party travel providers.

Cancellation and Amendments

Generally we are bound by the terms and conditions required by the travel supplier.

It is extremely important that travel insurance is taken out at the time of paying a deposit to cover you for cancellation due to an unforeseen event. Not all events are covered by travel insurance, so it is important to check with your agent or insurance company as to what is covered by the policy selected.

Deposited bookings cancelled 60 or more days prior to travel: Deposit is non-refundable. In addition to this you will be charged any cancellation fees that are levied by the supplier plus a \$150 per person cancellation fee from Harmony Travel Group. This will be deducted from the supplier refund.

Fully paid bookings cancelled 60 days or more prior to travel: Deposit is non-refundable. In addition to this you will be charged any cancellation fees that are levied by the supplier plus 10% of gross booking value or \$150 per person cancellation fee from Harmony Travel Group – whichever is higher. This will be deducted from the supplier refund.

Fully paid bookings cancelled within 60 days of travel: Unless otherwise stated, bookings cancelled inside 60 days are generally non refundable, however refunds will be according to the travel suppliers terms and conditions. If any supplier refunds are applicable, Harmony Travel Group will retain the original commission amount.

Cancelling and rebooking: If you cancel a booking and re-book another holiday to a lesser value, Harmony Travel Group will retain the original commission amount, or a \$150 per person cancellation fee, whichever is the lesser amount. All cancellations must be made in writing to the consultant who is handling the booking.

1. If you amend or cancel your Travel Product, we reserve the right to charge the cancellation and amendment fees as per the Schedule of Profession

Our Change and Cancellation Fees

If you cancel some or all portions of your booking after paying a deposit or in full, cancellation fees will apply. If you change part or all of your booking after paying a deposit, change fees may apply. For a cancellation or amendment notice to be effective it must be received in writing by Harmony Travel Group prior to your scheduled departure date.

- Changes to Domestic bookings will incur a fee of \$55 per passenger per booking in addition to supplier fees.

- Cancellations to Domestic bookings will incur a fee of \$85 per passenger per booking in addition to supplier fees.

- Changes to International bookings will incur a fee of \$110 per passenger per booking in addition to supplier fees.

- Cancellations to International bookings will incur a fee of \$150 per passenger per booking in addition to supplier fees.

We strongly recommend that you take out appropriate travel insurances at the time of booking which will cover any and all cancellation fees. If you cancel your Travel Product, your right to a refund or credit is subject to the terms and conditions of the Provider. If the Provider is required to provide you with a refund or credit for the Travel Product, we will liaise with the Provider to arrange that refund. Where you are entitled to a refund, we are unable to provide you with this refund until we receive it from the Provider. Please note that most Providers take 60 – 90 days to process any refund. Any refund or credit will be subject to these terms and conditions and will not include the Booking & Service Advisory fee, credit card fees or any commissions received. You may also be charged a cancellation fee by the Provider. Where refunds for unused services are allowed, a service fee may be charged by the Provider against the value of the refund.

Refunds and Credits

Changes or cancellations after your deposit has been paid may also be subject to fees from third party suppliers, including but not limited to airlines, hotels, tour operators and cruise lines. This fee can be up to 100% of the booking cost. Reissue fees may apply when changes require a new ticket to be issued.

If you cancel your Travel Product, your right to a refund or credit is subject to the terms and conditions of the Provider. If the Provider is required to provide you with a refund or credit for the Travel Product, we will liaise with the Provider to arrange that refund. Where you are entitled to a refund, we are unable to provide you with this refund until we receive it from the Provider. Please note that most Providers take 60 – 90 days to process any refund. Any refund or credit will be subject to these terms and conditions and will not include the Booking & Service Advisory fee, credit card fees or any commissions received. You may also be charged a cancellation fee by the Provider. Where refunds for unused services are allowed, a service fee may be charged by the Provider against the value of the refund.

Cancellations and amendments for Harmony Travel Group Escorted Tours and Collections

For Harmony Travel Group escorted groups, deposits are non-refundable if you cancel voluntarily.

Harmony Travel Group COVID booking Policy:

If we must cancel our tour due to COVID-19 clients booked onto the tour can place the money, they paid into a flexible credit. Flexible credit allows clients to use the following:

- Option 1: Book on another Harmony Travel Group tour
- Option 2: Book with another supplier, package, and pay the difference if there is a difference in payment client will need to pay the difference.
- Option 3: Refund for the amount paid. Process times will be advised by consultants.

