



CREDIT CARD AUTHORIZATION

Attention: **Accounts/Reservations** Fax: + 1 425 460 0890 email: **info@duatravel.com**

RESERVATION ID:

DUA AGENT:

YOUR NAME:

YOUR EMAIL ADDRESS:#

#This is the email that your receipt will be sent to.

*AUTHORIZED TOTAL TO BE CHARGED BY DUA UPON RECEIPT OF THIS FORM: \$

DESCRIPTION OF CHARGE:

e.g. Final payment Mr/s Smith traveling Dec 15, 2012

CREDIT CARD INFORMATION

CREDIT CARD TYPE: MasterCard Visa American Express Discover

CREDIT CARD NUMBER:

EXPIRY DATE:

SECURITY CODE:

NAME AS IT APPEARS ON CARD:

BILLING ADDRESS 1:

BILLING ADDRESS 2:

CITY:

STATE:

COUNTRY:

ZIP CODE / POST CODE:

I hereby authorize Down Under Answers to charge my credit card in the above amount.

SIGN:

DATE:

TYPE FULL NAME:

I have read and I understand the above information – and the accompanying Terms and Conditions document (this is a two page form) – and I hereby authorize Down Under Answers, LLC and any appropriate airlines to charge my credit card for the total authorized above.

*Authorized total represents cost of air and/or land arrangements per latest itinerary. Actual charges may be split between Down Under Answers and applicable air carriers, and is so, will appear separately on your credit card statement, and possibly on different dates. Fluctuations in exchange rates may result in slight differences in total amount charged. Certain campaign package deals are 100% non refundable/non changeable once paid in full.

OR DUA ADMIN USE ONLY:

BKG REF: _____ DEP DATE: _____ CHGD BY: _____ DATE: _____

DOWN UNDER ANSWERS

TRAVEL EXPERTS ~ AUSTRALIA, NEW ZEALAND, SOUTH PACIFIC ISLANDS, DUBAI



TERMS AND CONDITIONS

Down Under Answers, LLC ("Down Under Answers") facilitates the purchase by customers ("Customers") of travel related services, accommodations, transportation, entertainment, recreation and travel packages (collectively, "Travel Related Services"), which Travel Related Services are provided by providers ("Service Providers") unrelated to and having no connection to Down Under Answers.

In utilizing the services of Down Under Answers to book, reserve and pay for Travel Related Services, you, the customer ("Customer"), agree to be bound by these terms and conditions ("Terms & Conditions") which describe the terms and conditions by which Down Under Answers will agree to provide its services to Customer.

AGREEMENT

Acceptance: A deposit for a booking constitutes Customer's acceptance of these Terms & Conditions.

Deposit: Bookings require a minimum \$300.00 per-person deposit to hold reservations for land services. Some tours will require a larger deposit. Customer will be notified if a larger deposit is required. **Deposits are NON-REFUNDABLE.** In addition to the land services deposit, airline reservations (where requested) must be paid for in full and ticketed to confirm space and guarantee airfare rate. Airfare payment due dates and ticketing due dates are separate, and in addition to the initial deposit and final payment for land services.

Deposits Air: Airline Reservations, Airfares & Tickets: Airline regulations require that names on tickets match the passport, therefore, customer must provide a copy of each travelers passport photo page. A US\$150 per ticket change fee will apply for incorrect information due to not having copies of the passport page. Airline reservations cannot be confirmed, nor airfares guaranteed, unless Down Under Answers has received payment in full and by the due date. Each fare will have different terms and conditions, please contact us to obtain specific conditions for your fare. Some fares may permit changes upon payment of change fees, penalties and possible additional fare collection. In addition to these fees, Down Under Answers reserves the right to assess a US\$50 ticket re-issue for changes such as, but not limited to, name change, date or flight change and cancellation.

Changes: Once a deposit has been received, a US\$50 per booking change fee will apply. This fee will be waived if the total value of the booking increases. Other fees are at the discretion of the hotels, tour operators, rental car agencies and other Service Providers.

Payment: Before final payment is made you will receive a final invoice that has been updated to reflect any currency fluctuations. Prices are not locked in until full payment has been made.

Cancellations: Cancellation penalties may vary depending on the products booked. Customer cancellation before the full payment due date will incur loss of the non-refundable deposit as specified above. Customer cancellation on or after the full payment due date, but more than 7 days prior to departure, will incur a penalty equal to 50% of the total booking cost. Down Under Answers will make no refunds for Customer cancellations made less than 8 days before departure or subsequent to travel commencement. Other cancellation fees or refunds for Customer cancellation are at the discretion of the hotels, tour operators, rental car agencies and other Service Providers with which Customer has reserved Travel Related Services. Insurance purchases are NON-REFUNDABLE.

