



# **Croatia & Eastern Europe Multi-country Escorted Tour 14 days from \$2699**

Per person twin share



**BOOK BY 30 NOVEMBER, 2020, OR BEFORE SOLD OUT!**

**Call Destination International Holidays on 1300 813 391**

**or email [leanne@ditravel.com.au](mailto:leanne@ditravel.com.au)**

**[www.ditravel.com.au](http://www.ditravel.com.au)**

**Departs from Munich:**

2021 - 13 June, 11 July, 08 August, 05 September, 03 October

**Price:**

From \$2699 per person twin share

Single supplement from \$1200

**Included:**

- All accommodation as stated in the itinerary
- Air conditioned transport throughout the tour
- Services of a local tour leader throughout
- Entrance fees to various sites
- Daily Breakfast and meals as indicated in the itinerary

**Excluded:**

- International airfares – we can help with flights from your preferred city
- Single supplement
- Airport transfers
- Travel insurance (compulsory, available on request)
- Meals not indicated in the itinerary
- Drinks, snacks and other personal expenses (e.g. laundry)
- Tips for guide & driver
- Any other items not mentioned above

*Subject to confirmation by the hotels & local operators.  
Booking conditions & cancellation fees apply.*

**Call Destination International on 1300 813 391  
for enquiries & reservations.**

**Tour Itinerary:****Day 1: Munich**

The first day of the tour is an arrivals day. Meet your fellow travellers, and depending on what time you arrive, head into Munich and see the sights ahead of the start of your tour. A city that exhibits both prosperity and a certain amount of comfort and cosiness, Munich's apparent contradictions will delight the avid explorer. Along with modern high-

powered industry, designer shopping districts and sleek BMWs, you'll find a wealth of cultural hotspots in Munich. Even with all its smart sophistication, Munich has a certain charm that visitors find irresistible. Tonight, meet your fellow explorers and get to know them over a beer as we take you to a traditional German beer hall for dinner and to get a taste of German culture. Prost!

### **Day 2: Salzburg - Lake Bled - Ljubljana**

Heading for the Slovenian capital, we stop at Salzburg on the way for a comfort stop. Featuring gorgeous architecture, a formidable cliff-top fortress and imposing cliffs in the distance, you could be forgiven for thinking that you were in a fairy tale. This was also Mozart's home-town – see if a little of the genius rubs off! We also stop at Lake Bled for a photo stop. The lake is situated in the Julian Alps and surrounds Bled Island in the middle of the lake, and is overlooked by the medieval Bled Castle on the north shore. On arrival in Ljubljana, we'll have a walking tour of this little gem of a city. Despite its small size, you're sure to be entranced by the beauty of this city, which features a wealth of cultures, activities and sights. Ljubljana Castle overlooks the city, and dates back to the 16th Century.

### **Day 3: Plitvice Lakes - Split region**

Today, you will be treated to some of the most picturesque natural landscapes in the whole of Europe as we're off to Croatia, visiting the world-famous Plitvice Lakes National Park. Stroll along the boardwalks and marvel at the incredible natural scenery of Croatia's largest national park. Filled with waterfalls, lush vegetation and countless lakes, this is one of the most beautiful stops on the tour, so keep your cameras handy! Once we've got an eyeful, and a full camera-load of shots, we'll head to our hotel in a beach resort near Split, for an included dinner.

### **Day 4: Split - Dubrovnik**

As we make our way to Dubrovnik we'll stop off for a visit to Split, where you'll have time to stroll around this historic town, including the sprawling Diocletian's Palace complex. Once we reach Dubrovnik, your tour leader will take you on an orientation tour of the old town. You will be acquainted with this stunning walled city, with a maritime history dating back to the Middle Ages. The city is a tapestry of spectacular architecture - including churches, monasteries, fountains and museums. Learn about the city's history, stroll the marble streets, take a walk along the ancient city walls or try one of the many charming restaurants.

### **Day 5: Dubrovnik: Free Day**

Take the time to explore the city further - with most of the main attractions located within the city walls in the 'old town', it is very easy to plan your day and navigate the streets. Want the best views of the 'old town' and islands? Catch the cable car to the top of Mount Srdj and enjoy! It is highly recommended for a scenic sunset photo or two. For those who really want to explore further afield, you can choose our optional excursion to Montenegro! Take a full day to experience one of Europe's lesser-visited gems. Discover the natural beauty and rich history as we drive through charming countryside to the UNESCO Heritage listed town of Kotor. The old port of Kotor is surrounded by fortifications built during the Venetian period, and is a picturesque Mediterranean landscape. This day trip also includes photo stops at Verige and Perast, and a stop at the picturesque coastal town of Budva.

### **Day 6: Mostar - Sarajevo**

Leaving Dubrovnik behind, we travel on to Sarajevo, stopping on the way in the enchanting Balkan town of Mostar. Mostar is an enchanting and historical place, which offers a splattering of numerous religious buildings and churches, and a vast collection of Roman, Greek, Croatian and Ottoman influences. Sarajevo is the capital city of Bosnia and Herzegovina, and has returned from the brink of destruction in the 90s, becoming famed for its East-meets-West atmosphere. Learn all about the city's troubled past in a walking tour of this fascinating city.

### **Day 7: Belgrade**

Saying goodbye to Sarajevo, we make our way to the Serbian capital of Belgrade. We will enjoy a tour of the city with a local guide, who will introduce us to the city's highlights, including Republic Square, Bohemian Quarter (Skadarlija), Kalemegdan park and Belgrade fortress. A fascinating place, Belgrade radiates gritty exuberance in its many architectural contrasts with socialist blocks set amongst more grandiose buildings. After the walking tour we'll enjoy an included dinner, before some free time to explore the city.

