

## Booking Terms and Conditions

These terms govern the bookings made for European Tour 'for singles' (45 years & over) 'The Holiday' made with **Travelling Fit Pty Ltd** ("we", "our", "us" and "the agent") ABN 49 641 402 174. Travelling Fit Pty Ltd is the Licensed Travel Agent (Lic. No. 2TA06522) providing this holiday for **A Rendezvous for Singles** ("A Rendezvous").

In submitting the booking form (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 participants 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](mailto: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](http://www.arendezvous.com.au) for more details.

You can contact Travelling Fit as follows: Email: [holidaysforsingles@travellingfit.com](mailto:holidaysforsingles@travellingfit.com). Post: PO Box 583 Terrigal NSW 2260. Tel: 1300 728 296 Fax: (02) 4385 2476 [www.travellingfit.com](http://www.travellingfit.com)

Early Payment Discount ^	Pay in full 12 months prior to your tour departure and SAVE \$580 Pay in full 10 months prior to your tour departure and SAVE \$435 Pay in full 6 months prior to your tour departure and SAVE \$290  <b>Tours must be paid in full for the early payment discount to apply.</b>
Booking Close Date	Three months prior to the tour start date
Final Payment Date	Two months prior to the tour start date
Deposit	\$495 per person
Participant Ages	45 years and over at the time of travel (see item 7 for more detail)
Single Traveller Status	* There are 15 places reserved on this departure for our participants. This trip may confirm more or less than 15 single travellers, subject to availability and demand. Our group booking is not exclusive and therefore there will be other guests on this tour booked via other channels and they may be single, partnered or otherwise travelling as friends. Whoever the guests on the tour, everyone in the group will have the touring spirit and this trip generally appeals to persons of 45 years and over.

### IMPORTANT INFORMATION

#### AIRPORT TRANSFERS LONDON - HEATHROW

Transfers can be expensive, particularly between the airport and your central London tour hotel, so the tour operator has negotiated shuttle transfer rates from London Heathrow to allow you to arrange your own airport transfers before travelling, thus saving time and hassle when you arrive.

> Prices for shuttle bus transfers between London Heathrow Airport and your Insight London hotel are AUD48 per person, each way.

Flight information must be provided to us no less than 28 days prior to departure in order that we can meet the requirements of providing this information to Insight Vacations no less than 21 days prior to departure. Once transfers are booked they cannot be changed. You must stay at a London hotel booked by the tour operator on the night of your arrival and the night prior to your departure date. Your shuttle transfer bus will pick up and drop off in time to meet all flights to/from London's Heathrow Airport. Guests arriving after 22.00 will use of the courtesy phone to arrange their transfers. See below for transfer conditions.

#### AIRPORT TRANSFERS LONDON – GATWICK

For passengers flying into London's Gatwick Airport, Insight recommends the Gatwick Express, for detail visit Gatwick Express website at [www.gatwickexpress.com](http://www.gatwickexpress.com).

#### THINGS TO KNOW BEFORE YOU GO

Tour Documents: Your tour documents, travel literature, wallet and comprehensive pre-departure documentation will be sent to you

prior to departure. Please read this information carefully as it contains essential information and helpful advice to make your vacation as enjoyable as possible.

**Passports & Visas:** All passengers require a valid passport valid for 6 months after their trip return date and may require visas. Some countries require multiple visas. It is the passengers' responsibility to ensure he/she travels with the appropriate documents.

**Travel insurance:** We recommend that all passengers purchase comprehensive Travel Insurance. Certain European countries have a requirement for foreign visitors to have medical insurance on entry. We cannot be held responsible for denied entry should a passenger be unable to provide details to the authorities of such insurance.

**Walking Tours:** Walking tours and comfortable walking shoes are recommended for all passengers.

**Plan Your Budget:** You are advised to do this well in advance and be sure to allocate funds for special events whilst on tour, such as theatre, celebration meals, shopping and side trips, and 'Optional Excursions'.

**Optional Excursions:** You will enjoy many of Europe's famous highlights as included features on your tour. However, there is an exciting array of additional 'Optional Excursions' available to further enhance your enjoyment. A detailed list and cost is included in your tour documentation. You can only book and pay for them through your Tour Director by cash, Travellers Cheques, Visa, Mastercard or American Express credit cards.

#### COMPLAINTS PROCEDURE:

While touring, should you have a complaint in respect of your holiday, you should inform your Insight Tour Director or Representative during the course of your holiday. If the matter cannot be resolved after the representative's best endeavours to do so during the holiday, your complaint should be made in writing to Insight Vacations as soon as possible after the holiday.

