



# **EGYPT TOUR**

## **with Luxury Nile Cruise**

### **10 days from \$3999**

Per person twin share including flights from Australia



**Worry-free bookings with full refund!**

**Book by 31 January, 2021 – 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)**

This is Egypt at its most epic. Explore the ancient temples, including Philae and Luxor. Encounter the Great Pyramids at Giza, the Valley of the Kings and the Karnak temple complex. Embark on a 5-star cruise down the Nile on a ship with a sundeck and swimming pool. And top it all off with a two-night stay in an all-inclusive Red Sea Resort. Between the ancient wonders & the modern-day splendours, this Egypt holiday is as good as it gets! There's even some snorkelling & scuba diving in the mix.

**Departs Australia:**

2021 - 07, 14, 21, 28 May & 12 November

**Price:**

From \$3999 per person twin share

Single supplement from \$850 if you wish to guarantee your own room

\*\*\* This holiday is fully refundable until 60 days prior to departure. The cancellation fee is \$200 per person if you cancel inside of 60 days \*\*\*

**Escorted Tour Package Includes:**

- Flights to Cairo - return economy airfares from Melbourne Sydney, Adelaide, Perth & Brisbane flying with Emirates Airlines.
- Services of your Egyptologist tour leader, who will be on hand with advice and tips to ensure that you get the most from your trip

**Accommodation**

- 5 nights accommodation in twin share hotel rooms with private en-suite facilities
- 3 nights accommodation in twin share cabins with private en-suite facilities on a Nile cruise ship
- Single travellers have the option to pay a single supplement to ensure a private room

**Meals**

- 8 breakfasts, 4 lunches, 5 dinners
- \*Vegetarian options available for all meals on request

**Transport**

- Modern air-conditioned private minibus/coach
- Internal flight from Cairo to Aswan
- 5-star Nile cruise ship with sundeck, swimming pool & bar

### **Holiday Highlights**

- Enjoy a 5-star cruise down the Nile on a ship with sundeck and swimming pool
- Explore ancient temples including Philae & Luxor
- Experience the Great Pyramids at Giza, the Valley of the Kings and the Karnak temple complex
- Two-night stay in an all-inclusive Red Sea resort

### **11 Experiences!**

- Visit the Great Pyramids and Sphinx of Giza
- Visit the pyramid of Zoser, Sakkara
- Visit the Philae Temple of High Dam, Aswan
- Spend the evening in Aswan at your leisure
- Sail the River Nile on a 5-star cruise ship
- Visit Valley of the Kings
- Visit Temple of Hatshepsut
- Visit Colossi of Memnon
- Enjoy an all-inclusive evening at a resort
- Visit the Temple of Karnak
- Explore Temple of Luxor

### **Tour Package Excludes:**

- Visa fees
- Travel insurance (essential)
- Meals & sightseeing not specified
- Entrance fees & local payment of approx. AU\$250 per person (see additional cost details below)
- Personal items, such as drinks, snacks, laundry etc
- Any items or services not listed in the inclusions

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

**Call Destination International on 1300 813 391  
or email [leanne@ditravel.com.au](mailto:leanne@ditravel.com.au)  
for enquiries & reservations.**



## TOUR ITINERARY

### **Day 1: Depart Australia**

### ***Day 2: Arrive in Cairo***

Upon your arrival at Cairo airport you will be met by our local representative, who will assist you through immigration and passport control and collecting your baggage. You will then be transferred to your hotel, where your Egyptologist tour guide, who will accompany you for the duration of the tour, will brief you about the tour package and the incredible experiences you will have over the following eight days. Overnight at your hotel in Cairo.



### ***Day 3: Giza Pyramids - Sphinx - Sakkara***

This morning you will experience the icons of ancient Egypt! Your Egyptologist guide will accompany you to the Giza pyramid complex, where you can see the Great Pyramid of Giza, the Pyramid of Khafre, the Pyramid of Menkaure, and the Great Sphinx. We'll then visit Sakkara to see the unique step pyramid of Zoser (also known as Djoser), the first ever pyramid, constructed of six tombs built on top of each other.



