



Booking Terms & Conditions

Please read the following terms and conditions carefully.

Introduction : The following Terms and Conditions apply to all the products and services sold by Go Explore the World. Your payment to Go Explore the World is your acknowledgement that you have read, understood and agreed to be bound by these terms and conditions.

Names : All airline tickets must be issued as per passport (or photo ID for domestic trips). Carriers will deny carriage if the name varies and the booking may be cancelled. It is strongly advised that you supply a copy of your passport at the initial booking stage to ensure it is booked correctly.

Changes to flight times : It is your responsibility to contact the airline prior to departure to ensure there is no change to the schedule departure time. Go Explore the World will attempt to contact you if we are made aware of any such changes but will not be liable for any costs incurred if contact cannot be made. Whilst overseas, it is strongly advised that you contact the airline within 24 hours of your scheduled flight to ensure the most up-to-date information.

Flight connections : If you have purchased separate (multiple) tickets and you are transiting or connecting from one ticket to another, we cannot accept responsibility for any future schedule changes that may affect your connecting times, as they are not guaranteed. Please note that when booked on multiple airlines (and sometimes the same airline) you may need to check in your baggage with each airline at the transit point.

Frequent flyer members : Please note if you are a frequent flyer member you should retain your air ticket and boarding passes as proof of travel as Go Explore the World cannot be held responsible for missing points and you'll need this proof to claim directly with the airline. Always check your boarding pass is printed with your membership number on it. It is your responsibility to check with your frequent flyer program whether the booking class on your reservation is eligible for frequent flyer points and at what rate. Not all booking classes are eligible to upgrade with points and you must notify your travel consultant at the initial booking stage so that we may allocate you the correct fare to be eligible for the upgrade system with your frequent flyer program.



Carry-on baggage restrictions : Please note there are rules for taking liquids, aerosols and gels on flights. Please ensure you familiarise yourself with these rules.

Low Cost Carriers : Bookings made on Low Cost Carriers in some instances do not include a check-in baggage allowance. Check-in baggage allowances included in the fare purchased will be listed on your booking confirmation from the airline. Please contact the airline directly prior to your scheduled departure if you require to add or increase your check-in baggage limit. Baggage fees may be charged directly by the airline for adding or increasing check-in baggage allowances, please note higher charges may be imposed at the airport for any additional requirements that are not pre-arranged. Check-in baggage fees are non-refundable once purchased.

Hotels/Resorts : All reasonable care is taken to request the bedding configuration that you wish at a hotel or resort. The final allocation will be made by the hotel/resort upon check-in and sometimes the particular room with the requested bedding configuration may not be available. Go Explore the World bears no responsibility for the inability of hotels/resorts to facilitate your bedding request.

Passports, Visas & Health Requirements: Visas, including transit visas, are the passengers own responsibility. For more information please log on to: www.dfat.gov.au or www.smartraveller.gov.au.

Please check with the respective Embassy or Consulate of each country that you are scheduled to visit, as many destinations require visas for both Australian and Non-Australian Passport holders. A visa does not guarantee you entry to a country or permit you to remain in it. Some countries may refuse you entry because of your health, condition, or for other circumstances or reasons, or may detain, expel or repatriate you.

This is your own responsibility and there will be no liability to Go Explore the World in any of these instances. It is your own responsibility to ensure all travellers hold valid passports and that their validity is enough for the countries travelling to, including any transit countries. Any penalties, or extra costs incurred if any documents are not accepted by any authority will be your responsibility.

Please ensure you have at least 6 months validity on your passport from the date of your return and that the first name and surname that you provide for your reservation are exactly the same as they appear on your passport.



Amendment fees apply to all name changes and sometimes incur cancellation and rebooking fees.

International travellers booked on flights to Canada and the United States, including Hawaii, must pre-register their intent to travel under the US Visa Waiver Program. Applications can be made via the Electronic System for Travel Authorisation website, and each passenger must complete this application a minimum of 72 hours prior to their flight departure. Passengers who fail to complete their application may be refused to board their flight by the airline.

Re-entry visas may be required for travellers returning to Australia on foreign passports. It is your own responsibility to ensure you have the correct documentation in place prior to departing Australia. It is your responsibility to ensure that you are aware of any health requirements for your travel destinations and to ensure that you carry all necessary vaccination documentation. Some countries require vaccinations to RETURN to Australia (eg. proof of Yellow Fever vaccination), so ensure you are informed of your responsibilities for both home and abroad. Check with your doctor and the relevant Embassies.