**Seat Rotation:** Seats on coaches cannot be booked – seats are rotated daily.

**Smoking Policy:** There is a No Smoking policy whilst travelling. However, we make plenty of convenience stops, allowing you ample opportunity to smoke if you wish, use local restroom facilities, take a scenic snapshot or just relax and enjoy a cup of coffee.

#### DEFINITIONS

*A Rendezvous for Singles:*

Refers to A Rendezvous for Singles or [www.arendezvous.com.au](http://www.arendezvous.com.au), an Australian company that promotes singles holidays.

*Code of Conduct:*

Means the Code of Conduct for the Holiday

*Customer*

Any person that has enquired, booked or completed a holiday

*Early Payment Discount:*

Refers to a reduced price offered to those participants that book and pay in full as defined above^

*Final Payment Date:*

The date by which all outstanding monies for the holiday must be paid in full.

*Participants or Guests:*

All persons who have booked and paid in full for The Holiday.

*Terms and Conditions:*

Means the terms and conditions for the Holiday

*Tour Operator*

Insight Vacations is the tour operator

#### 1. Booking Terms

No contract between you and Travelling Fit 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 in full has been received.

The payment of a deposit will reserve your booking (subject to availability) only until full payment is received and no later than the final payment date. The final payment 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.

#### 2. Prices

Prices are quoted at today's rate and are subject to any changes in airfares, tariffs and conditions imposed by airlines, wholesalers or other service providers. All costs are subject to currency fluctuations and/or price increases until paid in full

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

### **3. 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 that final payment of airfares are due. 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.

#### **London Airport Transfers**

National Express Dot2Dot transfers to/from London Heathrow Airport can be booked through us providing the following conditions have been met.

- You provide detailed flight information to no less than 28 days prior to departure. Once transfers are booked they cannot be changed.
- You must stay at the London hotel offered by Insight Vacations as the group hotel on the night of your arrival and the night prior to your departure date.
- Only one inbound and one outbound transfer is included.
- In the event of flight delays outside of our or Insight's control, the transfers will be deemed to be cancelled.
- All transfers are based on group transfers. No refund is therefore available for missed transfers, or passengers not using this service.
- In the event of unforeseen events (such as road or rail works, strikes or demonstrations), we or Insight Vacations will not be responsible for delayed or cancelled transfers.
- For passengers flying into London's Gatwick Airport, Insight Vacations recommends the Gatwick Express, for details visit the Gatwick Express website at: [www.gatwickexpress.com](http://www.gatwickexpress.com)

### **4. Non Refundable Deposits**

Each participant is subject to a non-refundable deposit per person to reserve a place on the Holiday.

Participants who request a room mate matching service must pay the deposit prior to a room mate match being confirmed. See clause 'Room Mate Match Service' for more information.

### **5. Payment Methods**

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

- a) Cheque or Money Order made payable to TRAVELLING FIT.
- b) Direct Deposit:

Cash payments in excess of \$5000 made over the bank counter will incur a bank fee of 0.25% of the total amount deposited.

Payment from an overseas bank account (outside of Australia) will incur a bank fee of AU\$35 per transaction. Please let Travelling Fit know if this is your preferred method of payment.

- c) Payment by Credit Card; will incur a transaction fee as follows:

Visa or MasterCard credit cards add 1.2% to the total payment except on international cards 2.1% applies.  
American Express add 3.08% to the total payment.  
Diners add 2.89% to the total payment

Note: Credit Card transaction fees may vary or in some instances be waived by certain airlines, wholesalers and other service providers

## 6. Cancellation Charges

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

No. of days prior to tour commencement	Cancellation fee as % of total price
Over two months	\$495 per person per tour
Two months to 40 days	39.5%
39 to 25 days	48%
24 to 15 days	75%
14 days or less prior to departure	100%

## 7. Default Clause

- 7.1 Interest on overdue invoices shall accrue daily from the date when payment becomes due, until the date of payment, at a rate of two and one half percent (2.5%) per calendar month (and at the Agent's sole discretion such interest shall compound monthly at such a rate) after as well as before any judgment.
- 7.2 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

## 8. Participant Information and Requirements

There are 15 places reserved on this departure for clients that have booked via A Rendezvous for Singles. This trip may confirm more or less than 15 single travellers, subject to availability and demand. Our group booking is not exclusive and therefore there will be other guests on this tour booked via other channels and they may be single, partnered or otherwise travelling as friends. Whoever the guests on the tour, everyone in the group will have the touring spirit and this trip generally appeals to persons of 45 years and over.

The Holiday is available for bookings by persons within the ages defined by the holiday name and as published by the holiday website and other promotional material. Travelling Fit has the right to make exceptions to this booking term by special request.

