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# **South Africa Tour with Victoria Falls 14 days from \$4999**

**Per person twin share**



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

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

## **2022 DEPARTURES**

**– January 28, February 11, 23, March 04, 25, April 13, 27, May 11, 25, June 15, 29, July 13, 27, August 10, 24, September 14, 28, October 12, 26, November 16**

### **Escorted Package Includes**

- Return economy airfares from Australian Capital cities to Cape Town & Johannesburg flying Qantas or South African Airways.
  - Extra \$295 from Hobart, Canberra
  - Airline taxes & fuel surcharges included
- All intra-flights: Cape Town-Durban, Johannesburg-Victoria Falls & Victoria Falls-Johannesburg
- 12 nights accommodations
  - 4 nights Cape Town
  - 1 night Hluhluwe
  - 1 night eSwatini
  - 2 nights Hazyview
  - 2 nights Johannesburg
  - 2 nights Victoria Falls
- Hotel portorage, taxes, fees & service charges
- 20 meals: 12 breakfasts, 3 lunches, 5 dinners
- Sightseeing per itinerary in modern air-conditioned motor coach
- Game drives in modern 10-seater safari vehicles
- Services of English-speaking tour manager throughout
- Entrance fees per itinerary

### **Excluded from the package**

- Visa Fees (where required)
- Airport transfers (available for a surcharge)
- Travel insurance (compulsory, available on request)
- Single supplement, please contact us for rates
- Meals not indicated in the itinerary
- Drinks, snacks and other personal expenses (e.g. laundry)
- Tips for guides & drivers
- Any other items not mentioned in the inclusions or the itinerary

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

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

## Special Features

- Experience Cape Town, during the city tour pass by Castle of Good Hope, the Grande Parade and visit Table Mountain
- In the course of the Cape Peninsula tour, visit the Cape of Good Hope reserve and view the penguin colonies at Boulders Beach
- Game viewing cruise on the St Lucia Estuary, a uniquely diverse ecosystem
- Game drive through Hluhluwe-Imfolozi Game Reserve
- A thrilling game drive on an open-vehicle through Kruger National Park
- In Soweto, the most metropolitan township, visit Nelson Mandela's former home
- Visit spectacular Victoria Falls, a UNESCO World Heritage Site
- Enjoy a sunset cruise on the mighty Zambezi River

## Itinerary:

### DAY 1, Wednesday - Depart for South Africa

Depart for South Africa

### DAY 2, Thursday - Arrive in Cape Town

Arrive in Cape Town, undeniably one of the most beautiful cities in the world. As you make your way to your hotel, you'll see the towering symbol of the city - Table Mountain. The rest of the day is at leisure in this magnificent seaside city.

**Overnight:** Cape Town

### DAY 3, Friday - Cape Town City Tour

After a leisurely breakfast depart on a half day Cape Town city and Table Mountain tour. Driving to the city centre, pass famous landmarks such as the Castle of Good Hope built in 1666 by the Dutch East India Company and City Hall, a splendid baroque building, and of course the Grand Parade. See St. George's Cathedral, the Anglican Diocese of Nobel Peace Laureate Archbishop Desmond Tutu. Pass the Company Gardens and the Malay Quarter. The route then leads to Kloof Nek and the magnificent Table Mountain. Ascend to the top (weather permitting) by means of a cable car\*. At the summit, see wildflowers, the famous silver tree, and marvel at a birds-eye view of the city and its beaches. On a clear day, it is even possible to see Robben Island, where Nelson Mandela was imprisoned, on one side, and Cape Point on the other. Descend from the upper cableway station and proceed to the Milnerton Lighthouse. Later, you will have the opportunity to learn the three-billion-year-old story of diamonds while touring the prominent Shimansky Jewellers & Museum at Cape Town's famous V & A Waterfront. The 45-

minute tour reveals the origins of diamond mining and includes explanations of colour, cut and clarity. Following the tour (or for those who do not wish to participate) stroll through the adjacent V & A Shopping Mall with its endless shopping and dining opportunities before returning to your hotel. This evening, enjoy a Welcome Dinner with your Tour Manager and fellow travellers.