Pricing : Prices are not guaranteed until paid in full and documents have been issued. Unless otherwise stated, prices shown are in Australian Dollars (AUD) and are fully inclusive of taxes, levies, government charges and other applicable fees. For some international flight pricing has been converted to AUD using the exchange rate at the time the booking is made. Variations to your final price may occur due to currency fluctuations and must be quoted on the date of payment. Some fares and specials may be withdrawn without notice, sometimes on the same day as quoting. Go Explore the World bears no responsibility to honour a price that is no longer available.

Infants/children: Please note that bookings for infants do NOT include a seat on an aircraft unless a child price has been paid for. Most hotels/resorts will charge a daily fee on arrival for use of a rollaway or cot. These charges are solely the traveller's responsibility to pay directly.

Payments : For bookings made with Go Explore the World a minimum deposit amount of \$100.00 per person for flights and \$300.00 per person for holiday packages is charged. Package deposits may be higher depending on supplier and airline requirements. All deposit payments are non-refundable. The due date for balance payment for travel arrangements made via Go Explore the World is set with the ticketing deadline imposed by the airline and/or wholesaler. This may be immediate.



Where a Service fee is charged by Go Explore the World, this fee is non-refundable.

Credit Card Payments : Go Explore the World reserves the right to charge administration/service fees for payments made by credit card. Card types accepted by Go Explore the World are Visa, MasterCard and Amex.

Transactions made using these card types incur charges ranging from 0.8 -3.1% dependent on the card type used.

Go Explore the World reserves the right to pass on your credit card details, and any other essential booking details, to a third party supplier who may charge your card directly for all or part of your booking payment.

For details of how we collect and use your personal information please view our Privacy Policy. If your credit card is not approved we will attempt to contact you but accept no responsibility for any costs incurred in the event we are unable to contact you. Prices may increase during this time.

In some instances you may be required to provide verification documentation to substantiate identity. This is to assist us in validating the integrity of the credit card information. This process is in place to reduce the potential risk of fraud. If we are unable to contact the card holder to make such verifications Go Explore the World cannot accept responsibility for any rebooking costs for missed ticketing deadlines. Under such circumstances any booking arrangements will be cancelled.

If for any reason any travel service provider including airlines, do not provide the services to which you have been contracted, the liability is against that provider, and not against Go Explore the World. If payment for such a service was made to Go Explore the World by credit card or any other method, by accepting these booking conditions, you agree that you will not seek to charge back your payment to Go Explore the World.

Amendment & Cancellation Fees: \$150 per person or 15%, whichever is higher, on top of any supplier charges for cancellation. Cancellation penalties may be up to 100%.

All Go Explore the World service and credit card fees are non-refundable.

For any booking made through Go Explore the World, we reserve the right to charge a minimum \$35 per person for domestic ticket changes, \$50 for trans Tasman and \$120 for International tickets made after ticketing. These fees are in addition to any fees charged by the travel provider.



Travel Insurance: Go Explore the World recommends that all clients take out Fully Comprehensive Travel Insurance as per the Australian Government guidelines and takes no responsibility for any client's decision to travel uninsured. Any claim through an insurance policy that Go Explore the World did not issue on your behalf, will incur a minimum of \$100 administration fee variable dependant on the amount of work required for the claim, payable upfront.

Liability: Go Explore the World does not accept any liability for omissions or default of any third party providers. Go Explore the World does not accept any liability for damage, injury, delay, additional costs or inconvenience caused by any event or force majeure that is not under our direct control.

Go Explore the World is not liable for the cancellation of any services, or bankruptcy by third company providers, including all airlines and tour operators. If for any reason any travel service provider including airlines, do not provide the services to which you have been contracted, the liability is against that provider, and not against Go Explore the World. If payment for such a service was made to Go Explore the World by credit card, by accepting these booking conditions, you agree that you will not seek to charge back your credit card payment to Go Explore the World.

Go Explore the World disclaims and will be exempt from any liability under the law of contract, tort or by virtue of statutory enactment in relation to any: loss to; personal injury, death or illness of; damage or theft of personal property of any sort of; expense of inconvenience caused through delay to; disappointed expectation of; accident befalling; the traveller or any dependents, arising out of any negligent act or omission, breach of any duty imposed by statute, breach of any law of the place of destination or on route to or from the destination, tort (whether intentional or unintentional), or breach of a contractual term, whether expressed or implied or breach of duty arising under or imposed by any law on the part of Go Explore the World, its servants or agents or of any sub-contractor or supplier of any product or service it supplies.