### **Day 8: Belgrade - Hungarian Horse Farm - Budapest**

Leaving Serbia behind we head for Hungary, making a stop at a farm in the traditional homeland of the Hungarian horse lords. Watch a traditional horse show where the locals demonstrate their equestrian skills. You will have the opportunity to try the world's best Hungarian goulash, a rich and hearty beef stew, at an optional lunch hosted by the farm. We then travel onward to Budapest. With a great mix of natural

beauty and art nouveau architecture, this is a city to behold. Embark on an evening driving tour to get an overview of the city. Travel across the mighty Danube and make a stop at the Fisherman's Bastion for spectacular views across the river to the Parliament Building and St Stephen's basilica. Take note of all the spots to revisit tomorrow on your free day!

### **Day 9: Budapest: Free Day**

With traces of the past evident in the interesting and unusual details, this is your chance to get up close and personal with Budapest. Look out for remnants of the conflicts of WWII and the uprising of 1956, try Hungarian cuisine (so much more to it than just goulash), sample world-renowned wines, and soak your weary rambler's bones in one of the city's bath-houses – something Budapest has been known for since the Roman times, with some 123 thermal and 400 mineral springs from 14 different sources. Then, maybe catch the sunset with an evening stroll along the Danube.

### **Day 10: Bratislava - Vienna**

Leaving Budapest behind, we head for the grandeur of Vienna. Along the way we'll stop off in Bratislava, the capital of Slovakia. Your tour leader will take you on an orientation tour to see some of the main sights, including a photostop at Bratislava Castle, which overlooks the city. On arrival in Vienna we'll take a driving tour of the city. Few cities can show off such cultural and historical splendour and maintain a profile as an exciting, modern city, but Vienna does it well. Along with a musical past that includes luminaries like Mozart, Beethoven and Brahms, and artworks by masters like Klimt, Schiele and Kokoschka, Vienna has a buzzing modern culinary scene, cheerful, bustling pubs and bars, and a host of clubs and music venues in which to dance the night away.

### **Day 11: Mauthausen - Cesky Krumlov - Prague**

On the way to Prague today, we will be visiting Mauthausen concentration camp, where we'll learn about a darker chapter in Europe's history. A labour camp during the Second World War, this was where hundreds of thousands of political prisoners lost their lives. We'll also take a comfort stop in Český Krumlov. Blessed with a spectacular castle and a wealth of Renaissance and Baroque architecture, Český Krumlov is often thought of as a sort of mini-Prague. On arrival in Prague, we'll take a walking tour of this incredible city, which since freeing itself from communism has joined other European jewels like Paris, Rome and Amsterdam to take its place as one of Europe's most

fascinating destinations. Famous for its art, architecture, cobbled lanes and ancient chapels, this is also home to some of Europe's finest beer. Your local tour guide will proudly escort you through the historic streets, pointing out the features of the 'Old Town', Primatial Palace, Slovak National Theatre and the Main Square. For dinner, experience authentic Czech cuisine at our local restaurant on your first night in Prague.

### Day 12: Prague: Free Day

Today, take the time to explore, perhaps revisiting some of the sights you saw on your walking tour. Sample the local cuisine (including the much-lauded and hugely varied beers), visit art galleries, admire the weird and witty sculpture that adorns the city's public spaces, and marvel at the soaring gothic and baroque architecture. Highlights of the day might include the majestic Prague Castle, the famous Charles Bridge, the 'Old Town' and the Jewish Quarter. For those who wish to put your stamp on the city, visit legendary Lennon wall - a tribute to John Lennon and words of peace, which is added to on a daily basis by the thousands of visitors to the city.

### Day 13: Nuremberg - Munich

On our way back to Munich, we take a comfort stop in Nuremberg. Bavaria's second-largest city, you'll find incredible architecture here, painstakingly restored using original stone after the bombings of the Second World War. Your last night of the tour sees you back in Munich for you to enjoy as you see fit. Relax in your hotel, get together with your new-found friends from the tour for a farewell dinner, or maybe revisit one of the beer halls that welcomed you so warmly at the beginning of your adventure.

### Day 14: End of tour

The tour concludes today after breakfast. Don't forget to swap details with your fellow travellers before your onward journey home!

Please note: The day by day descriptions published are intended as an indicative guide only. Travel by nature is unpredictable. Weather patterns, road conditions, public holidays, travel restrictions and a multitude of other factors may necessitate itinerary changes that ultimately are for the client's benefit. It is essential that clients are flexible and open minded in this regard.

## **Not ready to go home yet?**

**We can help you see more of Europe and extend your holiday with great travel deals.**

**Call Destination International on 1300 813 391**



ATAS Accreditation Number: A10718

ATAS vets travel agents against strict criteria to ensure they meet certain standards, are reliable and professional businesses. ATAS agents need to meet high levels of business discipline, training, compliance with Australian Consumer Law and compliance with a strict code of conduct – ensuring your piece of mind when booking travel.

We have met these stringent requirements in order to become nationally accredited. Our accreditation means we are the best in the industry, credible and a professional business that takes pride in its staff being expertly trained. This means you can book your travel knowing you're in the safe hands of a trusted and reputable travel agent.

Further information can be found at <http://www.atas.com.au/>

#### **Affordable Holidays - HOW DO WE DO IT???**

We go directly to our overseas suppliers to source the best possible price and holiday for you. That's why our holidays are so affordable! There are many overseas operators that currently do not sell their holidays in Australia and we have approached these reputable businesses to represent them in our country. These travel professionals offer exceptional service and tours at just the right price. If you think you are paying too much for your travel arrangements, please give us a call, we will do our best to find you a holiday that fits within your travel budget.