### ***Day 4: Aswan - Philae Temple - Nile Cruise***

Early this morning you will be transferred to the airport for a short internal flight down to Aswan. Upon arrival you will be transferred to our 5-star Nile cruise ship. After some time to freshen up we'll begin our Nile quest by visiting the High Dam of Aswan, where your guide will explain to you how the construction of the dam and subsequent creation of Lake Nasser required the relocation of the Nubian people and several important historical monuments, including Abu Simbel, which you have the opportunity to visit tomorrow. We'll then take a short boat ride to Agilkia Island to explore the Temple of Isis at Philae. Built during the Ptolemaic Kingdom (305 BC to 30 BC), the temple is dedicated to Isis, one of the oldest goddesses of ancient Egypt and worshipped as the paragon of motherly virtues. It is believed that the last Egyptian hieroglyph was written on the island of Philae in the late fourth century.



### ***Day 5: Kom-Ombo - Nile Cruise***

This morning you will have the opportunity to join our optional excursion to the temples of Abu Simbel, two massive temples in southern Egypt. Part of a UNESCO World Heritage Site known as the "Nubian Monuments", these iconic temples were carved out of the mountainside in the 13th century BC, during the reign of Pharaoh Ramesses II. The tour then continues with a visit to the Temple of Kom-Ombo, a unique 'double' temple dedicated to both the crocodile god Sobek, and the falcon god Haroeris (Horus). After some time to explore the temple, we'll then continue on to Luxor, where we'll spend the night on board the 5-star cruise ship.



### ***Day 6: Luxor - Karnak Temple - Nile Cruise***

After breakfast, we will arrive in Luxor and tour the East Bank of Luxor. Experience the incredible Karnak temple complex, part of the ancient city of Thebes. Dedicated to the powerful ram-headed god Amun, it offers a vast mix of temples, chapels, statues and obelisks. We'll then explore Luxor temple, a place of worship that is dedicated to three gods: Amun, his wife Mut and his son Khons. Together these temples and gods are key players in the great Opet Festival which was held each year during the flood season.



### ***Day 7: Valley of the Kings - Hatshepsut - Hurghada***

This morning we'll start our tour of the west bank with a visit to the World famous Valley of the Kings, where you can enter some of the incredible tombs of the New Kingdom Pharaohs, such as King Tutankhamen. We'll then get to experience the Temple of Hatshepsut (Deir El Bahary), the mortuary temple of the only Pharaoh Queen that ruled Egypt. The day will finish off with a visit to the great Colossi of Memnon, the last remains of Amenophis III's temple. We'll then take our air-conditioned private bus to Hurghada on the Red Sea coast, where we'll be staying in an all-inclusive resort.



### ***Day 8: Hurghada: Free Day***

This is a free day for you to enjoy however you wish. The resort in Hurghada offers a large swimming pool complex, long sandy beaches and all-inclusive food and drink; total relaxation awaits! Alternatively, you can choose to take part in any number of water sport activities, including full-day snorkelling and scuba diving excursions. The seas around Hurghada offer some of the best coral reef dive spots in the world, giving the opportunity to see many colorful fish species, including the Red Sea Clownfish, Emperor Angelfish, Picasso Trigger Fish and Moray Eels. Overnight at the resort in Hurghada.



### ***Day 9: Hurghada - Cairo***

This morning we'll take an air-conditioned private mini bus back to Cairo. After some time to freshen up at our hotel, we'll visit the Egyptian museum to learn more about the country's incredible ancient history, followed by the old city of Cairo where you can explore Khan El Khalili, a bazaar crammed with souvenir shops, cafés and shisha bars.



### ***Day 10: Departure***

The tour ends after breakfast at our hotel in Cairo, with transfers included to take you to the airport for your flight home. If you wish to extend your stay in Cairo, please contact us.



