

PLEASE NOTE: THIS FORM CAN BE COMPLETED & EMAILED OR PRINTED, COMPLETED MANUALLY AND THEN EMAILED OR POSTED TO US.



SIGNATURE TRAVEL EXPERIENCES

many places, many paths

702/140 Alice Street,  
Brisbane QLD 4000  
GPO Box 2205, Brisbane QLD 4001  
Tel: (07) 3368 3733  
Email: [travel@savenio.com.au](mailto:travel@savenio.com.au)  
WEB: [www.savenio.com.au](http://www.savenio.com.au)  
ABN: 21 168 366 050

**ALL PASSENGERS ARE REQUIRED TO COMPLETE THIS FORM TO ALLOW FINALISATION OF BOOKING AND DOCUMENT DELIVERY**

TOUR: ..... DEPARTURE DATE: .....CONSULTANT.....

**\*Please ensure names and other details are exactly as recorded in your passport\***

	Passport SURNAME	Passport FIRST Name	Passport MIDDLE Name	Title	Date of Birth
Passenger 1	.....	.....	.....	.....	.....
Passenger 2	.....	.....	.....	.....	.....
Passenger 3	.....	.....	.....	.....	.....
Passenger 4	.....	.....	.....	.....	.....

	Passport number	Issued Country	Issued Date	Expiry Date	Nationality
Passenger 1	.....	.....	.....	.....	.....
Passenger 2	.....	.....	.....	.....	.....
Passenger 3	.....	.....	.....	.....	.....
Passenger 4	.....	.....	.....	.....	.....

Home Address: .....

Postal Address: .....

Tel (H) ..... (B) ..... Fax: .....

Mobile: ..... Email: .....

Overseas Contact Details (phone number or email).....

**Memberships and Special Requests**

	Passenger 1	Passenger 2	Passenger 3	Passenger 4
<b>Airline Name</b>	.....	.....	.....	.....
<b>Airline Membership NO.</b>	.....	.....	.....	.....
<b>Hotel Program</b>	.....	.....	.....	.....
<b>Hotel Prog Member NO.</b>	.....	.....	.....	.....
<b>Tour Operator</b>	.....	.....	.....	.....
<b>Tour Op Membership NO.</b>	.....	.....	.....	.....
<b>Cruise Line</b>	.....	.....	.....	.....
<b>Cruise Membership NO.</b>	.....	.....	.....	.....
<b>Other Name</b>	.....	.....	.....	.....
<b>Other Membership NO.</b>	.....	.....	.....	.....

Initial on behalf of all Passengers .....

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**Special Dietary Req's** .....  
**Special Requirements** .....  
**Window Or Aisle Seat** .....

**Emergency Contact in Australia** Name: ..... Relationship: .....

Contact Number : ..... Email: .....

- I/We have read and understand the 'Booking Conditions' outlined on the reverse of this form.
- I/We understand amendment/cancellation fees will be applicable to my reservation once confirmed.
- I/We understand that Savenio acts only as a booking agent insofar as booking and selling transport or accommodation for airlines, hotels and other service providers. We do not investigate or give any assurance about the financial condition or solvency of any service provider
- I/We understand Savenio will take all care but it is my/our final responsibility to check all tickets, vouchers etc are correct and that necessary travel documents are obtained.
- **Travel Insurance has been explained and offered to me by Savenio. I understand the Australian Department of Foreign Affairs & Trade strongly asks intending travellers to consider taking out travel insurance (website: [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)). I have read all policies carefully to ensure the cover I have decided upon is adequate for my needs and I fully understand all the terms and conditions of the policy.**
  - I will take Travel Insurance out with Savenio:
  - I will be organising my own Travel Insurance:

## IATA Privacy Notice

Savenio and Savenio Affiliated Travel Designer, act on your behalf when making travel reservations and will at times be required to pass on your contact number and email address to the travel supplier, such as airlines, hotels, cruise lines, tour companies and car rental companies.

In accordance with IATA Resolution 830d, as a client of Savenio and a Savenio Affiliated Travel Designer we request your authorisation to provide your contact number and email address to airlines participating in your travel itinerary for the purposes of contact in the case of an operational disruption. These contact details will be used exclusively for the purpose of operational notifications, e.g. flight cancellation, schedule change etc. and shall not be used for sales and marketing purposes.

By selecting one box below, you, the client, authorise Savenio and your Savenio affiliated travel designer, to provide your email address and phone number to airlines for the purposes as outlined above. This authority is ongoing and will apply to all future airline bookings made by your Savenio affiliated travel designer on your behalf. It applies to all accompanying travellers in your booking where you are the lead traveller.