### **DESTINATION INTERNATIONAL HOLIDAYS BOOKING CONDITIONS**

*Effective 06 August 2020*

**Please read this information prior to making your reservation**

*We request that you only make a booking if you agree with the following terms and conditions*

- |                                  |                                                             |
|----------------------------------|-------------------------------------------------------------|
| 1. Definitions                   | 15. Visa requirements                                       |
| 2. Our role as your agent        | 16. Travel insurance requirements                           |
| 3. Acknowledgement               | 17. Deals & validity periods                                |
| 4. Travel deals                  | 18. Flights                                                 |
| 5. Pricing & payment             | 19. Flight customisations                                   |
| 6. Booking confirmation          | 20. Solo travellers                                         |
| 7. Passenger details             | 21. Booking requests                                        |
| 8. Travel documentation          | 22. Travel advice                                           |
| 9. Booking process & amendments  | 23. Complaint procedure                                     |
| 10. Cancellation & refund policy | 24. Privacy policy                                          |
| 11. Cancellations                | 25. Agreement                                               |
| 12. Limitations of liability     | 26. Relationship, No assignment, No waiver & Interpretation |
| 13. Responsibility               |                                                             |
| 14. Health requirements          |                                                             |

### 1. DEFINITIONS

References to “Destination International Holidays”, “DI Travel”, “us”, “we” and “our” in these terms & conditions shall mean Destination International Holidays Pty Ltd - ABN 38 154 788 155. In the context of limitations of liability and responsibility, it also includes our parents, subsidiaries, affiliates and their respective directors, officers, employees, contractors, agents, affiliates, successors, representatives, and assigns.

References to “customer”, “passenger”, “you” or “your” shall mean the named person who makes or pays for travel services and where the context requires (including in respect of liability and responsibility provisions) includes all persons intending to travel on the order.

### 2. OUR ROLE AS YOUR AGENT

Destination International Holidays sells arrangements, bookings, ticketing and other ancillary and related services of and for travel, accommodation and other leisure activities (**Services**). Destination International Holidays is neither a common carrier nor a private carrier and does not provide any of the travel, accommodation or other activities, services or products meals, facilities, goods and travel products or services on your holiday or in relation to it, and over whom Destination International Holidays has no direct control and which are described on its website (including **Travel Deals**).

Destination International Holidays acts as your agent in conducting the Services with third party suppliers and travel product and service providers, including (without limitation) third party airlines, coaches, rail and cruise or ferry operators, land carriers, hoteliers, tour operators, tour guides, tour directors, travel agents, meal facilitators, or the providers of any other product or service, who provide Travel Deals as principals (**Suppliers**). Destination International Holidays is not the agent of any such principal. For the avoidance of doubt, these Terms & Conditions apply to communications and/or bookings made directly with our consultants, whether over the phone, by email, via social media/online chat, in-store, and online via our website.

### 3. ACKNOWLEDGMENT

In addition to these Terms & Conditions, you will also be subject to the terms and conditions of any Suppliers (**Supplier Terms**).

Before you can request a booking, at the point of payment, you will be required to acknowledge and confirm that you have read and accepted the Terms & Conditions

By making the acknowledgment you confirm that:

- (a) you have read, understand and agree to comply with the Terms & Conditions and Supplier Terms;
- (b) you are aware of and will comply with any and all health, medical, visa and passport requirements of the country or countries you intend to visit, as well as the responsibility to obtain all required documentation or vaccinations prior to travel;
- (c) you are 18 years of age or over, and have the authority and capacity to place an order and act on behalf of all persons for whom you are placing an order and all persons intending to travel on the order; and
- (d) you have consented to the collecting, holding, processing, use and disclosure of information in accordance with our [Privacy Policy](#).

You will not be authorised to proceed to order placement until this acknowledgment is made.

Please note that, in administering the Terms & Conditions, Destination International Holidays will only deal with the named person who placed the order in respect of a travel booking or any resulting travel.

Information contained in personnel records will not be disclosed to any external organisations except where required for authorised purposes or with the consent of the account holder concerned. Disclosure to another traveller or emergency contact will only take place with the approval of the account holder concerned, where the information is necessary to prevent or lessen a death or injury, or where required by law.

#### **4. TRAVEL DEALS**

Promotion of a travel deal on our website or social media does not constitute a legally binding offer, but rather, an invitation to travel subject to our inventory allocation system. We reserve the right to modify, change, extend, withdraw, remove or cancel the travel deal at any time.

These changes or modifications can include but are not limited to, variances to published content relating to the travel deal including the overview, the itinerary, the listed summary of tour inclusions and the important information sections (which includes all published prices, government taxes, levies, fees, fuel surcharges, validity, mandatory surcharges and itinerary elements (including listed inclusions, listed exclusions, departure dates, departure cities, travel group size, flight options, cruise options, listed accommodation, touring sites and schedule, ground transport, transfers and flight routing). Some or all of these changes may be subject to factors outside of Destination International Holiday's control.

In the event of a material itinerary change occurring prior to travel, we will use reasonable endeavours to arrange the supply of an alternative and comparable or higher standard. Such changes will be communicated to affected customers.

Destination International Holidays and its suppliers reserve the right to upgrade customers at its own discretion, without justification or explanation. Where for logistical reasons an upgrade becomes available and required, we will use a higher standard than that which was purchased. However, where an upgrade is not required to upgrade everyone, we will ensure customers will at a minimum receive what they have agreed to at the time of purchase. Destination International Holidays will not compensate or refund customers who do not receive a complimentary upgrade.

## **5. PRICING AND PAYMENT**

All prices of our published travel deals are listed in Australian Dollars (**AUD**) unless stated otherwise. The published prices of the travel offer include all Australian taxes, charges and service fees, including GST (where applicable). All prices are subject to availability and can be withdrawn or varied without notice.