If you test positive for Covid within 5 days of the group departure- we will refund your monies less any 3rd party fees (including Hotel and Tickets providers) per their respective cancellation fees and terms and conditions.

Cancellations and amendments for online low-cost carrier bookings only

1. If your flight booking is with a Low-Cost Carrier, you can only cancel or change your booking by contacting the Provider directly.

Cancellations and amendments for hotel bookings only

1. Please review the cancellation policy for your hotel booking for any penalties that may apply.

Travel Documents

Travel Documents including, but not limited to, airline tickets, hotel vouchers, tour vouchers and car hire documents, whether electronic or paper, are subject to conditions and restrictions. Documents may be non-refundable, non-date-changeable, non-transferable and subject to cancellation or amendment fees. Airline tickets must be issued in the name which matches the passport of the user. It is your responsibility to carefully check all details on documents and advise us immediately of any errors in names, dates or timings.

Ticketing For international and domestic departure, e-tickets will be issued upon payment and completion of the booking process. All other travel documentation, such as hotel booking confirmations, will be emailed to the email address you provided as an e-document. Should the Provider issue paper vouchers, these will be posted to the address you provided.

Frequent Flyers and Special Requests

If you wish to receive frequent flyer points for your travel please inform your consultant of your frequent flyer details prior to travel. Your frequent flyer program is solely responsible for crediting your points and the specific terms of your membership. You should retain copies of your air ticket and boarding pass. Special requests will be passed on to the Provider but cannot be guaranteed.

For more information on whether your airfare is eligible for Frequent Flyer rewards, please contact the airline directly. When booking online, please ensure that you have entered your correct number.

Frequent Flyer Bookings:

- Domestic Frequent Flyers \$150 per booking + taxes (max 2 passengers)
- International Frequent Flyers \$500 per booking + taxes (max 2 passengers)

Schedule Changes

We will endeavour to contact you regarding any schedule changes prior to your departure, however it is your responsibility to reconfirm your flight departure times 24 hours prior to travel.

Passports, Visas and Health Requirements

It is your responsibility to ensure that you have the required documents, including visas and passports, before travelling to a destination. For more information please log on to www.dfat.gov.au and www.smarttraveller.gov.au. Please check with the respective Embassy or Consulate of each country that you are travelling to, as many destinations require visas for both Australians and non-Australian passport holders. For more information, log on to www.visalink.com.au. You need to ensure that you have at least 6 months validity on your passport from the date of your departure return.

For Harmony Travel Groups booked on flights to the USA, including Hawaii, it is now mandatory, under the Visa Waiver Program to receive an electronic authorisation known as ESTA (Electronic System for Travel Authorisation) no less than 72 hours before travel to the USA. This can be obtained from the following website: <https://esta.cbp.dhs.gov/esta/>.

For Harmony Travel Groups booked on flights to Canada, you either need a visitor visa or an Electronic Travel Authorization (ETA) to fly to, or transit through, a Canadian airport. An ETA can be obtained from the following website: <https://www.canada.ca/en/immigration-refugees-citizenship/services/visit...>

It is your responsibility to ensure that you are aware of any health requirements for your travel destinations. Vaccinations are strongly recommended for certain destinations. You need to contact your local doctor who will advise you of these requirements. Please note that vaccinations may be recommended before your travel departure date.

COVID-19 (Coronavirus)

1. You are choosing to travel at a time where you may be exposed to the Coronavirus. It is your responsibility to ensure you have read and understand all relevant travel information including health.
2. We endeavour to provide the most accurate and up to date travel information at time of booking on travel restrictions and transit points for countries and areas you may be travelling to and via, however, this information is subject to government change and is the travellers' responsibility to continue to monitor any changes that are relevant to their itinerary before and during travel.

3. Should future travel mandates from suppliers and governments require compulsory vaccinations, vary the minimum age, special exemption criteria and/or PCA testing it is the traveller's responsibility to meet this requirement. Please note you may be required to provide a negative COVID test result for travel and some countries may require further testing on arrival.