### ***Day 11: Arrive 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.**

**Call Destination International on 1300 813 391**

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



## Additional Costs

Local payment of approximately AU\$250 per person is required to pay for the below expenses.

Your tour guide will collect a local payment of 550 EGP. This covers tipping for all services provided during the tour by drivers, waiters, hotel staff. **Please ensure you have this amount ready for the tour leader to collect at the beginning of the tour.**

Please note that entrance fees for the following experiences on this tour are not included in the tour price. Please keep them in mind as you budget for your trip.

## Price, Tour experience

- 200 EGP, Giza Pyramids & the Sphinx
- 150 EGP, Sakara Pyramid
- 200 EGP, Egyptian Museum
- 180 EGP, Philae Temple
- 75 EGP, The High Dam
- 140 EGP, Kom Ombo
- 180 EGP, Edfu Temple
- 200 EGP, Karnak Temple
- 160 EGP, Luxor Temple
- 240 EGP, Valley of the Kings
- 140 EGP, Hatchepsut Temple
- Free, Colossi of Memnon



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 piece of mind when booking.

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 suppliers to source the best possible price and holiday for you. That's why our holidays are so affordable! We work with travel professionals that 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**

***Applies to all bookings from 20 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.*

Our full set of terms and conditions are listed below, which we highly recommend you read prior to make your holiday reservations. This is the contract under which both parties enter. Immediately following is a summary in brief for our customers.

1. Upon making a reservation with Destination International Holidays you will receive a booking form, which needs to be filled out and signed to confirm that you agree to the below terms and conditions.
2. Your booking will then be confirmed to you in writing and you will be required to pay a 50% deposit.
3. At this time, you must take out travel insurance for your holiday to protect you against any unforeseen circumstances.
4. 90 days prior to departure you will be asked to make the balance payment for your trip (you will be notified if your supplier requires earlier payment).
5. 14 days prior to departure you will be sent your travel documents via express post.

Destinations International Holidays operates a Client Trust bank account. This means that we do not hold onto your money. We pay the ultimate travel providers (Suppliers) of your travel services the funds for your holiday. The Suppliers include airlines, tour operators, cruise lines, transport companies, hotels etc. We are required to pay the

Suppliers deposits and final payments to secure your booking and in some instances these items are non-refundable.

If you wish to cancel you must notify us of your cancellation in writing. We will then write to the Suppliers to cancel your booking and request a refund (if applicable) for any elements of your holiday that are refundable. You will need to make an insurance claim for any travel arrangements that are non-refundable. If you have any issues during the refund or cancellation process, you have 30 days to contact our office in writing to lodge a complaint so an immediate resolution can be found for you.

## **1. AGREEMENT**

This agreement is between you and Destination International Holidays Pty Ltd - ABN 38 154 788 155 (DI Travel, us/we/our). Customer, passenger, you or your, references the person who books or pays for travel services and includes all persons intending to travel. By booking any travel service with us, you have agreed to be bound by these terms and conditions.

## **2. ROLE OF DESTINATION INTERNATIONAL HOLIDAYS**

Destination International Holidays sells various products and/or services on behalf of our third party suppliers and travel providers, including (without limitation) airlines, coaches, rail and transport operators, accommodation, tour operators, tour guides or the providers of any other product or service, referred to throughout as 'Suppliers'.

Our services consist of booking and co-coordinating the products and/or services offered by the Suppliers. Destination International Holidays facilitates a direct contractual relationship between you, the customer, and each Supplier. You are responsible for reading the Suppliers' terms and conditions before paying for your booking or reservation.

Destination International Holidays does not guarantee the performance of the product/services offered by Suppliers and we will not be liable in the event that you suffer loss, injury or disappointment by reason of any acts or failings of any Supplier. In such case your remedy will lie against the Supplier.

The tour information which we supply to you is provided by the Suppliers. We accept no liability for any inaccuracies or misrepresentations contained in such material. We do our best to verify the information provided to us by suppliers, but we cannot guarantee its accuracy on all occasions. All photos and videos in our brochures and on our website are for representational purposes only.