A deposit is required to confirm your booking (amount varies depending on package booked). Receipt of deposit will be taken as an understanding by Destination International Holidays that the customer has checked their confirmed travel arrangements and has read and agreed to the terms and conditions.

Balance payment is required 90 days prior to departure and you will be notified if suppliers requirement earlier payment.

Cruise bookings will require the balance payment to made 120 days prior to departure. Typically, all payments are non-refundable.

Payment can be made by credit card or by bank transfer. For bookings made directly with Destination International Holidays, bank merchant fees will be passed to the customer for credit card payments. If paying by bank transfer, please note that your order is not secured until the funds clear into our account.

Some additional extras, supplements, and/or surcharges may be payable after making a booking, as advised by your travel consultant. The price payable is also subject to a number of other factors including any customisations and additions made by you, changes to travel arrangements, currency fluctuations, fuel surcharges, government taxes, levies and airfare increases. We reserve the right to adjust any fees, charges or prices as necessary to reflect a material cost increase. Once full payment has been received by Destination International no surcharges in respect to currency fluctuations will be applied.

We reserve the right not to honour any published prices that we determine were erroneous due to printing, clerical or electronic error, except in the case of manifest error by us.

In the event of a price decrease, we are not obliged to refund you to match any subsequent price reduction after booking confirmation.

Travel deals are typically promoted as a base 'per person' price based on twin share travel.

All travel deals will highlight the number of adults and where applicable, children, that the offer is valid for on the advertised deal on our website. All other mandatory surcharges including but not limited to second person surcharges, solo traveller surcharges, departure date and/or city surcharges, the selection of additional optional extras, other government taxes, levies, gratuities, or listed fees are in addition to the listed base price as per the terms of the travel deal.

## **6. BOOKING CONFIRMATION**

Following your deposit payment, the customer will receive a booking confirmation via email. Please ensure you read this Confirmation carefully, to ensure that your booking is accurate. Most of our travel deals will require submission of a Passenger Information Form within 72 hours of order placement in order to complete your booking.

The Booking Confirmation will contain helpful information including a timeline of what the traveller can expect will happen next. The booking process can vary from deal to deal so it's important to check if you have further requirements in order to complete your booking.

Please note, we will not be liable for any expenses, fines, penalties, costs, liabilities, damages or losses incurred as a result of failure to read and follow the instructions as listed on your Booking Confirmation.

## **7. PASSENGER DETAILS / NEW PASSPORTS**

Reservations require the provision of key passenger information in order to commence the booking process. These details are required to confirm all travel deal itinerary elements including but not limited to airline ticketing requirements, cruise line cabin booking confirmations, accommodation rooming specifications and/or bedding configuration, specific flight dietary requirements and/or medical, mobility requests. As such, most bookings will require the submission of a passenger information form, this can be emailed to you, within 72 hours of order placement for all persons intending to travel. Destination International Holidays will use reasonable endeavours to provide both email and/or text reminders to complete the Passenger Information Form and/or to provide new passport details. The information supplied in the Passenger Information Form is required to be accurate and final at the time of submission. The Passenger Information Form will require the passenger's name and date of birth details to be supplied as per the passport to be used for travel.

Special requests, including but not limited to dietary and mobility requirements, are strictly subject to availability and must be advised on your Passenger Information Form. We will make every effort to accommodate special requests, however, these cannot be guaranteed.

The details contained in the Passenger Information Form are directly input into our reservation, ticketing and/or cabin booking systems. Any fees and costs associated for the correction of errors in a Passenger Information Form will be the sole responsibility of the passenger. Charges are based on the Suppliers fare rules, cancellation and change policies relating to the booking at the time. Costs can involve one or more of the following, any fare difference at the time, full cancellation and the cost of new fares (should changes not be permitted), Supplier(s) change/reissue fees as well as Destination International Holiday's change fee.

A booking will not be considered final until the Passenger Information Form is returned for all persons intending to travel as specified. Following Destination International Holidays receiving the Passenger Information Form, Destination International Holidays can and will begin the reservations process. Should customers seek to make voluntary changes after the reservation process has begun, all changes are subject to availability, the schedule of fees listed on the offer as well as any difference in fares as at the time the request is made.

All customers 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. You must submit your Passenger Information Form within the specified 72 hours from order placement, even if you or anyone in your travel party are awaiting a new passport.

You will be advised how and when to supply new passport details at the time of submission of your Passenger Information Form. If you fail to comply with the deadline for the provision of new passport details, you may be booked on a different flight, train and/or be seated in a separate cabin than your travel companions (subject to availability).

You will be liable for any expenses, fines, penalties, costs, liabilities, damages or losses incurred related to any required ticket reissue should the new passport details (e.g. passport number, date of issue, date of expiry, country of issue) not be supplied by the specified deadline.

In order to protect the integrity of the information supplied in the Passenger Information Form, the customer will be asked to check and confirm that all information inputted is correct as certain information cannot be amended without cost once the Passenger Information Form has been submitted.

Destination International Holidays reserves the right to cancel all or part of any order(s) in the instance where the Passenger Information Form (or new passport details) is not returned within the specified period. Destination International Holidays will not be liable for any expenses, fines, penalties, costs, liabilities, damages or losses incurred as a result of failure to comply with the order placement requirements listed on the travel offer or order completion instructions listed on your order confirmation. Where an order is cancelled due to noncompliance with the Passenger Information Form (or new passport details) submission deadline, Destination International Holidays reserves the right to charge an AU\$200 order offload fee per order.

