

BOOKING CONDITIONS

Booking arrangements:

The person making the booking will be deemed to have accepted these booking conditions on behalf of everyone named in the booking. All communications from Vanuatu Custom Travel (VCT) will be sent to you the person making the booking. You are responsible for forwarding payments to VCT directly for VCT's tours. Other payment for flights, insurance, transfers, and accommodation before or after the VCT (land only) tour is the responsibility of the person making the booking and the wholesaler/travel agent you book these elements with. VCT will provide services from arrival on Mota Lava Island until your departure from Mota Lava Island. VCT can recommend an experienced travel agent to make all other bookings arrangements for your travel.

Brochure/Website:

Any brochure/website information should be used as a guide only. Please check with VCT or your travel consultant for any updated information or pricing.

Changes in prices and itineraries:

Prices and itineraries are correct at time of publishing however they may be subject to seasonal changes, peak period demands, changes in fees, taxes or currency fluctuations. The price of your holiday may change at any time up to 30 days before your departure if any new surcharges, fees or taxes are introduced or if any existing surcharges, fees or taxes are varied after you have paid all or part of the quoted price. If the wholesaler or travel agent has to change any part of your booking for reasons beyond their control such as if an airline changes its schedules, if a hotelier overbooks, or if there are any changes in applicable surcharges, fees or taxes it is the booking agents responsibility to notify you. For any changes to the VCT (land only) tour VCT will contact you.

Deposit:

A deposit of \$100.00 per adult and \$50 per child is required to be paid within 7 days of your reservation to confirm your VCT island tour booking. You will be advised at the time requesting a booking if any additional deposit will be required. Please note that a paid deposit does not guarantee the final price.

Final payment:

Full payment for your holiday is required at least 30 days prior to departure. If for any reason your balance is not received in VCT's bank account or PayPal account by the due date we reserve the right to treat your booking as cancelled and to apply the appropriate cancellation charges. If you pay after 30 days prior and go ahead with your VCT tour, VCT may apply a \$50 late fee to the booking.

Late bookings:

Bookings made within 30 days of departure date will only be accepted if full payment is received in VCT's bank account or PayPal account within 36 hours of requesting the reservations. If VCT accepts a booking within 7 days of the departure date an urgency fee of \$150.00 will apply and full payment must be received within 24 hours.

Cancellations:

If you cancel or terminate your holiday there will be no refund of your deposit plus an additional admin fee of \$100 will apply, and

Cancellations prior to final payment:

There will be no refund of any additional supplier deposits paid.

Cancellations after final payment:

There may be cancellation fees or charges by airlines, hotels and ground/cruise operators amounting to part or all of the cost paid. Contact your booking agent for these cancellation details.

Alterations:

Alterations to your package which require reissue of documents – a fee of \$30.00 per booking may be charged by VCT. A document

reissue means an alteration to an existing booking and not a transfer to any other package, when cancellation fees may apply.

Refunds:

To the extent permitted by law, no refund is available for cancellations after a holiday package has commenced or in respect of any tours, accommodation, meals or any other service not utilized.

Product descriptions:

Descriptions featured are based on information provided to Vanuatu Custom Travel by suppliers. Any facilities shown as included may change at any time. VCT makes no specific representation as to the standard, class or description of accommodation and/or services provided by third parties.

Maps and photographs:

Maps and photographs are shown for general information and may not necessarily reflect the actual routings, locations, events or services provided at the time of your holiday.

Health/Immigration/Insurance:

You are responsible for all visa, passport, immigration, quarantine, customs, health and other requirements of the country visited. A valid passport with at least 6 months validity must be carried by each traveller. VCT highly recommends guests have travel insurance. VCT requires guests to complete a MEDICAL & INDEMNITY FORM before travel and requests guests keep a copy of their MEDICAL FORM with a contact person at their place of origin and most importantly carry the completed copy with their passport during travel. In case of an emergency Pro Medical can evacuate guests from the islands at cost to the insurer or guest (if uninsured). VCT requires guests to return the INDEMNITY FORM signed by all travelling guests 30 days before departure to confirm the guest's reservation. VCT is not responsible for your failure to comply with these requirements.

Air travel:

Air travel is subject to the conditions and limitations of liability set out in the airline's conditions of carriage.

Events beyond our control:

VCT does not accept liability whatsoever for injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by any events, which are beyond its control including but not limited to, war, civil disturbance, fire, floods, acts of god, acts of government or any other authorities, accident to or failure of machinery or equipment or industrial action.

Limit of liability:

To the extent permitted by law, Vanuatu Custom Travel excludes all liability for any loss or damage whatsoever (including but not limited to physical and psychological injury, and loss or damage to property or whatever nature) that may arise in any way in connection with the offer or supply of goods or services through VCT or any third party or in connection with the supply of such goods or service. If the law implies a condition or warranty that cannot be excluded VCT's liability for a breach or the condition or warranty will be limited as determined by VCT to the re-supply or payment of the cost of re-supplying the relevant goods or services.

Destination passenger enquiries:

VCT makes no representations as to the safety, conditions or other issues that may exist at your destination. You should obtain travel advice, including from the Australian Department of Foreign Affairs and Trade.

Law of contract:

These booking conditions are governed by the laws of Australia and any action arising under them or in any way connected with the holiday may be brought only in a court in Australia, subject to any law which is expressly inconsistent with this.