

Provided to A Rendezvous for Singles by Handpicked Holidays.

Handpicked Travel Pty Ltd ATF Handpicked Travel Trust trading as Handpicked Holidays
Lic. No. 2TA5829 Travel Compensation Fund No. 9165 ABN 38 282 287 857

Booking Terms and Conditions

These terms govern the bookings made for Wonders of Egypt 'for single travellers' (45 years & over) 'The Holiday' made with **Handpicked Holidays Pty Ltd** Travel Agent Licence 2TA5829 and Travel Compensation Fund No.: 9165 ("we", "our", "us" and "the agent") providing this holiday for **A Rendezvous for Singles** ("A Rendezvous").

In submitting the booking (whether online, by phone, email, post or via a travel agent) you agree to be bound by the booking terms and conditions and you accept these booking terms on behalf of all customers of your party.

All correspondence and booking contact should be addressed to the holiday promoter A Rendezvous for Singles by email to holidays@arendezvous.com.au or by post to PO Box 1717 Potts Point NSW 1335 or call: 1300 653 692 Monday to Thursday 10am to 6pm and Friday 10am to 5pm visit www.arendezvous.com.au for more details.

Contact information for Handpicked Holidays; P: 02 9592 6555 Outside Sydney metro: 1300 30 85 16 F: 02 8569 1323
E: info@handpickedholidays.com.au W: www.handpickedholidays.com.au Post: PO Box 486 Brighton-le-Sands 2216 NSW

Booking Close Date	Two months prior to the tour start date
Final Payment Due Date	Two months prior to the tour start date
Deposit	\$400 per person
Customer Ages	45 years and over at the time of travel (see item 6 for more detail)
Maximum Group Size	26 persons

Definitions

A Rendezvous for Singles: Refers to an Australian company that promotes holidays for single travellers (www.arendezvous.com.au).

Customer: Any person that has enquired, booked, fully paid for or completed a holiday.

Final Payment Due Date: The date by which all outstanding monies for the holiday must be paid in full.

Terms and Conditions: Means the terms and conditions for the Holiday

1. Booking Terms

No contract between you and Handpicked Holidays shall come into existence until you are issued a booking confirmation on our behalf by the holiday promoter, A Rendezvous for Singles, by email, fax or post and payment of The Holiday deposit has been paid.

The payment of a non-refundable deposit will reserve your booking (subject to availability) only until full payment is received and no later than the final payment due date. The final payment due date is not a confirmation of availability and you must wait to receive confirmation of availability from A Rendezvous on our behalf. It is at our discretion to accept bookings after the bookings close date.

Acceptance of our Terms and Conditions is understood by payment of a deposit.

2. Exchange Rate & Fuel Surcharges

Should foreign exchange rates necessitate price increases, clients who have already paid a deposit will be given 5 business days to pay in full in order to avoid surcharges.

Furthermore, a fuel surcharge may be imposed by the tour operator on the cost of the tour as a result of significant increases in world fuel prices. As such, we have the right to pass on this surcharge to you at anytime before departure whether your monies are paid in full or not.

2. Airfares and Airport/Security Taxes

In addition to any holiday booking terms and conditions from us, any airfares provided by us will also be subject to airline booking terms and conditions.

Airport and Security Taxes for an airfare will be quoted separately from an airfare price and can vary from the time they are

first quoted. They are confirmed at the time of final payment for an airfare. There may also be additional taxes at some international/domestic airports upon departure.

Requests for changes to dates of travel for any air ticket provided by us must be made before departure and no less than 7 days before the date of travel. No changes will be made by us once departed.

3. Payment Methods

All details of payment methods will be provided with a booking reply.

4. Cancellation Charges

A cancellation must be made in writing to A Rendezvous for Singles or Handpicked Holidays. Each booking is subject to the following cancellation fees:

- Loss of non refundable deposit when cancelled more than 60 days prior to date of departure.
- Loss of 50% of total price when cancelled 46-60 days prior to date of departure
- Loss of 75% of total price when cancelled 31-45 days prior to date of departure
- All monies non refundable when cancelled 30 days or less prior to date of departure

If any payment is not received within 14 days of becoming due, you will be deemed to have cancelled your booking and the cancellation policy under the clause 'cancellation charges' will apply.