## **8. TRAVEL DOCUMENTATION**

The final stage of the booking process is Destination International Holiday's delivery of travel documentation with respect to the travel deal purchased. The travel documentation contains important information such as confirmed accommodation, flight itineraries, cruise information and information on how to apply for Visas as Australian Passport holders, if required (**Travel Documentation**). Destination International Holidays shall use reasonable commercial endeavours to provide the Travel Documentation 14 days prior to the core tour departure date.

Please note, for customers who require these documents earlier for Visa applications please notify Destination International Holidays in advance. Destination International

Holidays is not responsible for your failure to obtain a visa in this or any circumstances, including if you are overseas. Only in exceptional circumstances will Destination International Holidays provide early release of flight itineraries prior to the supply of Travel Documentation.

It's your responsibility to check all of your Travel Documentation – including but not limited to ticketed customer names and dates of birth are as per the passport to be used at the time of travel, flight tickets, departure/arrival dates and time, cabin check-in instructions, baggage allowances, accommodation/stopover details, visas and insurance requirements/documents immediately upon receipt and advise Destination International Holidays as soon as possible of any errors or changes required.

Once you have received your flight information, you are responsible for managing all aspects of your booking including (without limitation) confirming any changes to flight itineraries directly with the airline at least 48 hours prior to travel and verifying the departure time. You do this through the documentation sent to you or alternatively, you can check the airline website or phone the airline directly, at least 48 hours prior to each flight.

Destination International Holidays is not responsible for communicating airline schedule changes once the Travel Documentation has been issued.

Please ensure you read your Travel Documentation carefully for details on baggage allowances as these can vary from airline to airline and country to country. Excess baggage (if your airline allows it) can be expensive and is the responsibility of the customer. Destination International Holidays will not be liable for any expenses, fees, penalties, costs, liabilities, damages or losses associated with baggage allowances and excess baggage.

#### **9. BOOKING PROCESS AND AMENDMENTS**

Destination International Holidays is authorised to commence the ticketing and booking process for all customers upon return of the Passenger Information Form. At this time, all order components are considered final. Where a change request is made after submission of the Passenger Information Form, the request will be subject to availability and will incur change administration fees.

Changes can include but are not limited to flight customisations, arrive early/stay behind, stop-over package, flight class upgrades, cruise cabin upgrade options, accommodation upgrades, bedding and rooming configuration requests, or any request to correct information already provided on the Passenger Information Form.

Any change request will be considered strictly as a request and cannot be guaranteed.

Change administration fees can include but are not limited to, flight reissue fees and fare differences, cabin and/or accommodation booking reissue fees, any price differences relating to the change in option originally selected by the customer at the time of purchase and Destination International Holidays change fees.

In some instances, absolutely no changes (even at a cost) are permissible once the Passenger Information Form has been returned.

#### **AMENDMENT FEES**

Any deviation to travel deals advertised or quoted will incur a fee of \$150 per person.

Should you need to alter your confirmed reservation, there will be an automatic fee charged of \$150 per person per amendment or transaction, plus any new arrangements made. Additionally, there may be cancellation fees levied by the tour operator (supplier) or fees may be applicable where arrangements have been pre-purchased. In addition, we charge:

- \$50 per person for all airline seat reservations and baggage charges plus any airline fees.
- \$100 per person for all Tourist visa processing plus the cost for the visa fee.
- \$75 per person to reissue any travel documents lost in the mail.
- \$100 per person to process travel insurance claims and provide a statement for your insurance company.
- \$50 per person travel document printing fee

#### 10. **CANCELLATION AND REFUND POLICY**

Travel offers listed on our website may be heavily discounted, have limited capacity or available for a limited time only. As such, all bookings are non-refundable except in accordance with our Cancellation and Refund Policy. All bookings are considered non-transferable or changeable without cost and subject to availability once the Passenger Information Form has been submitted. Name changes cannot occur.

All proposed cancellations must be communicated to Destination International Holidays in writing as soon as they become known, and must be validated and authorised by Destination International Holidays.

Where a partial cancellation is required, any request to change passengers are strictly subject to the deal conditions, the provider's contractual terms, availability and at Destination International Holiday's discretion. All associated costs will be the responsibility of the new customer. Fees and charges will apply. Quotes to make changes of this nature are based on the retail rate of the services available at the time the request is made. The package prices are based on pricing structures at the time of sale, strict internal booking deadlines and the number of allocations purchased and are therefore not applicable to a change of passenger.

Please contact Destination International Holidays on 1300 813 391 for further information with respect to cancellation queries or for full details please refer to our [Cancellation and Refund Policy](#).

#### **CANCELLATIONS**

This office will charge a 15% cancellation fee on all refundable portions of a cancelled tour. All tour cancellations must be received in writing.

Cancellation fees will be levied relative to the amount of notice given as follows:

Days Notice	90 or more	89-75	74-65	64-1
	Loss of Deposit and 50% loss of fare	75%	85%	100%

The above are Destination International Holidays cancellation fees. Airlines and Tour Operators may have additional fees. Transfer of a confirmed booking to another tour or departure date is deemed a cancellation of the original booking. There will be no refund for cancellation of unused services on or after commencement date. Please note that employees of any overseas suppliers are not authorised by Destination International Holidays to make any undertakings to our clients in respect of refunds or other matters.

#### 11. **LIMITATIONS OF LIABILITY**

We arrange your holiday, which will be provided by Suppliers that we understand (having made reasonable inquiries) are reputable and operate in accordance with the standards set down by their local authorities. The scope of our services and our obligation to you is strictly limited to the Services. We act as your agent in performing the Services with the Suppliers.

We do not operate the Travel Deals on our website that you may receive during travel, all of which are provided by Suppliers. We agree to perform the Services, with the Suppliers offering the travel products and services described in your Travel Deal on these Terms & Conditions.