4. You acknowledge that your decision to travel is made based on your own understanding of this information, and you acknowledge and agree that you are aware of, and assume responsibility for, the risks associated with traveling at this time.

5. To the fullest extent permitted by law, we accept no liability in relation to these additional risks.

Your Personal Details

In order for Harmony Travel Group to confirm your travel arrangements, you must provide all required details at the time of booking. Necessary details include full name as per passport, date of birth, nationality, passport number, passport issue and expiry date and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements.

Consular Advice

Prior to making your booking Harmony Travel Group highly recommends that you review information provided by the Department of Foreign Affairs and Trading and any warnings associated with your destination/s on their websites, www.dfat.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit, www.smartraveller.gov.au .

Accuracy of Information

Great care is taken to ensure the accuracy of descriptions and images associated with all travel products including hotels and tours on this website, however we accept no liability for incorrect images or descriptions, or changes made to any travel products featured. We do not accept any liability for incidental expenses due to changes in itinerary made by third party suppliers.

Acceptance of Risk

You acknowledge that the nature of the trip may involve strenuous activity and participation involves a degree of personal risk. You may be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in our daily lives. Harmony Travel Group uses information from government foreign departments and reports from our own contacts in assessing whether the itinerary should operate. However it is also your own responsibility to

acquaint yourself with all possible relevant travel information and the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you are aware of the personal risks attendant upon such travel.

Force Majeure

1. We will not be liable for any failure or delay in performing our obligations in booking the Travel Product that is due to events beyond our control.
2. If a force majeure event occurs that affects your booking, your entitlement to a refund, a credit or re-scheduled travel booking will depend on the Provider's terms and conditions.
3. If your booking is impacted by a force majeure event and you are entitled to a refund or credit from the Provider, we will facilitate this refund or credit.
4. The Booking & Service Advisory fee, credit card fees or any commissions received are non-refundable in the circumstance that a force majeure event occurs.

Limitation of Liability

Harmony Travel Group contract with a network of companies, government agencies and individuals to assist in the running of our trips as agent for these third parties. Harmony Travel Group is not responsible for the acts and omissions of these third parties.

To the fullest extent permitted by law:

- Any liability for any loss, death, injury or damage which you may suffer (directly or indirectly) in connection with or arising out of your participation in a trip, or any breach of the Booking Conditions.
- You release Harmony Travel Group and our officers, employees, agents and representatives from any liability and expressly waive any claims you may have against Harmony Travel Group arising out of or in connection with your participation in a trip.
- Any condition or warranty which would otherwise be implied by law into these Booking Conditions (Implied Warranty), is excluded. To the extent an Implied Warranty cannot be.

Travel Insurance

Travel insurance is highly recommended for all travellers whether travelling internationally or within Australia. Your travel insurance should cover you for medical expenses, cancellation, repatriation, personal injury and accidents, personal liability and loss of personal baggage and money.

If you do not have travel insurance, Harmony Travel Group can arrange it for you. Please ask your consultant about the best travel insurance policy for your trip and ensure you read the Product Disclosure Statement prior to purchasing.

Claims & Complaints

If you have a complaint about your trip please inform local tour, cruise, hotel or airline staff immediately in order to try and resolve any issues at the time of the complaint. If a resolution cannot be reached, please contact your Harmony Travel Group consultant who will act on your behalf to try and resolve the issue with the supplier, however we are not held liable for any claims or complaints against third party suppliers.

Severability

In the event that any term or condition contained in these Booking Conditions is unenforceable or void by operation of law or as being against public policy or for any other reason than such term or condition shall be deemed to be severed from this contract or amended accordingly only to such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

Privacy Policy

Harmony Travel Group collects your personal information to enable us to respond to your queries and provide you with the Booking & Advisory Services, including assisting in arrangements with Providers (such as hotels and flights).

We will also use your personal information to personalise the service we provide you, including your experience on our, and other, websites, and to provide you with information about our, and our partners', business, products and services. Your personal information may be shared and disclosed to suppliers, Providers, our cloud infrastructure, our contractors and also to others where authorised or required by law. Some of these entities may be located overseas, including in the countries noted in our privacy policy. For further information about how we handle your personal information, including how you can request to access and correct your personal information or complain about a breach of your privacy, please see our privacy policy here. By signing up for our travel club, newsletter, alerts, offers or updates, you confirm you have read and understood our privacy notice for this service and you consent to Harmony Travel

Group sending you marketing material, including via electronic messages relating to our and our partners' products and services that may be of interest to you.

