

Tour Booking Conditions

Please read the following booking conditions carefully

PAYMENT CONDITIONS

- All prices are in \$AUD and are for cash/cheque payments. Credit card payments attract a service fee.
- Deposits represent a booking fee and are non-refundable and non-transferable.
- A charge of \$250 applies to each amendment made on deposited bookings.
- A non refundable deposit of \$500 AUD per person, per tour, is required within 7 days to secure your booking.
- Northern Lights, Ice Hotels & Huskies tour bookings: A non refundable deposit of \$1,000 AUD per person is required within 7 days to secure your booking due to high deposit requirements from suppliers.
- Full payment is required 90 days prior to tour departure date
- Special Condition – Swiss Christmas and New Year Holidays. We must receive full payment and correct passport details by 1 October or an additional charge of \$200 AUD per booking will be applied to cover extra international courier fees for Rail passes.

BOOKING FORM

A completed and signed booking form, confirming your fitness for travel and full passport details (with at least 6 months validity from the date of return to Australia), must be returned to Albatross Tours with the non refundable deposit payment, within 7 days of confirmation of your booking. Failure to submit your Booking Form at the time of paying the non refundable deposit, will result in your reservation/s being subject to cancellation. One completed Booking Form per person is required.

CANCELLATION POLICY

- All cancellations must be received in writing.
- If cancelled prior to the full payment due date a cancellation fee of the deposit applies.
 - If cancelled after the final payment due date but more than 45 days before travel a cancellation fee of 50% applies.
 - If cancelled less than 45 days prior to travel a cancellation fee of 100% applies.

FORCE MAJEURE

If the tour or cruise cannot proceed due to flood, earthquake, war or civil strife, acts of terrorism, hurricane, cyclone, industrial disturbance, strike, fire, lock out, epidemic, failure or delays of scheduled transportation facilities, or other Acts of God, or any law, order, decree, rule or regulation of any government authority, or for any reason whether of a similar or dissimilar nature beyond the control of Albatross Tours, this agreement shall terminate and there shall be no claim for damages by either party against the other.

INSURANCE

It is a condition of travel that each passenger is adequately covered by comprehensive travel insurance. Please ensure your Travel Insurance provides adequate cover for participation in all included activities. Please check the details within your product disclosure statement and ensure you are aware of its conditions and omissions. We strongly advise you take out travel insurance at the time of booking to cover against cancellation fees.

GUARANTEED GROUP DEPARTURES

All Albatross Tours programmes offered in this brochure are group touring programmes. The term 'group tour' is defined as having a minimum of 10 and a maximum of 40 passengers travelling. Once Albatross Tours confirms 10 deposited passengers travelling, it guarantees that the group tour will depart. In the event of only 9 passengers or less booking and travelling on that specific departure we are unable to operate that departure as a group tour and that departure will be withdrawn. In rare instances such as this Albatross Tours guarantee to advise all parties concerned of the withdrawal of the tour at least 90 days prior to its scheduled departure date.

PRICES

Prices are guaranteed against currency surcharges. All tours have been costed on the basis of a minimum number of 20 passengers travelling. In the event of a reduction in the numbers of passengers travelling on any specific group tour departure below 20 passengers or in the unlikely instance of price increases from suppliers, or tax increases, Albatross Tours reserves the right to pass on these increases to our passengers without notice. Wherever possible, price increases will be absorbed by Albatross Tours.

TRANSPORTATION

When group sizes are considered too small to use a full sized coach we reserve the right to use a smaller coach. Smaller coaches and any vehicles used for local transfers and occasional day excursions may not have toilet facilities on board. Individual country and EEC laws regarding coach transportation will be abided by at all times.

TRANSFERS BETWEEN TOURS

Intercity Group transfers, by coach or train, linking selected Christmas and New Year tours are subject to minimum numbers. Should the number of passengers travelling on any Group transfer be less than 10 then we reserve a right to charge a transfer fee, or withdraw the transfer.

SOLO TRAVELLERS

For travellers paying the Solo Traveller price we contract double rooms for sole use. Whilst we contract the same standard of room for all clients across a tour, it is solely at the discretion of the hotel as to the allocation of rooms. With our unique style of properties, room configurations are likely to vary across the group. Whilst receiving the same category of double room type, solo travellers may receive a smaller sized double room. The higher Solo Traveller rate represents fees and charges passed on to us by the Hotels.

TWIN SHARE MATCH

Individual clients can request to match them in a twin share room with another traveller of the same gender, on most of our tours. This offer does not apply if only one twin room is available at the time of booking. On tours where twin matching is offered, should a match not be found the solo rate will not be charged. Unmatched passengers will be allocated a double room for sole use or, at some hotels may be allocated a twin bedded room. With our unique style of properties, room configurations are likely to vary across the group. Whilst the same standard of room is contracted for all clients across a tour, it is solely at the discretion of the hotel as to the allocation of rooms. Please note: Should you be 'matched' with another traveller we cannot be held responsible if the person or the twin share room is not to your satisfaction. You must consider there will always be a certain risk of incompatibility. Smoking: any twin share match must understand that the room must be treated as a non-smoking room.

