

## Booking process – international & domestic travel

Thank you for arranging your holiday with us and taking advantage of the benefits your Australian Escapes and Global Escapes Travel membership provides.

The following explains the booking process that takes place after we receive payment from you.

### Payment received

#### **Refer to your travel plan or invoice for payment arrangements.**

You will have either made full-payment up-front or you have paid a deposit with the balance due on a future date or dates. Full payment up-front generally applies when we have priced travel for a period when availability is tight, and prices need to be locked in with full payment to the supplier(s).

An initial deposit payment with balance(s) later often applies when the travel is too far ahead to book at member prices or one or more included tours or cruises require a deposit-only. We set balance payment date(s) according to the situation and your needs. Conditions apply to all bookings. (See “General terms and conditions” below.)

Your payments go into a special client account that is exclusively for management of customer funds. It acts exactly like a trust account.

### Booking placements & remittances

#### **Bookings are placed with suppliers after we receive payment from you for those bookings.**

Any deposit paid (or full amount) is usually applied within 24 to 72 hours to various components of the travel package and remitted through to suppliers. Some bookings are held over until pricing (eg. for flights) comes back into line with the travel plan budget.

First and foremost is ordering of travel insurance so that if anything happens and you cannot travel, your payments are protected under the travel insurance policy.

**Priority is given to bookings based on time sensitivity and availability.** Any product where there are strict limits such as cruise cabins and tour seats are booked first. Usually deposits are payable with balance due closer to the travel date so we will arrange for balance payments to be received from you in plenty of time.

*Note: If you have a frequent flyer program for the airline(s) being booked, please ensure that we have this information in advance.*

### Booking delays are normal

When we first priced your itinerary, we would have priced flights (if included) based on available information at that time. However, airlines continually manipulate pricing based on many factors including past historical demand patterns, buying behaviour and competition resulting in price increases. We will sometimes delay placing flight bookings with suppliers until pricing comes back into line with our budget.

Other types of travel in foreign countries that are subject to delay are trains and ferries. Often these cannot be booked until a couple of months out from the travel dates.

### Confirmation of activities and transfers

The most time-consuming part of the booking process is confirming airport transfer arrangements and pickup or other arrangements for day tours, excursions and other activities.

We send all details through to the suppliers and follow up as needed to receive confirmation of arrangements.

### Changes and special requests

It is very common for there to be a range of changes and special requests including dealing with flight changes that come from the airlines, airline seat upgrades, special assistance requirements and so-on. We usually handle these changes on your behalf.

*Note: All changes take time, and dealing with the suppliers can be very tedious resulting in delays. Patience is required all round, and everything will be done ahead of when you are travelling. Charges might apply and will be discussed with you if applicable.*

### Balance payment(s)

If you have a balance payment due on a certain date, it is very important that it be paid on or before the due date to avoid delays resulting in prices increases or even cancellation of your booking by the supplier. **Please note that balance payments are subject to any exchange rate variations applicable to currency of suppliers as well as wire transfer fees at Commonwealth Bank rates.**

## Production of your travel documents

**We are very aware of your travel dates and will get all documentation to you at least two weeks before your departure date** unless there is an unforeseen delay regarding a particular booking. We will keep you informed in those cases.

A printed set of travel documents is posted for complex itineraries involving multiple components and usually includes a day-to-day itinerary. This “Trip Summary & Itinerary” document is often very time-consuming to prepare because it is done with great care and that can result in dispatch delays.

Travel documents are also uploaded to a Google Drive folder for easy access from anywhere in the world. You will be able to share this folder with family and friends.

*Note: Travel documents are only sent after we have finalised all bookings.*

## Summary

There are two key messages that we want to get across:

1. **We want you to know that we are working in an organised way to ensure that you have a trouble-free and stress-free holiday.** We achieve that almost 100% of the time. (It is extremely rare that anything goes wrong, however if it does, you will have an emergency number to call\*.)
2. **We are doing our best to provide quality service and ask that you be patient regarding documentation for your trip.** You will receive your documentation well before your departure date and we are happy to supply any essential information in advance by phone or email if required. If you require specific information such as flight times, please call 1800 669 579 or email the request to [admin@australianscapes.com.au](mailto:admin@australianscapes.com.au) or go to the [Contact Us page on the website](#)

\* If a problem does occur while you are travelling, we are available to assist. The emergency phone number will be supplied in your travel documents.

**IMPORTANT: Our traveler support terms and conditions require that you have activated international roaming with your phone service provider.** Please read the information supplied with your travel documents and do not get talked out of activating this service on the mobile number(s) used on your bookings.

## Who to contact during the booking process

If you have any questions regarding your trip or the process described, or you have changes you wish to make, including flight changes, it is best to submit details via the [Contact Us page on the website](#) send an email to admin@australianscapes.com.au. This is so we have a proper record of your request. Alternatively, please call 1800 669 579 and request a call-back, although email is the preferred contact method.

Some requests are handled by administration staff; others are handled by the original travel consultant, or it might be a combination of the two. We endeavour to return all calls on the same business day.

**IMPORTANT:** Please understand that staff have capacity limits. If pressured to commit to dates etc., they might promise things with best intentions to provide the best possible service but might not be able to deliver due to factors beyond their control. Allow plenty of time, but please follow up if your request has not been met within a reasonable time-frame.

## General terms & conditions

Prices and availability change daily based on supply and demand. For example, the accommodation we offer today might not be available tomorrow. Flights are the most subject to price increases. When payment has been received by us we will confirm prices and details for available flights if included and selected hotel(s)/resort(s). Actual flights and accommodation might need to be changed subject to availability and with the aim of working within the budget created by your travel plan (proposal/quote).

We will do our best to work within this budget, however if there is an unavoidable price change, we will advise you in advance of any booking being made. If you are not willing to accept the adjustment (if any) or selected accommodation you will be entitled to a full refund for that component of the travel plan or package.

Our standard booking terms and conditions apply. Go to the Booking Enquiry page on the Australian Escapes website for details or click here: [Standard Conditions](#)