In accordance with these booking conditions Destination International Holidays will perform our duties with reasonable attention, care and expertise. To avoid any doubt, these terms and 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.

Subject to the Australian Consumer Law, Destination International Holidays will not be liable for any loss or damage, injury, delay, inconvenience, or expense caused by a Supplier. Destination International Holidays will not be liable for events beyond its control or the control of the Suppliers including, without limitation, strikes, accidents, pandemics or outbreaks of infectious diseases, acts of war or terrorism, civil or military disturbances or force majeure (Acts of God).

### 3. PRICES & PAYMENT

All prices of our published travel deals are listed in Australian Dollars (AUD) unless stated otherwise. The published prices 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.

Failure to pay by the date advised by Destination International Holidays may result in your bookings being cancelled.

Destination International Holidays accepts payment via bank transfer or credit card. Additional surcharge will be added to payments made by credit card. Please check with us for current charges. When your credit card is processed by Destination International Holidays you agree to not have your payment 'charged back' or reversed by your credit

card provider where the services have been provided. 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 calculated on twin share (i.e. 2 people sharing a room).

All other mandatory surcharges including but not limited to solo traveller surcharges, departure date and/or city surcharges, the selection of additional optional extras, other government taxes, levies or gratuities are in addition to the listed base price as per the terms of the travel deal.

#### 4. TRAVEL INSURANCE

You should take out comprehensive travel insurance immediately after making a booking, 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 the inability to travel through your insurer's cancellation cover.

If you make a booking with Destination International Holidays and decline travel insurance, you may be required to sign a disclaimer.

Please note that some credit card providers will provide the card holder with travel insurance. Where you are paying for all or any part of the services arranged through us

by credit card and you intend to use travel insurance supplied by the credit card provider you acknowledge that Destination International Holidays has offered you travel insurance and that you waive any claim against Destination International Holidays in respect of any loss or damage you may suffer as a result of you failing to take out any or adequate travel insurance.

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.

## 5. FEES, CHARGES & REFUNDS

### 5.1 Amendments & changes to bookings

If you wish to change a confirmed reservation or booking you are likely to incur fees. In some cases, it may not be possible to change a booking or to cancel, or it may be uneconomic for you to do so. You should always check the cost before requesting changes to your travel arrangements. Please read the terms and conditions of the Suppliers which apply to your travel arrangements.

Any amendment or deviation from advertised travel deals and/or quotes 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. Additionally, there may be cancellation fees levied by the 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

## 5.2 Cancellation fees

If you cancel a confirmed reservation or booking the Supplier is likely to charge you a cancellation fee. Further, some tickets may be non-refundable or non-transferable. It is important to check the position with us before you confirm arrangements and/or before you cancel any confirmed bookings. Please read the Supplier's special conditions in relation to your travel arrangements.

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.

Destination International Holidays will charge a 15% cancellation fee on all refundable portions of a cancelled tour. You acknowledge that the Destination International Holidays service fee is fair remuneration for the work done by Destination International Holidays in arranging your travel arrangements.

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.

## 5.3 Refunds

If your travel arrangements are cancelled for any reason (including force majeure) after you have paid, no refund will be available to you until Destination International Holidays receives the monies from the Supplier involved. In most cases, the Supplier will charge a cancellation fee and in some instance you may not be able to claim a refund.

Destination International Holidays is not responsible for any delays by a Supplier in processing a refund. You should be aware that airlines may take a significant time to process a refund.

Should the price of an airfare, cruise or tour be reduced after you have made payment your right to a refund (if any) is governed by the terms and conditions which apply to the airfare, cruise or tour as determined by Supplier.

Unless otherwise stated in your costings and itinerary document in addition to any fee charged by a Supplier, Destination International Holidays will charge you a fee to process a refund request. Destination International Holidays earns commissions and/or charges service fees in making your travel arrangements. Destination International Holidays reserves the right to retain the commissions and service fees that is earned on your booking from any refund should your booking be cancelled for any reason (including for force majeure).