No refund is available for any part of the booking after departure from Australia.

Cancellation fees imposed by suppliers are additional to our standard cancellation fee.

5. Age of Customers

The Holiday is available for bookings by persons within the age group defined by the holiday. We have the right to make exceptions to this booking term on a customer's request. As a general guide, exceptions will be made when a customer's age is not more than two years outside the nominated age range for the holiday at the time of travel.

You warrant that you are within the age range at the time of travel. All bookings are personal to you and may not be sold, assigned or otherwise transferred. You agree to provide a copy of photo identification to confirm your age, if requested by us or A Rendezvous for Singles. We have the right to cancel your booking if they do not receive a copy of your photo identification (if requested) by the final payment due date.

6. Default Clause

If the Customer defaults in payment of any invoice when due, the Customer shall indemnify the Agent from and against all the Agent's costs and disbursements including on a solicitor and own client basis and in addition all of the Agent's nominees costs of collection

7. Itinerary Changes & Group Size

We reserve the right to vary the itinerary should circumstances dictate.

In the circumstance that the holiday does not confirm the minimum number of fully paid guests by the Final Payment Due Date, Handpicked Holidays reserves the right to cancel the Holiday. In the case of tour cancellation, you will be notified within seven business days of the final payment due date and all monies paid by you will be refunded in full. We will not be liable for any monies paid on international air tickets paid by customers who have made their own arrangements for the purchase of an international air ticket to join the tour as a result of The Holiday cancellation made by Handpicked Holidays. We will not be liable for any travel insurance policies that have been purchased. Please check the cancellation policy of travel insurance policies before purchase.

8. Room Mate Match Service

The Room Mate Service is managed on by A Rendezvous for Singles and all communications about the room mate service are to be directed to A Rendezvous for Singles. When you book a holiday with a room mate request for a twin share no responsibility is taken by us or A Rendezvous for Singles for the outcome in regard to the personality or characteristics of your match except that a room mate match will be the same gender as yourself. Once a room mate is finalised by A Rendezvous for Singles your name and email address will be provided to your room mate match prior to departure for the purpose of your introduction to your room mate match for this holiday. If you do not have an email address with your permission we will provide your alternative contact details such as a mobile phone number.

Once a room mate match is confirmed and you have fully paid for your holiday and prior to departure any request to change your booking from a room mate match to a single room booking would be at our discretion in consultation with A Rendezvous for Singles. If this change is confirmed additional room costs would apply and these would be advised at the time of reply to your request. You understand that once you have departed and are on tour that changes to your booking including your room type and room mate match are not possible.

9. Twin Share or Triple Share Rooms with a Friend

In order to secure a booking for a twin share or triple share room with a friend/s a deposit for each person sharing the room must be paid in full. Should any portion of the total booking value for all persons of a twin share or triple share room not be paid in full, all persons booked to share the room are liable for the outstanding monies due.

The booking information and personal details of each person of the room booking to the persons who have booked to share the room.

10. Fit to Travel Requirement

Customers should be in good health. All customers must disclose any pre-existing medical condition including but not limited to; high blood pressure, diabetes, epilepsy, asthma, heart conditions, a mental illness or physical impairment.

Passengers with disabilities are welcome providing they are accompanied by a person capable of providing all assistance required, and do not require special assistance from the tour operator personnel. We and the tour operator reserve the right to refuse to carry anyone where it is believed the person cannot cope with the requirements of The Holiday travel and who may require services and facilities that the tour operator cannot guarantee will be available. Passengers agree that they will not hold us or the tour operator liable for any decision by a third party service provider to refuse to carry them or to provide any facilities or accommodation to them or to provide any services to them.

You understand that the tour operator reserves the right to withdraw tour membership from anyone whose behaviour is deemed likely to affect the smooth operation of the tour, or adversely affect the enjoyment or safety of other passengers, and the tour operator shall be under no liability to any such person for refund, compensation, repatriation or any other matters arising.