All Travel Documentation issued by Destination International Holidays, including but not limited to order confirmations, receipts, itineraries, tickets, coupons and contracts, is subject to the Supplier's Terms, which constitutes the sole contract between the Supplier and you, and any other person(s) intending to travel.

The Travel Deals are provided subject to the Suppliers' Terms, conditions and limitations (some of which may exclude or limit liability in respect of death, injury, delay, loss or damage to passenger's person and/or effects), which may not be expressly the subject of our contractual agreement. To the maximum extent permitted by law and subject to the following, we accept no liability or responsibility in connection with Supplier Terms, conditions or limitations and do not make or give any warranty or representation as to their content or standard. Any legal recourse you may have in respect of those travel products is against those Suppliers and not against Destination International Holidays.

Your legal rights in connection with the provision of travel products and services are against the specific Supplier and, except to the extent a problem is caused or contributed to by negligence on our part, are not against us. Specifically, if for any reason (excluding negligence on our part) any Supplier is unable to provide the Travel Deals that you have purchased, your rights are against that Supplier and not against Destination International Holidays. This includes (without limitation) where Travel Deals cannot be supplied or itinerary changes occur or any other loss or damage suffered by the customer due to delay, cancellation, or disruption in any manner caused by the laws, regulations, acts or failures to act, demands, orders, or interpositions of any government or any subdivision or agent thereof or other authorities, or by acts of God, strikes, severe weather, fire, flood, war, rebellion, terrorism, insurrection, sickness, quarantine, epidemics, pandemics, failure of equipment or machinery, theft, malevolent acts or any other cause(s) beyond our control (each a **Force Majeure Event**).

In some circumstances, wherever possible, we will use reasonable endeavours to arrange the supply of comparable travel products and services and itineraries. In the absence of our own negligence, we are not liable for any cancellations, diversions, substitution of equipment, variations, postponements, or any other acts, omissions or defaults by Suppliers, nor for any consequences thereof, including but not limited to changes to services, itineraries, accommodation or facilities.

Nothing in the Terms & Conditions is intended to limit, exclude or modify or purport to limit, exclude or modify the statutory implied guarantees/warranties that cannot be lawfully limited, excluded or modified as provided under the *Competition and Consumer Act 2010* (Cth) including the statutory consumer guarantees under the Australian Consumer Law or similar laws in the State and Territories of Australia.

If any warranties are implied by law that cannot be excluded, then to the maximum extent permitted by law our liability for breach of such warranties is limited to, at our option:

- (a) in the case of products:
  - (i) the replacement of the products or the supply of equivalent products; or
  - (ii) the payment of the cost of replacing the products or acquiring equivalent products; and
- (b) in the case of services:
  - (i) the supply of the services again; and
  - (ii) the payment of the cost of having the services supplied again.

To the maximum extent permitted by law, Destination International Holidays shall not be liable for any indirect or consequential loss, cost, damage, liability or expense.

## 12. RESPONSIBILITY

Destination International Holidays reserves the right to vary, withdraw or cancel any Travel Deals by written notice in the event they cannot be supplied or the itinerary is changed due to a Force Majeure Event or other events which are beyond our control. To the maximum extent permitted by law, except where caused or contributed to by negligence on our part, Destination International Holidays is not and does not accept any responsibility or liability in contract, tort or otherwise for any injury, illness, death, cost, loss, damage (including but not limited to loss or damage to persons, baggage and property), delay, diversion, substitution of equipment, variation, postponement, liabilities, expense or inconvenience arising directly or indirectly from or in connection with:

- (a) the acts, errors, omissions, default or negligence of Suppliers or other third parties including government authorities, 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 or lack of availability of transport, services, accommodation or facilities; or
- (b) a Force Majeure Event.

To the maximum extent permitted by law, Destination International Holidays is not and does not accept responsibility or liability for any acts, errors, omissions, default or negligence of any person, not its direct employee or under its control, including any government or governmental authority, officer or employee, and also including any employees, officers or agents of any Supplier 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 and travel products or services on your holiday or in relation to it and over whom Destination International Holidays has no control. Destination International Holidays is not and does not accept responsibility for any criminal conduct by any third parties.

To the maximum extent permitted by law, Destination International Holidays is not and does not accept responsibility or liability for any requirements, terms or conditions of any Supplier or other third parties who provide some travel products or services in the course of your holiday. All bookings made by Destination International Holidays with Suppliers or other travel product or service providers on your behalf are subject to the requirements, terms and conditions of those persons 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 requirements.

If, during your travel, you occupy a transport seat fitted with a safety belt, Destination International Holidays is not and does not accept liability 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 any incident or accident.

Destination International Holidays is not and does 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 Suppliers or other third party travel products or suppliers, or country or governmental authorities, or any of their officials, servants or agents.

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 Suppliers or any country or governmental authority, official, servant or agent, or because of circumstances beyond our control (and including any Force Majeure Event), you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees.

In relation to any responsibility or liability which cannot be excluded by law or despite the limitations above, if Destination International Holidays is found liable for any loss, damage, cost, liability or expense which arises out of or in any way is connected with any of the occurrences described above, then to the maximum extent permitted by law Destination International Holiday's liability will in no event exceed, in the aggregate, the greater of:

- (a) the amounts you paid to Destination International Holidays in connection with the travel products or services; or

(b) AU\$100.00

### 13. **HEALTH REQUIREMENTS**

All customers must possess appropriate fitness (whether physical, medical or otherwise) that deems them well enough to travel. It's your responsibility to ensure that you're aware of any specific health requirements for your travel destination(s) prior to making a booking and be responsible for ensuring that any applicable needs can be met during travels.

This includes understanding whether you are authorised to carry or use certain medications and or medical/mobility equipment (including batteries with respect to flights and cruises) and/or whether you are required to provide supporting medical documentation such as prescriptions or medical certificates.

