

# Information, terms & conditions

*South American Holidays 02 9548 0222*

## General Information, terms and conditions

**How to book:** To book anything from the South American Holidays web page please email or fax the following booking form. The names on the booking must be as they are on your passports. You must state the exact dates that you require and you must sign on page ii) that you have read and understood the terms and conditions that are stated on the web page.

**Deposit:** Once your booking is confirmed South American Holidays will inform you by an invoice what deposit is required and by what date. You will need to contact our office to find out the currency conversion before paying either your deposit or your final payment.

**Final Payment:** The invoice will also state what your deposit is and when it is required.

**Invoices:** It is the responsibility of the client to make sure that the dates and all of the information is correct on the invoice. There are fees for all amendments.

**Travel Insurance:** There is a link for you to take out travel insurance on our web page or you can contact our office and we can arrange this for you. We highly recommend that you take out travel insurance when you pay for your deposit because it is not refundable. If you travel without travel insurance South American Holidays requires you to fill out a waiver. If you wish to take out travel insurance

with another company we require the policy number and emergency number for our files.

**Visas:** It is the responsibility of the client to make sure they have the visas required for their total journey. We will assist you in any way possible but we do not take the responsibility for the safety of your passport.

**Prices:** Travel specials are quoted in Australian dollars. All other prices are quoted in United States Dollars (USD) instead of Australian Dollars (AUD) because that way we don't have to load the prices to cover the dollar going up and down. Prices and itineraries are correct and updated where possible and South American Holidays reserves the right to change the prices without notice.

**Changes to the itinerary:** Due to the nature of the destination, it is possible that a route or itinerary may change or cancel. This could be due to inclement weather, ice conditions, availability, political restrictions, or for any reason beyond our control. Such decisions, if necessary will be made in the best interest and safety of our clients. South American Holidays will not be responsible for postponement or delay cause by schedule changes, cancelled or delayed flights at any point in your trip. Every effort will be made to minimize any inconvenience caused, but we are not

responsible for any additional costs that may be incurred.

**Single passengers:** All prices published in the web page unless there is a single or triple share price mentioned are twin share. If you are a single traveller please contact our office for single share prices.

**Cancellations:** In the unfortunate event you have to cancel your travel, you must notify our office immediately in writing. Our invoices will show the cancellation fee.

## Terms and conditions / responsibility

Please thoroughly read the following. The payment of a deposit and by signing page ii) to indicate that you fully understand and agree to the general information and the following terms and conditions.

RCW Holdings Pty Ltd (referred to as RCW), trading as South American Holidays (Referred to as SAH) ABN 99 085 397 397, act as a general sales agents for the different companies required to make all of your bookings and as such exercise every possible care. However, (RCW), and (SAH) and its officers, employees, guides, subsidiaries and/or associated agents, representatives (collectively its staff) or the licensor shall not be held responsible now and in the future for property loss or damage and/or any damages resulting from illness, personal injuries or death which may be sustained by reason of, or while engaged on, any tour whether due to the

ownership, maintenance, use, operation or control of any aircraft, helicopter, automobile, bicycle, boat, vehicle hotel, common carrier or any other conveyance used in carrying our these tours. We can assume no liability due to any cause whatsoever whether caused by failure or delay or other irregularity, acts or omissions occurring during a tour under which the means of transportation or other service provided thereby is offered or supplied by owners, operators or public carriers for whom (RCW) and (SAH) act only as agent only.

(RCW) and (SAH) reserve the right (at their discretion) to alter or omit any part of the itinerary or change any reservation, feature and/or means of conveyance without notice and for any reason whatsoever and without allowance or refund with extra costs, if any, resulting there from paid by the passengers. We reserve the right to cancel any tour prior to departure, in which case payment may be refunded without further obligation on our part.

(RCW) and (SAH) shall not be responsible for any injury to person (whether or not resulting in death) or damage to property arising out of any act of war, terrorism, insurrection, revolt or any other civil uprising or military action occurring in the countries of origin, destination or passage. (RCW) and (SAH) strongly urge individual passengers obtain appropriate travel insurance coverage. Baggage is at the owner's risk entirely.

In case of Antarctic Cruises or Galapagos Island cruises or other remote area trips a medical problem arising during the voyage, either on board or on share, which results in costs for evacuation, use of aircraft or repatriation, the responsibility for payment of these costs belongs solely to the passenger. (RCW) and (SAH) strongly urge individual passengers obtain appropriate medical coverage. Baggage is at the owners risk entirely. If not covered by travel insurance the responsibility still remains solely with the passengers and (RCW and SAH) specifically decline any responsibility whatsoever.

I'm aware that your adventure trip, in addition to usual dangers and risk inherent, has certain additional risks and dangers of which may include: physical exertion for which I may not be prepared, remoteness to normal medical services, weather extremes subject to sudden and unexpected change, and evacuation difficulties if I'm disabled. I accept al the inherent risks of the proposed adventure trip and possibility of personal injury, death, property damage or loss resulting there from.

I acknowledge that the enjoyment and excitement of adventure is derived in part from the inherent risks incurred by travel and activities beyond the accepted safety of time at home or work and these inherent risks contribute to such enjoyment and

excitement being a reason for my participation.

By forwarding of deposit, the passenger certifies that he/she does not have any mental, physical or other condition or disability that would create a hazard for himself/herself or other passengers. (RCW) and (SAH) reserve the right to cancel or withdraw any person as a member of a tour at anytime.

The general information, booking form and booking terms and conditions/responsibility documents, together with the vouchers from South American Holidays and the terms and conditions of any travel providers, constitute the contract and agreement between you the passenger and RCW and SAH as the carrier ("the contract").

You and RCW/SAH hereby irrevocably agree that:

1. This contract and all rights, liabilities and duties of you the passenger and of RCW/SAH the carrier shall be construed in accordance with the laws of New South Wales; and
2. all disputes between you and the passenger and RCW/SAH the carrier, whether under contract or otherwise, are subject to the exclusive jurisdiction of the court.

Signature 1: .....Signature 2: .....

Name: ..... Name: .....

Date: ..... Date: .....

## **Booking Form**

**Please complete all details as per your passport if there are more than two clients please copy make an extra copy to fit all passengers travelling**

	<b>Passenger 1</b>	<b>Passenger 2</b>
<b>Title Mr or Mrs Etc</b>		
<b>Surname</b>		
<b>First Names</b>		
<b>Date Of Birth</b>		
<b>Nationality</b>		
<b>Passport No</b>		
<b>Date of Expiry</b>		
<b>Phone Number Daytime</b>		
<b>Phone Number at Night</b>		
<b>Mobile No</b>		
<b>Email Address</b>		
<b>Home address</b>		
<b>Postal (if different)</b>		
<b>Frequent flyer numbers and airlines</b>		
<b>Any Dietary requirements</b>		
<b>Any physical conditions that might affect the trip</b>		
<b>Preferred Bedding – twin or double bed</b>		

<b>If booking through a travel agency</b>	
<b>Name of Travel agency</b>	
<b>Address of Travel agency</b>	
<b>Phone Number</b>	
<b>Fax Number</b>	
<b>Lic No</b>	
<b>ABN</b>	
<b>Name of Agent</b>	



**Other requirements:**

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**Travel Insurance**

- I do require Travel insurance
  
- I do not require travel insurance I have it booked through another company

**Policy no** .....

**Emergency No.** .....

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**The staff of South American Holidays would like to thank you for your booking. Please email this back to [info@southamericanholidays.com.au](mailto:info@southamericanholidays.com.au) or fax to 02 9548 0333. You can also mail it to PO Box 505 Engadine 2233**