11. Fees

- i. After your booking is confirmed and before the final monies due date, one amendment may be requested without a fee. Any subsequent amendment to your booking will incur a \$50 amendment fee.
- ii. After documentation has been issued, a \$50 fee may apply to each amendment. This is additional to any other amendment fees that may be imposed by suppliers.
- iii. A \$50 late payment fee may be applied to any payment received after the Final Payment Due Date.
- iv. A \$50 cancellation fee per person is charged for any cancellation of an airline ticket once reservations have been confirmed and full payment received plus any additional charges incurred by airlines, wholesalers and other service providers.

12. Tour (Land Only) Inclusions & Exclusions

Inclusions or exclusions for any international flights purchased with Handpicked Holidays are not included below. The details below are for the land only component of the holiday.

INCLUSIONS:

ACCOMMODATION

Based on four star rated hotels and above. Please note that any hotels quoted prior are subject to change should circumstances dictate and would be replaced by a hotel of similar standard.

SIGHTSEEING & MEALS

Included as per the tour itinerary.

TOUR DIRECTOR

Services of a professional English speaking Tour Escort throughout.

TRANSPORTATION

Exclusive use of air-conditioned coach for land touring.

Airport arrival and departure transfers are based on one nominated group flight for arrival on day one of the tour and one the final day of the tour for the departure transfer. Should members of the group require transfers outside these times, additional fees apply or customers may elect to make their own arrangements

CRUISE

Based on a four star rated Nile cruise vessel, occupying an outside cabin with private facilities. Please note that any cruise vessel quoted prior is subject to change should circumstances dictate and would be replaced by a cruise vessel of a similar standard.

PORTERAGE

One piece of luggage per person (up to 23kg), in and out of hotels provided.

SERVICE CHARGES

Pre-paid tips for gratuities paid to the Tour Director, Coach Driver, Cruise service personnel, waiters in restaurants for meals provided by the itinerary and other service personnel related to the tour are included with the tour price.

DOCUMENTATION

A travel wallet containing the itinerary, hotel list, destination information is provided prior to departure.

EXCLUSIONS:

- International, domestic and internal Airfares not quoted as tour inclusions.

- Optional excursions
- Travel Insurance & any visas required.
- Items of a personal nature.

13. Force Majeure

If Handpicked Holidays is prevented (directly or indirectly) from performing any of its obligations under this agreement by reason of act of God, strikes, trade disputes, fire, breakdowns, interruption of transport, government or political action, acts of war or terrorism, acts of omissions of a third party or for any other cause whatsoever outside Handpicked Holidays's reasonable control, Handpicked Holidays will be under no liability whatsoever to you and may, at its option, by written notice to you to cancel the tour.

14. Travel Documents

Your passport must be valid for a minimum of six months prior to the arrival home date to Australia. Each individual is responsible for ensuring that all necessary travel documents are current and valid.

Electronic documents for airfares will be forwarded upon receipt of full payment.

15. Travel Insurance

Travel insurance is not included with The Holiday price. In order to protect against cancellation due to unforeseen events, we strongly recommend the purchase of a suitable travel insurance policy.

16. Release and Waiver of Liability

In consideration of Handpicked Holidays accepting your application:

- You release Handpicked Holidays and its officers, employees, agents and other representatives (hereafter "Handpicked Holidays and its personnel") from all cost, liability, loss or damage incurred or suffered by you directly or indirectly during the course of your travel and resulting from your personal injury, illness or death or damage to or loss of your property unless caused by the willful negligence or wrongful act of Handpicked Holidays and its personnel; and
- You waive any claims you have, or may at any time have, against Handpicked Holidays and its personnel and you agree, by accepting the inherent dangers and risks associated with any travel, not to make any claim against or seek any compensation from Handpicked Holidays and its personnel in respect of any personal injury, illness or death suffered by you or damage to or loss of property sustained by you as a result of your participation in an event.

To the extent permitted by law, section 74 of the Trade Practices Act 1974 does not apply to this agreement.

17. Disclaimer

Handpicked Holidays reserves the right to refuse an application to book for any reason. Should a customer's application be refused, any monies paid will be refunded to the applicant. Your booking for a holiday takes effect once you complete the Booking Form, accept The Holiday Booking Terms and Conditions and the initial deposit has been received in full by Handpicked Holidays. Places are limited for holidays and are allocated on a first come first served basis.

