

Booking Form



Tour Name: John Haycraft and Rob Candy Vietnam & Cambodia

Departure Date: 11-Apr-23 Departure City: _____

Room Type: Single / Twin / Double / Triple Airlines: Vietnam Airlines

Clients Details:

	Title	Surname	Other Names	Tel / Fax
1	_____	_____	_____	_____
2	_____	_____	_____	_____
3	_____	_____	_____	_____

Please attach your passport(s) copy (main page only) for reservation

Email Address: _____

Home Address: _____

Next of Kin: Name: _____ Tel: _____

Any physical, medical or dietary problem? _____

Deposit Details (Non refundable \$500.00 per person by 11th Nov 2022, late booking fee may apply if you book the tour after this date):

Payment:

1. Enclosed cheque total A\$ _____ for _____ persons.

*Cheque to be made payable to China Bestours (Aust) Pty Ltd.

2. **Credit card** details: Master__ Visa__ (1.5% Surcharge apply, but waived for deposit)

Card Holder _____ Total: A\$ _____

Card No. _____ Expiry: _____ / _____

CCV #: _____ (The last 3 digits on the other side of the card)

Signature: _____

3.CBT Holidays

Name of Bank: Westpac

BSB: 032044 Account No.: 520303

Please leave your name & tour reference number (JR230411)

On behalf of all the persons named above, I have read, understood and accepted the Terms & Conditions in this brochure.

Signature: _____ Name: (please print) _____

Date: _____

Remarks:

TERMS & CONDITIONS

(Charter Group 20&)

1. Booking / Acceptance

Please read these Terms & Conditions carefully. By making a reservation with us, you have agreed to accept the Terms & Conditions herein. CBT Holidays accepts a booking with the understanding that full payment has been collected and held by CBT Holidays. Most of the group tours require a minimum number for a guaranteed departure date; please refer to the tour flyer. CBT Holidays reserve the right to cancel the tour due to insufficient numbers at least 120 days before its departure date. On confirmation of your booking, CBT Holidays will reserve your place on your selected tour(s). It is your responsibility as the customer to check the accuracy of your booking and travel dates on receipt of your travel documents. The number of day duration in the itineraries includes the day of departure and the day of return to Australia.

Please book early, bookings will not be accepted when a tour is full or closed.

2. Deposit and final payment

All clients are required to complete the booking form and send to CBT Holidays to start the reservation. To confirm the reservation, you will be asked to send us a non-refundable deposit for each tour of \$500 per person within 7 days from the date of the confirmation of your booking to secure the reservation. The full amount of deposit will be refunded if we cancel the tour due to insufficient numbers. We must receive the balance of the tour payment no later than 120 days before departure. If we do not receive the tour deposit or final payment by the due dates, we reserve the right to cancel the reservation. In the case of billing errors, we reserve the right to re-invoice with correct pricing.

3. Ticketing

Group air tickets are with strict conditions of non-refundable, non-transferable and non-changeable.

A second deposit for air ticket of \$1,000 per person for tours within Asia or \$2,000 per person for tours beyond Asia will be required 30 days after booking confirmation or immediately if it falls inside the due date of balance payment set by CBT Holidays.

Flights may be ticketed once deposit payment is on file to avoid airfare surcharges or additional tax increases levied by the airlines.

Many airlines have strict upgrade policy; not all booking classes are upgradable to premium economy or business class. Please check with us when making your reservation. You may need to pay extra for certain upgradable booking class; but this is not guaranteed that you can be upgraded and subject to airlines final availability and confirmation.

4. Cancellations and cancellation fees

Cancellations are very costly and usually do not occur in time for re-sale of the cancelled tour. All cancellation must be sent to CBT Holidays in writing. For cancellations received within 90 days prior to departure, the following per person cancellation fees apply. **Initial Deposit is non refundable.**

More than 120 days prior to departure: deposit
119-90 days prior to departure: 25% of total price
89-60 days prior to departure: 50% of total price
59-40 days prior to departure: 75% of total price
within 40 days prior to departure: 100% of total price.

The air tickets may be issued after second deposit made. If cancellation made 120 days before departure but after air tickets issued will subject to airline's cancellation policy + Initial deposit.

CBT Holidays reserves the right to cancel or

reschedule any tours; the only responsibility of CBT Holidays will be to refund to the passenger the amount we have received for the tour reservation. All tour itineraries are subject to minor change upon local arrangement.