You agree to provide a copy of your passport in the case that you are also requesting us book your flights, if requested by us or A Rendezvous for Singles or if no flights are requested then this or another form of photo identification must be provided. Travelling Fit has the right to cancel your booking if they do not receive a copy of your passport (if requested) by the final payment deadline.

## 9. Tour Operator Itinerary Changes & Cancellation

These conditions relate to the tour operator of The Holiday

**Itinerary Variations:** The tour operator constantly strives to improve tour itineraries and features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. At peak periods, duplicate departures may operate, sometimes in reverse, in which case hotels will probably vary from those listed in this brochure. Trade fairs (e.g. IBC congress in Amsterdam) and other events (e.g. Venice film festival on Lido) occasionally cause changes from scheduled hotels. In these and in other cases substitute hotels may be used and will be of a similar standard and location whenever possible.

**Holidays & Changes:** During local or national holidays abroad, certain facilities such as museums, sightseeing tours and shopping may be limited. In such instances, and whenever possible, slight itinerary adjustments are made by the tour operator to minimise inconvenience to our passengers. If, however you feel your enjoyment might be diminished by such minor limitations please check with the respective national tourist office before selecting a specific departure. Similarly, holidays, closing days and other circumstances may necessitate a change of the day of the week for scheduled highlight dinners, sightseeing or other activities.

**Tour Cancellation:** We reserve the right to cancel or reschedule any tour departure in accordance with operating requirements or circumstances beyond our control. Between 01 May & 30 September Insight will give at least 50 days notice of any tour cancellation or re-scheduling. At other times, at least 30 days notice will be given. We will advise you in writing within 7 working days of these changes. Should this occur, we will offer you an alternative arrangement. If there is a

difference in cost this will be for your account (your expense). If you do not accept this alternative arrangement within 7 days we may treat this contract as at an end. We will refund all monies & we will be under no further liability.

**We or the tour operator are not responsible** for the costs of any other travel arrangements affected due to the cancellations or re-scheduling of the tour departure.

#### 10. **Room Mate Match Service**

A service fee of \$35 per person applies.

Coach Tour Only: If you are travelling alone, there is the option to be matched with someone of the same gender so you do not have to pay the single room supplement. In consultation with A Rendezvous for Singles we will match you with another A Rendezvous for Singles participant and if this fails, we will request that the tour operator find you a match. Failing this, a single room will be provided at no extra cost

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 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 you confirm your place on the holiday with a tour deposit, a 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 may apply and these would be advised at the time of reply to your request. Once you have departed changes to your booking including your room type and room mate match are not possible.

#### 11. **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 to the value of two persons for a twin share and three persons for a triple share room must be paid in full. For each person sharing the room a price will be quoted on a per person basis being fifty percent for a twin share room booking and one third for a triple share room. 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 provided for a twin share or triple share room booking with a friend may be provided to all persons in the booking for the room.

#### 12. **Fit to Travel Requirement**

Participants should be in good health. All participants 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.

#### 13. **Fees**

- a) A \$55 late payment fee is applicable for any payment received after its due date. 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.
- b) A \$55 amendment fee per person per change made once reservations have been confirmed (plus any additional charges incurred by airlines, wholesalers and other service providers).
- c) A \$110 late booking fee may apply for reservations made after the final payment date.
- d) \$100 cancellation fee per person 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.
- e) Room mate matching service fee of \$35 per person.

#### 14. **Tour (Land Only) Inclusions & Exclusions**

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

## **INCLUSIONS**

Accommodation

19 Nights twin share accommodation in First Class Hotels

Sightseeing & Transfers

Inclusions as per the itinerary on holiday website

Meals

Inclusions as per the attached itinerary

Tour Director

Services of a professional English speaking Tour Director while touring & where stated in the itinerary. Local expert guides where required.

Transportation

Air-conditioned coach on tour & where stated for extra arrangements.

Porterage^

One piece of luggage per person, in and out of hotels

Service Charges

Tips to restaurants where a meal is included by Insight Vacations.

Service charges and local taxes on services provided by Insight Vacations (except local airport and border taxes)

Tour Documentation

A ticket wallet containing the itinerary, hotel list, optional excursion list, baggage labels and information booklet.

^ Baggage Allowance & Porterage:

Porterage for one suitcase on tour is included and at arrival or departure from each tour hotel. Due to limited coach capacity this single bag should have a weight not exceeding 30kg (66lbs) and dimensions not exceeding 77.5cm (30.5in) x 56cm (22in) x 32cm (12.5in). Charges will be levied in the event these limits are exceeded and our promise to transport you as indicated may be invalidated. Note: Airlines may restrict check-in baggage to 20kgs per person.