For some countries, a failure to disclose a health condition, proof of vaccination or a medical certificate may result in the applicable country/airline/cruise refusing you entry/boarding, or in you being detained, expelled or repatriated from the applicable country at your cost.

Where possible, specific health/fitness requirements of the tour or destination(s) will be listed in the important information section on the deal home page.

If you have any concerns regarding health requirements of the travel destination(s), we suggest you refer to your health professional and/or the Department of Foreign Affairs and Trade (DFAT) 'Smart Traveller' service prior to placing an order. We recommend that you contact DFAT or visit their website [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for current advice. You can also register your travel plans with DFAT so you're easily contactable in case of emergency. Destination International Holidays does not provide any medical advice.

All medical requests, including but not limited to access to power, refrigeration and travelling with the use of mobility aids are subject to a number of factors including the transportation, destination and local standards, accommodation, airline, cruise-line and any other suppliers used. These requests are beyond the control of Destination International Holidays, and although we will include this request as a file note to the providers, your request cannot be guaranteed. It is your responsibility to follow up with the Supplier directly either in the destination or prior to travelling where possible.

### 14. **VISA REQUIREMENTS**

Destination International Holidays customers are advised to check all visa requirements prior to booking request as the organisation and obtainment of visas, including transit visas and re-entry permits, will be the customer's responsibility.

Destination International Holidays recommends all travellers prior to purchasing a Travel Deal, understands the entry and exit rules of the destination(s) they are travelling to. To check, as an Australian Passport holder the destination's advice please go to <https://smarttraveller.gov.au>

In instances where a visa is required, most issuing countries will require you to provide confirmed travel itinerary details such as confirmed accommodation and flight itineraries. This information will be provided to you in your Travel Documentation.

If you do not obtain the correct visas, for whatever reason, you will be liable for any associated expenses, fees, penalties, costs, liabilities, damages or losses and are not entitled to a Destination International Holidays refund as this decision is outside of the control of Destination International Holidays.

Destination International Holidays does not offer a visa processing service for selected destinations. Please note, any applications made directly with the embassy or a third-party provider should be followed up with them directly as these applications and queries are strictly beyond the control of Destination International Holidays

Destination International Holidays will provide general advice in your Travel Documentation; however, this is subject to change without notice and all visa requirements remain the responsibility of the customer to ensure you follow the appropriate entry and exit requirements.

#### **15. TRAVEL INSURANCE REQUIREMENTS**

You should immediately after purchasing a Travel Deal, take out comprehensive travel insurance as Destination International Holidays has a strict Cancellation and Refund Policy. Purchasing a comprehensive policy can help to protect yourself and any other persons intending to travel from unforeseen circumstances or an inability to travel through your insurer's cancellation cover. If you purchase a travel deal and decline travel insurance, you may be required to sign a disclaimer.

Destination International Holidays has no responsibility for and excludes all liability in relation to your Insurance claims. Destination International Holidays recommends travel insurance (where available) against loss of deposits through cancellation charges, baggage loss, medical expenses, theft and the insolvency of Destination International Holidays or any of the Suppliers and including protection against a Force Majeure Event or for any other requirements specific to your travel plans.

Destination International Holidays makes no representations or guarantees concerning reimbursements of funds paid by you under any insurance claim. You agree not to hold Destination International Holidays responsible for any decision made by insurers, and/or by any Suppliers, or requirements of any overseas country or governmental authority or overseas laws and policies. Insurance providers are considered as a third-party, any contract is between you and the selected provider.

#### **16. DEALS AND VALIDITY PERIODS**

Each Travel Deal will list its specific order validity details with respect to available travel period and/or specific departure dates, any high season surcharges, solo supplement option (where applicable). Bookings are valid only for the confirmed travel date selected and once the travel date selected has passed, the order will be considered void and is non-refundable in full or in-part if unused.

The booking is subject to final confirmation from the Supplier.

If you do not receive an email confirmation within 7 Business Days please contact Destination International Holidays. If the selected dates cannot be secured an alternative date can be selected. In the event no available dates are suitable, a full refund will be provided. As such any third-party additional arrangements should not be made until the

final confirmation is received and any associated fees for changes or cancellation are the liability of the customer.

#### 17. **FLIGHTS**

Destination International Holidays reserves the right to modify, change, extend or withdraw published flight terms such as airline selection and/or scheduling with respect to the Travel Deal at any time due to changes beyond our control.

For example, this means flights may arrive a day earlier or later, involve a transit, a stopover, or a substitute airline. As airlines have the right to reschedule or cancel flights at any time, any such changes are beyond our control.

Due to airline scheduling, some stop-over flights may arrive into a city early in the morning and/or may depart late at night. Please note that any early or late check-in requirements will be the responsibility of and at the cost to the customer, are subject to availability and must be directly arranged with the accommodation provider.

Destination International Holidays Flight Ticketing Policy operates using minimum connecting times as per International Air Transport Association (**IATA**), airport and airline specifications. Flights sectors are booked as advised by the operating airline and in accordance with their terms and corresponding airport regulations.

Flights are booked in what is called a 'sequence' whereby if flights are missed or customer(s) fail to check-in or notify of a cancellation or forfeiture and are subsequently considered a 'no-show', the remaining flight sectors are cancelled. Please note, this is not a decision made by Destination International Holidays, this is a decision made by the airline.

In the event of a flight/ticket being cancelled, Destination International Holidays is not able to reverse this decision and the customer bears full responsibility of all costs or losses involved including (without limitation) costs to re-book flight tickets, and/or transfers/accommodation to catch up with the tour. No refunds, free of charge replacement tour departure dates or other itinerary changes are permissible in such circumstances.