Air Cancellation/Change Penalties: In addition to the above mentioned Down Under Answers cancellation penalties, Airline tickets, once issued are 100% non refundable. Changes may be made depending on the fare purchased and fees will apply. These fees will be advised when the changes are requested and can vary by airline. Please note it is the passengers responsibility to provide Down Under Answers with the correct full name for your airline ticket, if a ticket needs to be re-issued because Down Under Answers was not given the correct information a US\$150 ticket re-issue fee will apply.

Cancellation Fees (Land): Cancellation fees will be levied relative to the amount of notice given, as follows (minimum per person US\$300).

Insurance: Travel insurance is Strongly Recommended. Travel insurance can be purchased to cover all penalties in the event Customer needs to cancel or change the Customer's travel plans. Travel insurance can provide medical and emergency assistance protection during travel, as well as provide some loss and delay coverage. Absent insurance, all hospital and medical expenses are the Customer's/traveler's responsibility and Customers/travelers will not receive any refund (total or partial) for money paid. Travel insurance is available through Down Under Answers.

Late Bookings: Any booking made (deposit paid) within 2 weeks of departure will incur a US\$100 per booking fee. This fee is to cover the cost of expediting the confirmation of your booking and to cover the cost of FedEx shipment of the documents.

Documents: Provided booking is paid in full 45 days prior to departure, Down Under Answers will send documents to arrive within 2 weeks of departure. Documents will be sent via email or using ground or priority mail. A US\$50 rush fee will be charged to expedite documents that require delivery earlier than 2 weeks prior to departure. Any bookings made within 7 days of departure will only receive e-documents.

Prices: Down Under Answers quotes prices in US currency based on the exchange rates for the respective foreign currency, usually Australian or New Zealand dollars, as of the date of the quote. Prices in this brochure were set as of Jan 1, 2010. Exchange rates fluctuate. Customer's exchange rate is only fixed when full payment is made, unless otherwise noted on Customer's itinerary. Any price that Down Under Answers quotes is subject to change without notice until full payment is made. All prices are 'from' and seasonal surcharges and currency fluctuations apply. Refer to our pricing guide on page 3 for hotels and tours.

Children: Be aware that some travel products do not allow children below a certain age. If Customer plans to travel with children, Customer must notify Down Under Answers when booking and provide a clear copy of the passport page for each traveling child so Down Under Answers can verify ages.

Passports/Visas: A passport valid for six months beyond the date of return travel is required for entry into all South Pacific countries. US and Canadian citizens require an Electronic Travel Authority to enter Australia. Down Under Answers will process on request. Customers/travelers with a passport from a country other than the US or Canada should request information regarding any necessary documents from the destination countries' consulates or their travel agents.

Limitation of Liability: Down Under Answers shall not be liable for any claims, losses, damages, costs, expenses, delays, sickness, injury, or loss of enjoyment, of any nature or kind whatsoever, resulting from events beyond Down Under Answers' or a Service Provider's reasonable control. In no event will Down Under Answers' liability exceed the total amounts Customer paid Down Under Answers for Customer's travel. Down Under Answers assumes no responsibility for lost tickets, documents, passes, or coupons.

Relationship of the Parties: Down Under Answers shall be deemed to be an independent contractor for all purposes under these Terms & Conditions. Down Under Answers is acting solely to facilitate the reservation and purchase of Travel Related Services and is not acting in any other capacity with either the Customers or the Service Providers, including, but not limited to, any partnership, joint venture, co-ownership, or agency relationship of any kind with any Customer or Service Provider. Down Under Answers does not have any control over the quality, timing, safety or legality of any Travel Related Service actually reserved or purchased by or for a Customer. Down Under Answers does not and can not control whether or not a Service Provider represents its products accurately or fulfills any agreement or obligation with any Customer.

Disputes & Indemnity: As Down Under Answers is not involved in providing the Travel Related Services for the Customer, any and all disputes between a Customer and Service Provider are solely between that Customer and that Service Provider, and the Customer and Service Provider should handle all such disputes directly with that Customer or Service Provider. If Service Provider or Customer contacts Down Under Answers relating to any dispute between the Customer or Service Provider, Down Under Answers may, in its sole discretion, facilitate dispute resolution and reserves the right to take any action that Down Under Answers deems appropriate under the circumstances. Customer agrees to release Down Under Answers and its agents and employees from claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes. Furthermore, Customer agrees to indemnify, defend and hold harmless Down Under Answers from any liability, loss, claim and expense, including reasonable attorney's fees, arising out of or in any way connected with such disputes.

Validity: These Terms & Conditions are valid until further notice in writing from Down Under Answers.

IMPORTANT

To enter Australia, you must possess a passport valid for 6 months beyond your return date to the US. An Electronic Travel Authority (ETA) is required to enter Australia and must be obtained before you depart. Your ETA can be issued by your travel agent or Down Under Answers if you are a US or Canadian citizen without a criminal record. Others must contact an Australian consulate or Embassy.