TWIN & TRIPLE SHARE ROOMS

Please note: Throughout much of central Europe traditional hotels sometimes offer 'French Twins' which are 2 separate beds and mattresses attached together and sharing a single headboard. Note, in the Kiruna IceHotel twin share clients share a large, ice double bed with each person having a separate reindeer pelt and single Arctic sleeping bag. Many hotels throughout Europe now have glassed walled bathrooms, with or without privacy curtains. Please consider this when booking a twin share room. Triple rooms are on request. If available, triple rooms may be a standard twin/double room with a 3rd bed added. Triple rooms may consist of 1 double or 2 single beds and the 3rd bed may be a rollaway or sofa bed and are NOT suitable for 3 adults. Triple share rooms are only available for children aged 16 years or younger.

PORTERAGE

Hotel portage for one suitcase per person is included at each stay during your group touring programme. It is not included on the first or last days of your tour when arriving or departing your hotel independently.

MINIMUM MOBILITY REQUIREMENTS – THE NEED TO WALK

A number of tours in this brochure visit a variety of medieval hilltop towns which may have some steep, uneven cobblestoned streets or castles and attractions with steep staircases and no lifts. Additionally some larger cities only provide coach passenger drop off points 15 minutes or so walk from the old town centres. Over the winter period there is a possibility you may be walking on ice or in snow which can be slippery. A reasonable amount of walking will be involved, and our tours do require a certain level of fitness and mobility. These tours are not suitable for people with walking difficulties or limitations. If unsure please call our office for further clarification.

PASSPORTS AND VISAS

It is the responsibility of the passenger to have a valid passport and all visas, permits and certificates required for the selected tour. Your Travel Agent will be able to advise you. If the passenger's valid passport details are not advised by the final payment due date, then a \$25 per person service fee will apply.

UNSUITABILITY

If the operators consider any passenger as an unsuitable person for any tour it may in its absolute discretion cancel that passenger's booking or decline to carry that passenger further, if at all.

UNUSED SERVICES

No refund is given for any partially or wholly unused services/tour inclusions. No overseas supplier or associate is authorised to promise a refund on behalf of Albatross Tours.

ITINERARY VARIATIONS

All possible effort will be made to adhere to the published touring itinerary. Occasionally circumstances beyond our control will force changes, amendments or modifications to the itinerary and its inclusions. Albatross Tours cannot be held responsible for any omissions or modifications to the itinerary or the inclusions made as a consequence to these changes.

HOTEL ACCOMMODATION

In the unlikely instance of a hotel change becoming necessary the alternative property will be of a comparable or higher standard and there shall be no refund in this connection. Non-smoking rooms are requested however, they cannot be guaranteed as not all European hotels offer dedicated non-smoking rooms.

WHITE CHRISTMAS TOURS – SNOW

A large part of Central Europe is normally covered by a velvety blanket of white snow over Christmas time. Please note that weather conditions vary from year to year and snowfalls cannot be guaranteed.

NORTHERN LIGHTS TOURS – Aurora Borealis

The Aurora Borealis ('Northern Lights') are a natural phenomenon and reliant on nature and clear skies. We will be staying in the North of Scandinavia at some of the very best Aurora spotting locations. The chances of catching a wonderful display are very high however, cannot be guaranteed.

NOT INCLUDED IN THE TOUR PRICE

Unless otherwise indicated we have not included Flights, Visas, airport taxes, port taxes, security charges, airport transfers, items of a personal nature, laundry, additional beverages and consumables.

COMPLAINTS

- In the unlikely event of a complaint, the client is obliged to make Albatross Tours and the local supplier aware of such problems immediately. Albatross Tours offers a 24 hour emergency paging system for this purpose.
- In the unlikely event of dissatisfaction with your hotel room, please advise the Hotel and/or Tour Manager immediately so they may rectify the situation if possible.
- Albatross Tours will only consider claims made against it in those circumstances where a complaint has been made pursuant to sub paragraph (a) above and where the claim has been received by it within 30 days from the end of the services provided by it, otherwise, the client will have no right to make any claim against it.

RESPONSIBILITIES

Albatross Tours act only as a booking agent making reservations with the companies or associates offering the services contained in this brochure. Whilst acting in good faith, Albatross Tours do not accept any responsibility for default causing loss or injury to person or property whether by negligence or otherwise on the part of the operator or accommodation managers / owners or their employees. Albatross Tours have made every effort to ensure the quality of accommodation and the accuracy of the brochure, but shall not be liable for any dissatisfaction the passenger may have with the accommodation and touring or any injury, damage or loss caused by the change or withdrawal of any price, detail or other item or service. In addition Albatross Tours shall not be held responsible for any loss of quality of goods or services supplied or any changes in an itinerary beyond our control made by third parties. This agreement shall be governed and controlled in accordance with the laws of Queensland, Australia.

PRIVACY STATEMENT

Albatross Tours respects your privacy and will only use your personal information in accordance with our Privacy Policy and in accordance with the Privacy Act 1988 and EU General Data Protection Regulations. You can obtain full details of how we collect, hold, use, manage and disclose your personal information from our Privacy Policy, a copy of which may be obtained by calling us on (61) 7 3221 5353 or by visiting our website at www.albatrosstours.com/privacy-policy. We reserve the right to use any group photographs received from our passengers or Tour Managers in our marketing material and promotional activities.

Albatross Tours

ATAS No. A11341 | CATO No. T01107 | ABN 45 010 565 143

Level 3, 303 Adelaide Street,
Brisbane, Queensland 4000, Australia.

Telephone (61) 7 3221 5353

Fax (61) 7 3221 5486

Email info@albatrosstours.com.au