Jurisdiction and Law

All matters arising out of or in connection with the Booking & Advisory Services and these terms and conditions are governed by the laws of VIC, Australia. By acquiring the Booking & Advisory Services, you consent and submit to the exclusive jurisdiction of the laws of VIC, Australia.

Definitions

"We" and "us" means Harmony (AUST) PTY LTD trading as Harmony Travel Group.

"You" or "your" means any user of our Website or any person who acquires the Booking & Advisory Services, including any person who acquires a Travel Product (whether or not the Booking & Advisory Services were acquired by another person).

"Booking & Advisory Services" means services provided by us to you in assisting you to acquire a Travel Product from a Provider and includes advisory and consulting services.

"Force Majeure" means, but not limited to: acts of God, accident, riot, war, terrorist act, epidemic, pandemic, quarantine, outbreaks of infectious disease or any other public health crisis, civil commotion, breakdown of communication facilities, natural catastrophes, adverse weather conditions, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion and generalised lack of availability of raw materials or energy.

"Travel Provider" or "Provider" or "Providers" means the company or person who provides you with the Travel Product on terms and conditions agreed with you.

"Travel Product" means the service or product provided by a Provider, for example, an airline or a hotel.

"Website" means our website www.harmonytravelgroup.com.au

UPDATING OF TERMS AND CONDITIONS

The Company reserves the right to update and/or alter these terms and conditions at any time, and it is the Clients responsibility to be familiar with them. The latest terms and conditions can always be found on the Company website www.harmonytravelgroup.com.au and will supersede any previous versions.

NO SHOW

If you have a booking for a Travel Product (including flights and accommodation) but you do not show up to check-in or otherwise do not avail yourself of such Travel Product, you will not be entitled to any refund from us.

LOW COST FLIGHTS

If you book a low-cost flight with us, we will make the booking on your behalf and your contract for your low-cost flight.

Schedule of Professional Fees

Flight or Hotel Only Service Fee:

- Domestic: \$35 AUD per person per booking
- Trans Tasman Fee: \$55 AUD per person per booking
- All other Harmony Travel Group: \$150 AUD per person per booking

Fees are non-refundable should you not proceed with the booking or it is cancelled

Travel Packages, Cruises and Tours:

\$45.00- Domestic per person per booking

\$55.00 - Trans-Tasman per person per booking

\$120.00- International per person per booking

Fees are non-refundable should you not proceed with the booking or it is cancelled

Personalised itinerary design, tailor-made and self-drive bookings :

\$55.00- Domestic per person per booking

\$85.00- Trans Tasman per person per booking

\$165.00- International per person per booking

Fees are non-refundable should you not proceed with the booking or it is cancelled
Group Air Only Planning- for minimum 10 passengers:

\$250 per Group Booking.

* This fee will be deducted from your final payment when booking with us. Should you not continue to book with us – this becomes a non-refundable fee.

Group Air Only bookings:

\$45.00 – Domestic Group airfare per person per booking

\$55.00 – Trans Tasman Group airfare per person per booking

\$165.00 – International Group airfare per person per booking

Fees are non-refundable should you not proceed with the booking or it is cancelled

Group Air/ Land- 10 or more passengers Planning :

\$250.00 per Group Booking.

* This fee will be deducted from your final payment when booking with us. Should you not continue to book with us – this becomes a non-refundable fee.

Group Air/ Land- Bookings:

\$55.00 – Domestic Group airfare/land per person per booking

\$65.00 – Trans Tasman Group airfare/land per person per booking

\$190.00 – International Group airfare/land per person per booking

Fees are non-refundable should you not proceed with the booking or it is cancelled

Conference (Land) Planning Fee:

- \$500 per conference.

* This fee will be deducted from your final payment when booking

Reservation Deposits

For all bookings a payment of a deposit is required, refer to your detailed statement of account for deposit amount and balance due date. Deposits and service fees are non-refundable unless expressly stated otherwise.