Please also note, significant delays may result in a 'no-show' and involuntary cancellation with respect to pre-booked accommodation unless prior notice is provided, particularly in relation to delayed arrivals into a stopover destination.

If for any reason, a customer cannot make their flight, they must contact the airline directly immediately so as to attempt to avoid losing the entire booking, and/or incur extra costs at the customer's expense. Customers who fail to notify the airline prior to check in closing will be liable for any Airline no-show fees.

Additionally, in the event of a significant departing flight schedule change that is greater than an hour delay, customers will need to notify the local tour guide/hotel/transfer service via the specific contact details provided in the Travel Documentation.

Furthermore, for customers that must independently travel a considerable distance to the departing airport at the commencement of any tour, Destination International Holidays strongly advises all customers to arrange to arrive at the departure city one day

earlier to avoid possible travel/traffic/domestic flight delays and/or cancellations and the risk of missing the departing international flights.

#### **18. FLIGHT CUSTOMISATIONS**

If you wish to request to arrive or depart from a different destination than what is listed on the travel deal with respect to arrive early/stay behinds, combine two or more travel deals together or upgrade class of flight, please advise your consultant at time of booking. Please be aware these are all subject to availability and may incur extra costs.

#### **19. SOLO TRAVELLER SURCHARGE**

The majority of travel deals list the price per person based on twin share, where two people will be sharing their accommodation. For some travel offers, where a customer intends to travel as a solo traveller and therefore will not be sharing their accommodation with another traveller, a solo supplement may be required. In these instances, the mandatory solo surcharge will be listed or available on request and is payable at time of booking. Destination International Holidays does not offer or provide a room pairing service.

#### **20. BOOKING REQUESTS**

We reserve the right to accept or reject a booking for any reason after a request has been placed, including but not limited to, an error in the price or description, the unavailability of any product or service, or an error in the administration of your booking. In placing your booking request you acknowledge that we retain the right to remove any person(s) from your travel group for reasons that impact on the enjoyment or safety of other tour members, including but not limited to, the physical, medical or other inability of customers to undertake the arrangements of the tour, unsocial, illegal, disruptive or unruly behaviour, or the carriage of prohibited substances or materials.

We reserve the right to cancel a booking in the event of fraud, abuse or illegal activity, and refer such activity to the relevant authorities.

#### **21. TRAVEL ADVICE**

Prior to making a booking, it's your responsibility to be aware of the safety, local conditions, and issues that may exist/arise at your travel destination(s).

You are responsible for complying with all local laws, regulations and customs in all countries and locations to which you travel, which in some cases can be very different from those at home.

We recommend that you contact 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're easily contactable in case of emergency.

#### **22. COMPLAINT PROCEDURE**

We are committed to dealing with complaints quickly and effectively. If a problem occurs whilst in transit, on route, within the destination or on your journey home, you must attempt to find a resolution locally with the relevant Supplier within 24 hours as a first

step. Failure to follow this course may result in any following claim for a refund (where available) being reduced or denied.

Complaints must be received in writing within 30 days from the return of travel, or from the date the incident occurred. Complaints submitted outside of this timeframe will not be accepted.

Complaints made through any other channel will not be accepted. Failure to lodge a complaint within this time period may result in any following claim for refund (where available) being reduced or denied. You must attach all relevant receipts and supporting documentation, including efforts made with the Supplier to resolve it. All refund claims are subject to our [Cancellation and Refund Policy](#).

#### **23. PRIVACY POLICY**

Our [Privacy Policy](#) governs the collection, use and disclosure of your personal information by us. The Privacy Policy forms a part of these Terms & Conditions.

#### **24. ENTIRE AGREEMENT**

These Terms & Conditions must be read in conjunction with the Complaints Policy, the Cancellation and Refund Policy, our Privacy Policy and any other Destination International Holidays policy as the case may be and as varied from time to time and constitute the entire agreement between you and Destination International Holidays as to the subject matter set out in them and supersede all previous negotiations, understandings, representations, warranties, memoranda or commitments.

#### **25. RELATIONSHIP**

Except where otherwise expressly stated, these Terms & Conditions do not create any relationship of principal and agent, joint venture, partnership or fiduciary relationship between you and Destination International Holidays and you agree that you are an independent entity.

#### **26. NO ASSIGNMENT**

You must not assign, transfer or novate these Terms & Conditions or any rights or obligations under these Terms & Conditions without the prior written consent of Destination International Holidays.

#### **27. NO WAIVER**

You may not rely on our words or conduct as a waiver of any right unless that waiver is in writing and signed by Destination International Holidays.

#### **28. INTERPRETATION**

In these Terms & Conditions:

- (a) words in the singular include the plural and vice versa;
- (b) if a word or phrase is defined its other grammatical forms have corresponding meanings;
- (c) 'includes' means includes without limitation; and

- (d) an obligation to use reasonable endeavours does not require a party to incur a commercial detriment or payment obligation.

29. **SEVERABILITY**

To the extent that any clause or part of any clause is in any way unenforceable, invalid or illegal, it is to be read down so as to be enforceable, valid and legal. In the event this is not possible, the clause (or where possible, the offending part) is to be severed from this these Terms & Conditions without affecting the enforceability, validity or legality of the remaining clauses (or parts of those clauses as the case may be) which will continue in full force and effect.

30. **JURISDICTION AND GOVERNING LAW**

These Terms & Conditions will be governed and interpreted in accordance to the laws of Victoria, Australia. You irrevocably submit to the non-exclusive jurisdiction of the courts of the Victoria.

**Destination International Holidays**

**920 Glenferrie Road, Kew VIC 3101**

**Telephone: 1300 813 391**

**[www.ditravel.com.au](http://www.ditravel.com.au)**