In accordance with IATA Resolution 830d, I hereby provide an ongoing authority for Savenio and Savenio Affiliated Travel Designers to provide the following contact details to airlines for the purposes of contact in the case of an operational disruption:

- Both my mobile phone number and email address
- Only my mobile phone number
- Only my email address
- I do not consent to my contact information being shared

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**IMPORTANT BOOKING TERMS – CONDITIONS - RESPONSIBILITIES**

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**Understanding These Terms & Conditions:** The following Terms and Conditions apply to all the products and services sold by Savenio ("us or we"). Your payment to Savenio is your acknowledgment that you have read, understood, and agreed to be bound by these terms and conditions. These Terms & Conditions are current as at 1 July 2020. These terms and conditions apply to all bookings you make with us. We will rely on the authority of the person making the booking to act on behalf of any other traveller on the booking and that person will bind all such travellers to these terms and conditions.

**Agency:** Please note that Savenio acts only as booking agent for the suppliers of travel services (e.g. Airlines/Cruise Lines/Hotels/Wholesalers/Tour Operators) in booking your travel arrangements ("the Suppliers"). Savenio staff, whilst often personally familiar with some properties and/or other travel services provided, cannot possibly be familiar with all properties and/or other travel services provided on offer. Therefore, Savenio staff cannot personally offer guarantees on the quality of services or standards provided by any Supplier. In making your booking, Savenio has used information supplied by the hotels and/or other associated travel companies providing the various services. Savenio is acting solely as a booking agent for the respective companies. All coupons, receipts and other documents are issued subject to the terms and conditions specified by the Suppliers. By accepting the coupons, receipts and tickets and/or utilising the services of the Suppliers, you agree that we do not have any obligation to you whatsoever for the operation of the travel arrangements. Our obligation is limited to making travel bookings and arranging relevant contracts between you and the Suppliers. We take no responsibility for these services, nor do we make or give any warranty or representation regarding their standard. We will disclose the identity of the Suppliers during the booking process and your legal recourse for travel services is against the Suppliers and not us. If for any reason (excluding fault by us), any Suppliers are unable to provide the services for which you have contracted your remedy lies against the Suppliers and not with us.

**Disclosure of commissions:** We hereby disclose that we may receive fees, commissions, gifts or financial incentives from Suppliers and/or other third parties as an inducement, in relation to or as a result of booking your travel arrangements ("the commissions & incentives"). You acknowledge, accept, and agree to Savenio receiving these commissions and incentives.

**Supplier Booking Terms & Conditions:** It is your responsibility to obtain and ensure you are familiar with the Booking Terms and Conditions of the Supplier you have sourced through Savenio. Savenio is able to assist you with obtaining the supplier terms and conditions. However, it is solely your responsibility to ensure that you are familiar with and agreeable to all of the Suppliers' terms and conditions before instructing Savenio to finalise your bookings. Savenio does not accept any responsibility for your failure to read and understand the Supplier terms and conditions.

**Limitation of Liability:** To the extent permitted by law, Savenio does not accept any liability in contract, tort or otherwise for any injury, illness, shock, death, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

**Force Majeure (Also Known As 'Act of God'):** Savenio will not be liable for any failure or delay in performing an obligation under this agreement that is due to any of the following causes, to the extent beyond its reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, outbreaks of infectious disease or any other public health crisis, civil commotion, breakdown of communication facilities, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalized lack of availability of raw materials or energy.

**GST:** At the time of printing, the Australian Tax Office has deemed that International Travel is GST FREE. Domestic Travel, if booked in conjunction with International, should also be GST FREE. Whilst, at this time, International Travel is not subject to GST, Savenio reserves the right to impose a GST surcharge if the circumstances change prior to departure date.

**Deposits:** We are required to charge a non-refundable Supplier deposit of \$220 per person. Certain Suppliers may require additional deposits which may be subject to other cancellation fees.

**Late Bookings:** A late booking fee (within five working days of departure) of a minimum of \$33 per person, may be charged by Savenio in addition to any late booking fees levied by the respective Supplier. Whilst all endeavours will be made to secure your preferred option, your first options may not always be available.

#### **Change & Cancellation Fees**

Subject to your rights under the Australian Consumer Law, the following change and cancellation fees apply to all bookings:

- In most instances, deposits are non-refundable and cancellation fees will be charged if you cancel or terminate your holiday earlier than expected, for whatever reason. Airline and Cruise refunds may take up to eight (8) weeks or longer for processing, however any refund for cancelled bookings will not be paid until the supplier provides the refund to Savenio. Savenio and its independent contractors are not responsible for supplier delays in issuing refunds. Even though there is currently no GST on International bookings, we are obliged by the ATO to charge GST on any cancellation charges prior to travel. We highly recommend adequate travel insurance.
- Changes and or amendments to travel bookings will incur a fee of \$55 per passenger per booking in addition to supplier fees.
- Savenio service fees and credit card fees are non-refundable.
- Savenio reserves the right to retain commission earned on bookings in the event of cancellation by the Supplier.
- Cancellation Prior to Final Payment: Your deposit will be refunded less a standard cancellation fee of (a minimum) \$220 per person or 10% of the deposit, whichever is greater plus any other cancellation fees charged by the individual service providers. Please refer to the individual service provider's cancellation conditions. We highly recommend adequate travel insurance and suggest you read the Australian Government website: [www.smartraveller.gov.au](http://www.smartraveller.gov.au)
- Cancellation After Final Payment:
  - up to 15 days prior to travel ... a fee of "10% of the total value of bookings made on your behalf" plus any other cancellation fees charged by the individual service providers. Please refer to the individual service provider's cancellation conditions
  - less than 15 days prior to travel ... whilst all endeavours will be made, on your behalf, to obtain refunds for monies paid, 100% cancellation fees may apply to bookings cancelled (in writing) within 15 days prior to travel. We highly recommend adequate travel insurance.