**Overnight:** Cape Town

**Meals:** Breakfast, Dinner

#### **DAY 4, Saturday - Cape Peninsula Tour**

Depart on a full day Cape Peninsula Tour with lunch along the way. Drive to Cape Point at the southwestern tip of the Cape Peninsula, passing steep mountains, secluded coves, and sweeping beaches en route. After a stop at the fishing village of Hout Bay, one of Cape Town's best-kept secrets, continue to the Cape of Good Hope Nature Reserve, comprising over 17,300 acres of indigenous flora and fauna, where you may see baboons by the roadside, rheboks, cape mountain zebras, bonteboks and the elusive eland. The native plant life, known as fynbos, forms one of only six floral kingdoms in the world. Following the coastline along False Bay, return to Cape Town after lunch by way of Simon's Town. Here, visit the penguin colonies at Boulders Beach, and continue with a scenic drive over Muizenberg Mountain. Lastly, visit the Kirstenbosch National Botanical Gardens, resting at the foot of Table Mountain, for a short walking tour of the beautiful gardens before arriving to Cape Town. Tonight, experience local culture in a relaxed and comfortable environment at the *optional* Home Hosted Dinner.

**Optional:** *Home Hosted Dinner in Cape Town*

**Overnight:** Cape Town

**Meals:** Breakfast, Lunch

#### **DAY 5, Sunday - Full Day in Cape Town**

Enjoy the day at leisure in Cape Town. Perhaps join the *optional* South African Wine Tour\* which takes you along the country's principal wine route to the scenic towns of Paarl, Franschhoek and Stellenbosch with tastings along the way. Alternatively, thrill seekers will not want to miss the *optional* excursion to "Shark Alley" to experience great white shark cage diving\*. Tonight, attend the *optional* Daily Music Show to learn about the Cape's cultural heritage through music and storytelling. After the show, meet with the artists and enjoy a dinner of traditional Cape cuisine before returning to the hotel.

*\*The South African Wine Tour and Full Day Great White Shark Cage Diving operate simultaneously. Passengers may opt to participate in only one of these tours*

**Optional:** *South African Wine Tour\**

**Optional:** Full Day Great White Shark Cage Diving\*

**Optional:** The Daily Music Show with dinner

**Overnight:** Cape Town

**Meals:** Breakfast

### **DAY 6, Monday - Flight to Durban, Game Viewing Cruise on the St. Lucia Estuary**

This morning transfer to the airport for your flight to Durban. Upon arrival in the early afternoon, drive to St. Lucia. Later, embark on a game viewing cruise that takes you on the St. Lucia Estuary. This tidal estuary is home to Nile crocodiles, hippopotami, sea turtles, and even sharks, making it a fascinating and uniquely diverse ecosystem. This evening, enjoy dinner at the hotel.

**Overnight:** Hluhluwe

**Meals:** Breakfast, Dinner

### **DAY 7, Tuesday - Game Drive in Hluhluwe-Imfolozi Game Reserve, Travel to eSwatini**

After an early breakfast, travel to the Hluhluwe-Imfolozi Game Reserve, situated in northern KwaZulu-Natal, which contains an immense diversity of fauna and flora and is particularly famous for its conservation of black and white rhinos. Home to Africa's "Big Five," you may have a chance to see elephant, Cape buffalo, lion, and leopard, in addition to rhino during your morning game drive through the reserve. The park also boasts warthog, crocodile, and antelope. Following the safari, visit a local school if time allows. Continue to the border of the Kingdom of eSwatini. This independent kingdom within the borders of South Africa is known for its lovely scenery and vibrant indigenous culture. Stop at a handicraft market this afternoon before arriving at your hotel in the early evening.

**Overnight:** eSwatini

**Meals:** Breakfast

### **DAY 8, Wednesday - eSwatini Sightseeing, Matsamo Village Visit**

After breakfast visit the Ngwenya glass factory, where visitors can watch talented glass blowers create a range of enchanting African animals, birds, and fish, as well as tableware, made from recycled glass that is collected by the children of eSwatini. Transfer to the South African border and visit Matsamo Cultural Village where you can learn more about the Swati traditions and customs. Enjoy traditional dance and song performances with authentic African instruments as well as traditional Swati cuisine. You may wander through the village with its many traditional huts and interact with the locals. Later, continue to the hotel in time for dinner.

**Overnight:** Hazyview

**Meals:** Breakfast, Lunch, Dinner

### **DAY 9, Thursday - Kruger National Park Game Drive**

The day begins at dawn with coffee, tea, and rusks, a South African dry biscuit. Upon departure from the hotel, a pre-packed breakfast will be provided for you. Then, on to Kruger National Park for a thrilling full day open-vehicle game drive. Larger than the state of Connecticut, the park offers some of the best game and wildlife viewing opportunities in the world, and early morning is an optimal time of day. You may have a chance to see lion, elephant, giraffe, or zebra in their natural habitat. After stopping at a rest camp for lunch, continue your game drive. With any luck, you may even see cheetah and leopard. After the day's excitement, relax by the pool and enjoy dinner at the hotel.