18. You understand and agree that your booking details as they appear on the Holiday Booking Form as provided by the A Rendezvous website or printed booking forms will be recorded by A Rendezvous for Singles to be forwarded to us, to fulfill your booking.

19. Code of Conduct

A Code of Conduct provides all customers with expected behaviour and helps to ensure an enjoyable experience for all customers. A customer that is considered to be demonstrating behaviour contrary to the Code of Conduct will on the first instance be verbally advised by the tour director or representative of the tour operator that their behaviour is contrary to the Code of Conduct. Failure to curtail any behaviour contrary to the Code of Conduct after the first verbal advice may mean the customer risks having their Holiday terminated, without refund for any monies paid in part or full.

You must comply with the Code of Conduct as below.

- A Code of Conduct requires that general courtesy and respect be considered for all customers and the Tour Director, Tour Bus driver and any other local guides.
- We require that all customers observe responsible consumption of alcohol and obey all local, state or country laws pertaining to the consumption of alcohol.
- We require all customers to obey all laws of the country.
- Customers are to respect the privacy of other customers and if a customer declines to provide any contact information requested by another customer, that this is respected.
- Customers understand that if they receive contact information from another customer of the group event that this is solely for their reference and is not to be provided to other customers of the event group without the express permission of the customer whose information it is.
- Customers are to refrain from offensive language or behaviour including sexist and racist remarks.
- Customers understand that should other customers provide personal contact information that this information is not to be used for unsolicited email or correspondence for the purpose of business exchanges or transactions unless with the express prior permission of customers.

20. Privacy Act

a) Credit Report

The Customer agrees for the Agent to obtain from a credit-reporting agency a credit report containing personal credit information about the Customer in relation to credit provided by the Agent and agrees that the Agent may exchange information about the Customer with those credit providers named in the Application for Credit account or named in a consumer credit report issued by a reporting agency for the following purposes:

- to notify other credit providers of a default by the Customer
- to exchange information with other credit providers as to the status of this credit account, where the Customer is in default with other credit providers

The Customer consents to the Agent being given a consumer credit report to collect overdue payment on commercial credit (Section 18K(1)(h) Privacy Act 1988).

The Agent may give, information about the Customer to a credit reporting agency for the following purposes:

- allow the credit reporting agency to create or maintain a credit information file containing information about the Customer.

b) Sharing of Personal Data

The Customer agrees that Personal Data provided may be used and retained by the Agent for the following purposes and for other purposes as shall be agreed between the Customer and Agent or required by law from time to time:

- provision of Goods and/or Services; including but not limited to the tour operator, airlines and ticketing agents
- marketing of Goods and/or Services by the Agent, its agents or distributors in relation to the Goods and/or Services;
- analysing, verifying and/or checking the Customer's credit, payment and/or status in relation to the provision of Goods and/or Services;
- processing of any payment instructions, direct debit facilities and/or credit facilities requested by Customer; and
- enabling the daily operation of Customer's account and/or the collection of amounts outstanding in the Customer's account in relation to the Goods and/or Services.

c) Personal Data from Third Parties

Where you make your booking via a third party, your personal details as provided to The Third Party will be provided to us for the purpose of fulfilling your holiday. You should request a copy of The Third Party's privacy statement. We can not be held responsible for how they manage or treat your personal information.

- 21.** All efforts are made to ensure accuracy for tour details other information related to The Holiday however we accept no liability for errors or omissions in the description of any hotels, tours or services they have promoted as inclusions for The Holiday.
- 22.** Handpicked Holidays reserves the right to change these terms from time to time.
- 23.** Your booking is governed by NSW law and is subject to the exclusive jurisdiction of the NSW courts. The booking confirmation and these terms represent the entire agreement between Handpicked Holidays and you. Disputes arising out of, or in connection with, this contract which cannot be amicably settled may be referred to arbitration.
- 24.** Except as otherwise provided in these booking terms and conditions, your statutory rights are not affected.