**Payments:** All prices quoted are normally for payment by Cash, Direct bank deposit or Cheque. Personal or Company cheques are welcome but may take at least eight (8) working days to clear. Credit Cards are welcome however credit card surcharges will apply (see schedule of Professional Fees).

**Monies Not Held In Trust:** All monies paid by you to us will be classified as fees for service and will be a debt due and payable to the Supplier for the travel services to be provided. You agree and acknowledge that such monies will not be held by us on trust for and on behalf of you and we may hold such monies in any account as we see fit, including with our own and/or other customer monies.

**Prices:** Savenio reserves the right to vary prices prior to final payment in the event of significant movements in foreign exchange rates, taxes, price increases from Suppliers or for any other reason beyond it's control. This may occur with or without notice to the traveller. NB: Listed prices do not imply that the same or similar product may or may not be available at a lower price if obtained via another source. The rates of accommodation and insurance are set to include the payment to Suppliers, as well as costs of any/all; research, inspection, brochure preparation, printing and distribution, internet downloads, advertising, reservations, facsimile transmissions, telephone calls, postage, bank charges, currency transfers, documentation, courier fees and remuneration to booking agents. Receipt of your deposit and this signed booking form signifies your acceptance of the price offered and acknowledgment of these normal commercial expenses.

**Supplier Insolvency:** Savenio recommends travel service providers based on product quality, needs and requests of our clients. We do not investigate or give any assurance about the financial condition or solvency of any service provider. It is possible that a Supplier may become insolvent after you have made your travel booking. If this occurs, you will likely lose any amount you have paid to the Supplier through the travel agent for that booking. The travel agent acts as your booking agent only and does not provide any warranty or assurance as to a Suppliers financial circumstances.

You hereby acknowledge and agree that if a Supplier becomes insolvent:

1. You will likely lose any amount paid to the agent in respect of your booking, which your agent has forwarded to the Supplier.
2. The agent is not liable to repay to you any amount paid by the agent to the Supplier in respect of your booking.
3. You release and indemnify the agent from any liability in relation to any loss or damage or consequential loss and damage resulting from or incidental to the Supplier becoming insolvent and being unable to provide the travel service subject of your booking.
4. By accepting these terms, you acknowledge this risk, agree that the agent has made you aware of it and you wish to proceed with your booking regardless of this risk.

**Health:** Some countries have certain health requirements which must be met before you will be permitted to enter the country. You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. For some parts of the world there are recommended precautions you should take. Please check with your Doctor prior to departure or visit: [www.tmvc.com.au](http://www.tmvc.com.au)

**Passports:** To comply with the majority of countries regulations, your passport should be valid for six months after your planned date of return to Australia. We will not be liable for any loss that you may incur as a result of your failure to ensure that you have a valid passport in the form required by the country to which you are travelling.

**Visas:** Savenio are happy to assist you with your Visas. A courier fee is usually necessary to obtain Visas and will be charged along with any other postage or communication costs and the relevant Consulate Visa costs. It is important that you ensure that you have valid visas and re-entry permits which meet the requirements of immigration and other government authorities. We will not be liable for any loss that you may incur as a result of your failure to ensure that you have a valid visas and re-entry permits in the form required by the country to which you are travelling.

**Travel Insurance:** Travel Insurance may protect you against cancellation fees if you cancel your holiday due to unforeseen (unavoidable) circumstances. Savenio considers it essential that you have adequate travel insurance to cover your travel arrangements (including but not limited to insurance for personal accident, loss of baggage and illness) and takes no responsibility for your decision to travel uninsured. We are happy to assist you with obtaining information in relation to travel insurance, however, you should personally read all policies carefully to ensure the cover you decide upon is adequate for your needs and you fully understand all the terms and conditions of the policy.

**Application of these terms and conditions:** I understand, agree, acknowledge and accept the terms and conditions outlined in this document. I have the express authority to accept these terms and conditions on behalf of all members of my traveling party mentioned on my itinerary. You agree that these terms and conditions will apply to any bookings or services provided by Savenio unless modified by future written agreement.

Please ensure you understand the above booking conditions. If in any doubt, please ask us to explain. (Issue date: 01 July 2020)

**Signature** on behalf of all passengers named overleaf: .....

**Date:** ..... **Print Name** .....

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