Services We Provide

As a full accredited travel agency we provide an array of professional travel consulting services and advice to ensure our clients receive the very best of attention and direction. Our services include

- Domestic leisure travel arrangements for individuals, couples, families, groups.
- Trans-Tasman and international leisure Travel arrangements for individuals, couples, families, groups.
- In person travel experienced consulting advice.
- 24-hour emergency travel support - available 365 days per year.
- Latest COVID updates via our Safety Hub.
- Latest destination country rules and regulations via our Safety Hub.
- Various travel insurance products including COVID cover.
- Access to our My Travel Itinerary App - benefits including: Alerts on flight changes, Destination guides, Things to do and attractions to see at destination, COVID updates.

Why use a Travel Advisor to plan your trip

We offer you an Emergency Assistance number when you travel, available 24 hours a day 7 days a week We will conduct an initial consultation by appointment in the office, over the phone or by email to really understand your holiday needs and wants and create a bespoke travel experience for you We will outline a detailed proposal including itinerary information, costing and payment schedule

We will advise you of your Travel Insurance options based on your personal circumstances Where necessary we will have a follow up consultation to discuss any amendments and answer any queries regarding proposal or Travel Insurance

With our extensive travel experience, we will research all suitable products/services to suit your itinerary by using our expertise and knowledge to guide you when structuring your holiday. We book all your travel arrangements and manage flights, including dealing with schedule changes and cancellations.

We process all payments to our suppliers on your behalf. We ensure you meet all COVID compliance, visa and passport entry and exit requirements. We supply you with a full set of final documentation. You may choose a digital version to reduce the carbon footprint if you prefer. You will have ongoing local support, before, during and after your trip. We will rebook your trip or process a refund should arrangements be cancelled.

Credit & Debit Card Fees

Credit card surcharges will apply when paying by credit card. We accept all credit cards and the relevant credit card fee is applied when processing.

- Mastercard (Incl. Corporate & Premium) - 1.2%
- Visa (Incl. Corporate & Premium) - 1.4%
- American Express - 1.8%
- Diners Club - 2.5%
- International Cards - 3%

Pricing on our website

Pricing is per person based on double occupancy. Unless specifically indicated as single occupancy, all rates assume double occupancy.

Annexure Travel Tips for Travel Products

These tips are not legally binding terms and conditions.

You should obtain and read the Third Party Travel Provider's terms and conditions which are legally binding on you.

Passports, Visas and Health Requirements

Visas, including transit visas, are the passenger's own responsibility. For more information please log on to www.dfat.gov.au or www.smarttraveller.gov.au. Please check with the respective Embassy or Consulate of each country that you are travelling to, as many destinations require visas for both Australians and non-Australian passport holders. For more information, log on to www.visalink.com.au. You need to ensure that you have at least 6 months validity on your passport from the date of your departure return.

Harmony Travel Groups booked on flights to the United States, including Hawaii, it is now mandatory, under the Visa Waiver Program to receive an electronic authorisation known as ESTAA (Electronic System for Travel Authorisation) no less than 72 hours before travel to the USA. This can be obtained from the following Website: <https://esta.cbp.dhs.gov/esta/>.

It is your responsibility to ensure that you are aware of any health requirements for your travel destinations. Vaccinations are strongly recommended for certain destinations. You need to contact your local doctor who will advise you of these requirements. Please note that vaccinations may be recommended some period in advance of travelling.

Travel Advice

We recommend that you contact the Department of Foreign Affairs and Trade (DFAT) or visit their website www.smarttraveller.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.

Ticketing

For international and domestic departure, e-tickets will be issued upon payment and completion of the booking process. In some instances, an e-ticket for flights selected may not be able to be issued. Bookings that cannot be issued with an e-ticket, will have to be changed to comply with e-ticket regulations. All other travel documentation, such as hotels will be e-mailed to you as an e-document. Should the Third Party Travel Provider issue paper vouchers, these will be posted to you.

Frequent Flyers & Special Requests

For more information on whether your airfare is eligible for Frequent Flyer rewards, please contact the airline directly. When booking online, please ensure that you have entered your correct number in the special section featured in the booking engine. For bookings made by telephone via our Customer Service Team, please advise your



Frequent Flyer details and these will be added to your reservation. We do not take any responsibility should an airline not register your trip. You should retain copies of your air ticket and boarding pass.

Special requests will be passed on to the Third Party Travel Provider but cannot be guaranteed.