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](#).

## 6. PASSPORT & VISA REQUIREMENTS

Prior to confirming your travel arrangements, you should check your passport and establish that it will remain current for the entire period of your travel.

It is the responsibility of each member of the travelling party to ensure that they have a valid passport and the necessary visa/s for the destination/s to be visited.

Destination International Holidays recommends all travellers prior to making a booking, 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://smartraveller.gov.au>

Certain countries require that your passport remains valid for a period of up to twelve months after the date upon which you are scheduled to leave such country. You may be denied entry to a country if your passport expires within 12 months. You should clarify visa requirements with the Embassies of the countries that you plan to visit as certain countries may require you to take out a visa dependant on whether you are travelling on an Australian or a foreign passport.

The authorities in some countries (including The USA) require holders of Australian passports to take out a visa for entry into their country where the traveller has been sentenced or imprisoned or been convicted of certain types of criminal offence. A visa may be required where a contagious disease or a serious health problem exists.

Re-entry visas will/may be required for travellers leaving Australia holding a foreign passport. If you hold a foreign passport then it is your responsibility to make your own



enquiries and satisfy yourself as to the position in regard to your passport and/or visa requirements before leaving Australia.

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.

## 7. HEALTH & VACCINATIONS

All customers must be well enough to travel (whether physical, medical or otherwise). 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.

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.

## 8. CHECKING TRAVEL ARRANGEMENTS

We have exercised care in putting together the arrangements requested by you in regards to your travel and accommodation. It is important, and your responsibility, to check all of the documentation provided to you in relation to your proposed travel and accommodation to ensure that it fully meets with your requirements and to ensure that there have been no misunderstandings.

All documents must be issued in the exact name of the passport holder (for international travel) or personal identification. You may be denied carriage if the name varies.

- We strongly recommend that you contact your airline prior to any travel to ensure that the scheduled departure time has not changed.
- We strongly recommend that you familiarise yourself with current travel advisories/information from [smartraveller.gov.au](http://smartraveller.gov.au) before you travel.
- Payment of any excess baggage charges is the traveller's sole responsibility.
- Carry on baggage is subject to security rules on the carriage of various items. It is your responsibility to check with the relevant authorities.

Destination International Holidays shall use reasonable commercial endeavours to provide travel documentation 14 days prior to the first travel 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.

## **9. LIABILITY & RESPONSIBILITY**

### 9.1 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 required standards of their local authorities. The scope of our services and our obligation to you is strictly limited to the agent services. We do not operate the products and/or services that you may receive during travel, all of which are provided by Suppliers.

The travel documents and products and/or services 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 arrangements 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.

## **9.2 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 and shall not be held vicariously liable for the intentional or negligent acts of any persons not employed by us, including (without limitation) all Suppliers, nor for any intentional or negligent acts of our employees committed while off duty or outside the course and scope of their employment. Destination International Holidays is not and does not accept responsibility for any criminal conduct by any Suppliers or 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 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.

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

## 10. COMPLAINTS

We are committed to addressing complaints quickly and effectively. If a problem occurs whilst you are travelling you must attempt to find a resolution locally with the relevant Supplier within 24 hours. You will also be provided with our 24-hour emergency contact phone number for our office. Failure to seek to resolve the problem within 24 hours may result in any following claim for a refund (where available) being reduced or denied.

Complaints related to travel arrangements booked by Destination International holidays must be received in writing by our office within 30 days from the date that the incident occurred. 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](#).

#### 11. 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, then 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.

#### 12. 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.

#### 13. 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.

#### 14. 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.

#### 15. APPLICABLE LAW

The laws of Victoria, Australia govern these Booking Conditions to the fullest extent allowable. Any disputes must be initiated in the courts of Victoria, Australia.

**Destination International Holidays**

**920 Glenferrie Road, Kew VIC 3101**

**Telephone: 1300 813 391**

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