5. Insurance

There is no insurance coverage in our tour price; and no responsibility is accepted by CBT Holidays for any loss of or damage to baggage or any of the tour participant's belongings. We strongly recommend that you take out comprehensive insurance cover against any cancellation, medical expenses, personal accident, loss or damage of personal baggage / belongings, money and public liability before you travel. The best time for buying your insurance is when you are paying the tour deposit.

6. Amendment fees

A fee of \$500 per transaction may apply for any alteration or amendment made to a confirmed reservation. Airline penalties also apply. A change to traveller name after air tickets have been issued will be treated as a cancellation and cancellation fees apply.

7. Travellers who need special assistance

You must report any disability on the booking form at the time of reservation. CBT Holidays will assist the special needs of less mobile travellers, but is not responsible in the event it is unable to do so. We regret that we cannot provide any individual assistance to a tour participant during the tour, so a qualified companion must accompany travellers who need such assistance, who must take total responsibility for the handicapped participant for the whole tour.

8. Price Guarantee

All prices are in Australian dollars based on twin share and subject to change without notice due to increases of airfares, hotel accommodation charges or currency exchange rate fluctuations. However, the tour prices are guaranteed for those who have paid in full, except for any Government/ airport taxes and charges, airline fuel surcharges increase.

9. Visas & Passports

A valid national passport is needed for all tours. Please make sure that your passport is valid for at least 6 months from date of entering relevant country, and there is at least two blank pages left in the passport for the visa label. It is your responsibility to make sure that you have obtained the relevant visa before leaving Australia.

10. Items not included in the tour price

Passports, visas and vaccinations, unscheduled meals and interstate travel from any place to departure city, tips to your tour manager (national guide), tour driver, local city guides; gratuities on cruise ships; laundry, beverages; travel insurance; excess baggage fees and all other items of personal nature.

12. Service inquiries after the tour

If after returning from the tour, you wish to inquire about any tour services provided, please ensure that all correspondence relating to those services is received to CBT Holidays (address below), within 30 days of the tour completion date. This will enable CBT Holidays to make a timely investigation. CBT Holidays will not be liable for any claims made 30 days after the tour / service completion.

12. Safety

Please be aware that during your participation in tours operated by CBT Holidays, certain risks and dangers may arise beyond our control including, but not limited to, the hazards of travelling in undeveloped areas; travel by boat, train, automobile, aircraft or other means of transportation; the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. CBT Holidays will not have

liability regarding provision of medical care or the adequacy of any care that may be rendered. It is understood that CBT Holidays will use its best efforts to ensure that adequate measures are taken.

13. Limitations of Responsibility

CBT Holidays is a tour division of China Bestours (Aust) Pty Ltd. (hereinafter referred to as the Company) is responsible to you in making arrangements for the tour services offered in this brochure, including transportation, sightseeing, and accommodation.

The carriers, accommodation providers, and other suppliers providing tour services are independent contractors and are not agents, employees, or servants of, or joint ventures with, the Company or its affiliates. All certificates and other travel documents for tour services issued by the Company are subject to the terms and conditions specified by the suppliers, and to the laws of the countries in which the services are supplied.

If, after tour departure, the services included in the tour cannot be supplied, or there are changes in an itinerary for reasons beyond the control of the Company, the Company will arrange for the provision of comparable services. Any resulting additional expense will be payable by travellers and any resulting savings will be refunded by the Company to tour participants.

The tour participant agrees that the Company shall not be liable for any damage, loss (including personal injury, death, and property loss) or expenses occasioned by any act or omission of any supplier providing tour services, or any insurer or insurance administrator or of any other person.

Legal proceedings against the Company may be instituted only in a state or federal court with the State of New South Wales, and any claim involved in such proceedings shall be decided in accordance with the laws of the State of New South Wales. Any legal proceedings against the Company must be commenced within one year following the date of tour completion. The Company shall not in any case be liable for other than compensatory damages, and you hereby waive any right to punitive damages.

14. General

Please note that no airlines or carrier depicted or recommended in this brochure by virtue of their endorsement of the brochure represents themselves either as contracting with or any other legal relationship with any such purchaser.

Every effort is made to ensure the brochure accuracy at the time of going to print, however CBT Holidays cannot be held responsible for printing and typographical errors, or errors arising from unforeseen circumstances.

15. Trade name

CBT Holidays
A Tour Division of China Bestours
ABN 64 103 494 168
AFTA ATAS Accredited Agent # A10488

Office Address:
Suite 206, Level 2 490 Pacific Highway, St Leonards NSW
Tel: (02) 9262 1555 Fax: (02) 9262 2833
Inter-state toll free: 1300 88 66 78

Postal Address:
Same as above