



Magic Travel  
Crossways Shopping Centre  
Corner Rokeby Road and Bagot Road  
Subiaco WA 6008 Ph: 08 9381 8744  
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## MAGIC TRAVEL TERMS & CONDITIONS:

Thank you for booking your forthcoming trip with Magic Travel. How exciting!! We really do appreciate your business. As a professional Travel Agent we understand you come to us for our expert knowledge and advice. Please take the time to read the following information to ensure you understand exactly what your booking entails.

### TRAVEL ARRANGEMENTS:

Once you have received a Copy of your travel itinerary, the arrangements have been made by us on your behalf. We have taken great care to make sure all details are correct. Should you notice any discrepancies, please inform us immediately. Titles, First names and Surnames must appear on the itinerary exactly as they appear in your passport. Please advise immediately if they are different, as name changes incur fees and in some instances a higher fare may be charged at your expense. It is imperative that we have the correct spelling of your name. Your first name and surname must be exactly the same spelling as shown in your passport. If there are any discrepancies you will be charged reissue fees on each incorrect ticket. To ensure no mistakes, you may wish to provide us with your passport.

### STATEMENT OF ACCOUNT:

A statement of account for your booking will be sent to you. This confirms all prices for the various components of your holiday. Please take note of the payment due dates and amounts on the statement as late payments can result in your booking being automatically cancelled by the travel service provider, regardless of whether a deposit is on file or not. Please refer to the payment options on the statement, for information on forms of payment accepted by Magic Travel. IMPORTANT: Please note that until paid in full your account may be subject to change due to matters beyond our control such as, but not limited to, tax increase, fuel surcharge or currency exchange rate fluctuations. All costs are subject to alteration at any time by airlines or suppliers because of currency fluctuations.

### TRAVEL INSURANCE

Travel Insurance is strongly recommended to cover you against any unforeseen circumstance that could occur. We strongly recommend you purchase travel insurance at time of deposit. We have a range of policies available that may suit your needs. If you take any prescribed medication, have a medical condition or are over the age of 59, be sure to let us know as you may be required to complete a pre-existing medical form for assessment and pay a higher premium. **If you take out alternative travel insurance and require additional information from us to make a claim you will be charged a \$150.00 document preparation fee.** Please note your policy cannot be issued until Magic Travel receives acknowledgment in writing and full payment from you.

### DEPOSITS

All deposits paid are totally nonrefundable. Itinerary Preparation fee of \$100.00 per person is charged for an itinerary that is handed over awaiting ticketing, if this does not proceed the fee is non-refundable otherwise it will come off your balance for the itinerary.

### PAYMENTS

Cheques payments are accepted – please make payable to **Magic Travel**

Direct Bank Deposits – please fax copy of bank receipt to +61 8 9381 7580 or email to [sales@magictravel.com.au](mailto:sales@magictravel.com.au)

**BSB No:** 066 000

**Account No:** 10663624

REFERENCE: (\*Please ensure your surname & first name if possible is put as the reference when making your deposit to ensure it can be credited to the correct file)

Credit Cards payments are accepted and fees apply as follows 1.9% Visa, Mastercard and American Express

### PACKAGE COSTING

Please note prices quoted are subject to change without notice and are not guaranteed until paid in full. Some circumstances, which may result in a change to your costs, would be currency fluctuations and airfare changes. All tours are subject to numbers and may be cancelled if minimum numbers are not met. Some day tours, hosts and inclusions may be changed due to unforeseen circumstances.

### VACCINATIONS

We recommend you contact The Travel Doctor on 1300 658 844 for an appointment to check which vaccinations may be needed for your trip, you can also log onto [www.travedoctor.com.au](http://www.travedoctor.com.au) for information. The Travel Doctor specializes in medical information for overseas travel therefore ensuring their information is always up to date.

### AUSTRALIAN GOVERNMENT TRAVEL ADVICE

If you are travelling overseas, you should keep yourself informed of developments that could affect your safety in the countries you are visiting through the Department of Foreign Affairs and Trade Travel Advice. More stringent security and other checking procedures are increasingly being put in place at airports worldwide. You should factor this into travel planning. It is your responsibility to keep abreast of any developments. We advise you to consult the Department's travel advice for the most up to date and accurate information. This can be accessed via their Website [www.dfat.gov.au](http://www.dfat.gov.au), fax (02) 62 611 299 or by calling 1300 555 135 or 61 2 626 13305 if calling from overseas. We suggest for countries which the Department has issued advice on, to register with the nearest Australian Diplomatic mission or online at <http://www.smarttraveller.gov.au/>.

Please note if an event does occur, waiver of cancellation or amendment fees are solely the discretion of the airlines or suppliers i.e. hotels etc; not the Government or Magic Travel, regardless of the level of warning of the DFAT notice.