## **EXCLUSIONS**

Gratuities to Tour director, Coach Drivers, Local Guides, Cruise or Rail Services

It should be remembered that tipping is standard tradition in Europe, UK, East Med & USA/Canada. Tipping is at the passengers discretion however as a measure of guidance we would advise that an average tip would be US\$4.00 pp per day for a Tour Director, US\$2.50 pp per day for a Driver & US\$2.00 pp for or a local guide. Please ensure your clients are made aware of tipping procedures

International, domestic and internal Airfares and Airport Taxes.

Optional excursions, Travel Insurance, Visas and items of a personal nature.

### **15. Force Majeure**

If Travelling Fit 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 Travelling Fit's reasonable control, Travelling Fit will be under no liability whatsoever to you and may, at its option, by written notice to you to cancel the tour.

### **16. Travel Documents**

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

### **17. Travel Insurance**

Travel Insurance is not included in the price of the travel package and it is highly recommended that travellers take out travel insurance.

### **18. Release and Waiver of Liability**

In consideration of Travelling Fit accepting your application:

- You release Travelling Fit and its officers, employees, agents and other representatives (hereafter "Travelling Fit 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 Travelling Fit and its personnel; and

▪ You waive any claims you have, or may at any time have, against Travelling Fit 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 Travelling Fit 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

## 19. Disclaimer

Travelling Fit 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 accompanying Booking Terms and Conditions and the initial deposit has been received in full by Travelling Fit. Places are limited for holidays and are allocated on a first come first served basis.

20. You understand and agree that your booking details as they appear on the Holiday Booking Form on 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.

## 21. Code of Conduct

A Code of Conduct provides all participants in The Holiday with expected behaviour and helps to ensure an enjoyable experience for all participants.

A Code of Conduct requires that general courtesy and respect be considered for all participants and the Tour Director, Tour Bus driver and any other local guides. A participant 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 participant 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. We require that all participants observe responsible consumption of alcohol and obey all local, state or country laws pertaining to the consumption of alcohol.
- b. We require all participants to obey all laws of the country.
- c. Participants are to respect the privacy of other participants and if a participant declines to provide any contact information requested by another participant, that this is respected.
- d. Participants understand that if they receive contact information from another participant of the group event that this is solely for their reference and is not to be provided to other participants of the event group without the express permission of the participant whose information it is.
- e. Participants are to refrain from offensive language or behaviour including sexist and racist remarks.
- f. Participants understand that should other participants 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 participants.

## 22. Privacy Act

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.

The Customer 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:

- (a) to assess an application by Customer;
- (b) to notify other credit providers of a default by the Customer;
- (c) 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; and
- (d) to assess the credit worthiness of Customer.

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 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:

- (a) provision of Goods and/or Services;
- (b) marketing of Goods and/or Services by the Agent, its agents or distributors in relation to the Goods and/or Services;
- (c) analysing, verifying and/or checking the Customer's credit, payment and/or status in relation to the provision of Goods and/or Services;
- (d) processing of any payment instructions, direct debit facilities and/or credit facilities requested by Customer; and

- (e) 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.

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

- (a) to obtain a consumer credit report about the Customer; and or
- (b) allow the credit reporting agency to create or maintain a credit information file containing information about the Customer.

In addition to the above, specifically we may share your Personal Data with;

- a) A Rendezvous for Singles.  
Your personal details as they appear on the Holiday Booking Form are captured and used by A Rendezvous for Singles for the purpose of providing your Personal Data to us to fulfill your booking. Their privacy statement can be viewed at [www.arendezvous.com.au/privacy.asp](http://www.arendezvous.com.au/privacy.asp).
  - b) Other Travel Agents  
Where you make your booking via another travel agent, your personal details as provided to that travel agent will be provided to us and A Rendezvous for Singles for the purpose of fulfilling your holiday. You should request a copy of the travel agent's privacy statement. We can not be held responsible for how they manage or treat your personal information.
  - c) Suppliers of the holiday including but not limited to the tour operator, airlines and ticketing agents for the holiday.
  - d) Third Party Bookings  
Where your booking has originated from a third party promoting this holiday your details; limited to your first name, surname, email address and street address may be provided to this third party for review purposes only.
23. All efforts are made to ensure accuracy for tour details on the holiday website and other information about the tour 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.
24. Travelling Fit reserves the right to change these terms from time to time.
25. 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 Travelling Fit and you.
26. Except as otherwise provided in these booking terms and conditions, your statutory rights are not affected.
27. Disputes arising out of, or in connection with, this contract which cannot be amicably settled may be referred to arbitration.
28. If you make an online booking you accept these booking terms and conditions when you submit the online booking. If you make a booking by phone or fax or letter you accept these terms when you have paid a deposit.