**Overnight:** Hazyview

**Meals:** Breakfast, Lunch, Dinner

### **DAY 10, Friday - Panorama Route to Johannesburg**

Depart after breakfast and travel to Mpumalanga Province, known as "Paradise Country," driving the spectacular "Panorama Route." Stop to admire the views of amazing scenery along the 16-mile-long Blyde River Canyon, cut deep into red sandstone, and God's Window (weather permitting), a breathtaking, Edenic vista at the edge of the escarpment overlooking Kruger National Park. Visit Bourke's Luck Potholes, a series of waterfalls and distinctive rock formations created by water erosion before proceeding this afternoon to Johannesburg. Stop at a family-run curio shop before arriving at the hotel.

**Overnight:** Johannesburg

**Meals:** Breakfast

### **DAY 11, Saturday - Soweto Tour**

After an early breakfast depart on a half day tour of Soweto. Experience a fascinating glimpse of the bustling neighbourhood life of Soweto, the most metropolitan township in the country, setting trends in politics, fashion, music, dance, and language. Drive by the former residence of Bishop Desmond Tutu and visit Nelson Mandela's former home. Continue to the Apartheid Museum, where you will journey through the racial segregation experienced by millions of South Africans. This evening enjoy a dinner with your Tour Manager and fellow travellers.

**Overnight:** Johannesburg

**Meals:** Breakfast, Dinner

### **DAY 12, Sunday - Fly to Victoria Falls\* & Sundowner Cruise**

Transfer to the airport for your morning flight to picturesque and thundering Victoria Falls, named a UNESCO World Heritage Site. The

Falls are a little over a mile wide and 351 feet high, making them one-and-a half times as wide and twice as high as the Niagara Falls.

Here, you can still encounter herds of buffalo and elephant on their way to the Zambezi River. Transfer to your hotel in Victoria Falls, Zimbabwe. In the late afternoon, enjoy a sublime sundowner cruise on the broad sweep of the mighty Zambezi River. Afterward, return to the hotel. Tonight, attend the *optional* Boma Dinner & Drum Show, an unforgettable dinner experience featuring dance performances, lively songs, and an interactive drumming show.

**Optional:** *The Boma Dinner & Drum Show*

**Overnight:** Victoria Falls

**Meals:** Breakfast

### **DAY 12, Sunday - Fly to Victoria Falls\* & Sundowner Cruise**

Transfer to the airport for your morning flight to picturesque and thundering Victoria Falls, named a UNESCO World Heritage Site. The Falls are a little over a mile wide and 351 feet high, making them one-and-a half times as wide and twice as high as the Niagara Falls. Here, you can still encounter herds of buffalo and elephant on their way to the Zambezi River. Transfer to your hotel in Victoria Falls, Zimbabwe. In the late afternoon, enjoy a sublime sundowner cruise on the broad sweep of the mighty Zambezi River. Afterward, return to the hotel. Tonight, attend the *optional* Boma Dinner & Drum Show, an unforgettable dinner experience featuring dance performances, lively songs, and an interactive drumming show.

**Optional:** *The Boma Dinner & Drum Show*

**Overnight:** Victoria Falls

**Meals:** Breakfast

### **DAY 13, Monday - Guided Tour of Victoria Falls**

This morning, take a guided tour of the Victoria Falls, one of the "Seven Natural Wonders of the World". The walking safari takes you through the magnificent rainforest to view the Cataracts, Livingstone's statue and a wide variety of birds and plants. The rest of the day is yours to discover this beautiful area independently, or consider joining the *optional* guided Market Shopping Tour to discover Zimbabwe's culture, artwork and handicrafts. Visit open-air markets and a variety of galleries and shops selling intricate wood carvings, stone sculptures, beaded jewellery and authentic African art.

**Optional:** *Market Shopping Tour*

**Overnight:** Victoria Falls

**Meals:** Breakfast

## **DAY 14, Tuesday - Depart South Africa**

Enjoy a leisurely morning, or awake early for the *optional* Victoria Falls Sunrise Walk through the luscious rainforest with your guide. Marvel at the spectacular Victoria Falls as the sun rises over the Zambezi River. After breakfast, transfer to the airport\*. Fly to Johannesburg and connect to your international departure flight this evening. Please select flights that depart no earlier than 7:30 PM

**Optional:** *Victoria Falls Sunrise Walk*

**Meals:** Breakfast



**Please note:** The day by day descriptions published are intended as an indicative guide only. Travel by nature is unpredictable. Weather patterns, road & river 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 and extend your holiday with great travel deals.**

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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**

***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 [smarttraveller.gov.au](http://smarttraveller.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**  
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