### CANCELLATION & AMENDMENT FEES:

Any changes or cancellations made to your booking will incur fees, regardless of circumstance and in some cases your payment once received may be totally non-refundable. Every Airline has their own rules and regulations and they are all different, all fares are subject to different cancellation charges which can be supplied to you on request and in the event of cancellation Magic Travel will charge a cancellation fee of \$150.00 per ticket in addition to any fees already charged and any charges passed on by the airlines, cruise lines or suppliers. Therefore we strongly recommend that you insure yourself immediately once payment is made to protect yourself against any losses due to unforeseen circumstance which may result in you having to change or cancel your booking. We offer Covermore and Suresave Travel Insurance, please ask for a brochure and Product Disclosure Statement which will help you determine which is the right policy for you. As all travel service providers have varying cancellation and amendment policies please ask now if you would like to be supplied with the terms and conditions that are relevant to you for this booking, or check directly with the suppliers on their websites or in the brochures. Please Note: Refunds will be processed at the earliest convenience once received back from suppliers. Processing in general can take up to 14 days and in the case of airlines tickets this can take up to 8 weeks.

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#### **PASSPORTS AND VISAS:**

A copy of your Passport is required on your file to issue your tickets. You are required to have a current passport valid for at least six months from your date of return Australia. If you don't have 6 months validity you can be denied boarding and some countries require at least two blank pages in your passport. Non Australian passport holders will require a valid re-entry visa for Australia. Please ensure you have any applicable visas for the countries you are visiting or transiting as it is the onus of the traveller to obtain correct visa documentation. Please ask your consultant for any information you require and we can assist with obtaining them. Please note Visa, consular, courier and service fees do apply and vary from consulate to consulate. Visa and consular information given by Magic Travel is provided by a Visa advisory service CIBT Visas and is updated by consulates regularly, this information is general advise and can change from time to time. If you would like Magic Travel to organise your visas a fee of \$55.00 per person per consulate will apply in addition to the consulate charges and courier fees. Ultimately the onus lays on the passenger to ensure they have the correct visa to enter each country. If your journey involves travel to the USA, you are required to apply online to the Department of Homeland Security for a travel authorisation, prior to boarding an aircraft or vessel to the USA. Travellers who do not apply for and receive a formal travel authorisation ahead of their intended departure date will not be able to board a flight or ship to the USA. To apply online for a US Travel Authorisation visit:

<https://esta.cbp.dhs.gov/esta> the application costs USD\$14.00 per person and takes approximately 10 minutes to complete, you pay this with your debit/credit card on the website. Travel to Canada now requires a similare eTA visa which is obtained online at: [www.cic.gc.ca/english/visit/eta-start.asp](http://www.cic.gc.ca/english/visit/eta-start.asp) and is CAD\$7.00 per person. If you are on a passport other than Australian please be sure to let us know as you may be required to have extra visas. Some Countries will deny entry if a passenger holds a criminal record or has a communicable disease. Please ensure you have the appropriate visas for the countries you are visiting.

#### **VACCINATIONS:**

Some countries have mandatory vaccination requirements. Please contact your Doctor or Travelvax at least two months prior to departure for further information. You can contact Travelvax by dialling 1300 360 164 or by visiting [www.travelvax.com.au](http://www.travelvax.com.au) Magic Travel employees are unable to provide medical information.

#### **FOREIGN AFFAIRS:**

The Australian government Department of Foreign Affairs and Trade recommends that you visit their website [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) or telephone 1300 139 281 to obtain travel advice and to register your details with them prior to travel. The site also contains useful information such as travel tips and creating an international travel checklist to help you best prepare for your travels.

#### **TRAVEL DOCUMENTS:**

You will be provided with travel documentation approximately 2-3 weeks prior to your departure from Australia subject to your account being fully paid, copies of your current passports on our file and all forms (if applicable) completed. We will notify you as soon as your travel documents are prepared and we ask that you make an appointment to collect them with your consultant so we are able to go through them together and you can ask any questions you may have. In some cases documents are able to be sent electronically or by Express Post so please advise if you would prefer document delivery by this method. Whilst we can provide you with an Express Post tracking number we accept no responsibility for the loss of travel documents when they are sent by mail. You will be notified when we have received all your travel documentation. Once you have received them, it is your responsibility to keep them safe as there are charges imposed by airlines and suppliers to reissue any documentation.

#### **SPECIAL REQUESTS:**

Please inform the team at Magic Travel if you have any special dietary requirements or mobility issues. We are also able to allocate seat numbers with most airlines, so please advise your preference. Note that some airlines charge a fee for seating allocations. Seating can be changed at the Airline discretion any time up to the point of flight departure. Emergency Exit row seating can only be requested on check-in at the airport with most airlines

#### **FREQUENT FLYER**

Should you already be a member or are joining a frequent flyer program you will need to advise us of your frequent flyer number. It is advised to retain your boarding passes in case of points not being allocated. You have 1 month from your return date to send relevant details to the frequent flyer airline concerned to have your points allocated to your membership.