



Wentworth Travel Pty Ltd Terms and Conditions

Introduction:

Wentworth Travel is a privately owned registered Company trading as a retail Travel Agency in Sydney's Eastern Suburbs. We act as an Agent for our travel suppliers. When Wentworth Travel accepts a booking from a supplier being a third party we take on and accept the suppliers terms and conditions which are explained to our clients and in signing our terms and conditions the client accepts the terms and conditions of the supplier as well as our terms and conditions.

Wentworth Travel will forward our terms and conditions onto you at the commencement of your booking as well as having in writing the cancellation policy for your journey. Please read them and accept them by signing them and returning these to us at your earliest. We ask that you carefully note all cancellation conditions.

Accreditations & Memberships: International Air Transport Association (IATA) allows us to issue tickets for airlines members.

- * Australian Federation of Travel Agents (AFTA/ATAS)
- * CT Partners - an airline buying group
- * Virtuoso Travel network - a US based Travel Company connecting Agencies to suppliers in the luxury market
- * Preferred status with leading airlines & Hotel groups including Qantas, Singapore Airlines, Cathay Pacific, Emirates, Qatar, Etihad, Mandarin Oriental, Peninsula Hotels, Four Seasons Hotels, The Belmond Group, InterContinental, Accor & Marriott.

Bookings: Your booking is accepted when paid in full and we issue you with a written confirmation. Your signed acceptance of our terms and conditions must also have been returned to us.

Services: We commence providing services to you as soon as we accept your booking. This includes work undertaken prior to travel to arrange and coordinate the delivery of your arrangements. The services we provide are limited to the arrangements and coordinating your travel and the delivery of the arrangements we control.

Prices: Can be out of our control. A price is guaranteed once paid in full but again is at the discretion of the supplier.

Prices may include applicable taxes.

Agency: We sell product on behalf of our suppliers by arranging and co-ordinating services offered by our suppliers.

Wentworth Travel cannot guarantee the performance of our suppliers.

Bookings are subject to the supplier's terms and conditions including conditions of carriage and limits on liability and the client should understand and accept these when signing our terms and conditions.

Bookings, Payments: The cost of the charter flight must be paid in full at the time of booking. If for an agreed reason this cannot be done and a request is held, if the amount due is not paid by the time advised to you the booking will lapse.

Cancellations Fees: The amount paid to us is **NON REFUNDABLE**. If you no show for the flight the money is also **NON REFUNDABLE**. You are permitted to transfer your seat to another person as long as there is time to adjust the necessary paper work prior to the departure of the flight. If you transfer your booking to another name this will incur a handling fee.

Refunds: Note as per above the services for our Charter flight are **NON REFUNDABLE**.



WENTWORTH TRAVEL

If the flight is cancelled due to COVID Restrictions and the QLD borders not opening a full refund will be paid. Any refund will not be paid until Wentworth Travel is paid by the supplier or the supplier credits the credit card used for the original payment directly. In the charter flight Qantas has advised they will refund the money immediately however Wentworth Travel is not responsible if for some reason there is a delay in issuing a refund.

Identification: Please insure you have your valid drivers licence or passport with a photo ID at check in.

It is the client's responsibility to ensure you have valid photo identification with you.

Travel Insurance: We highly recommend you take out Travel Insurance to cover you in the event an insurable circumstance prevents you from taking the charter or you have a problem while travelling. If you have any pre-existing health condition you must disclose this to Wentworth Travel. If payment is made on your Credit Card your card might have an Insurance cover for you. It is your responsibility to check this and see that you are fully covered especially if you have a pre-existing conditions. If you are having problems with cover, please advise us and we may be able to assist you.

Frequent Flyer: You will **not** earn frequent flyer points or status points on the flight as Wentworth Travel has chartered the aircraft from Qantas.

Limitation of Liability: Subject to Australian Consumer law, Wentworth Travel does not accept any liability in contract, tort or otherwise for any injury, damage, loss, delay, additional expense or inconvenience caused by suppliers or third party providers over whom agents have no direct control.

Wentworth Travel is not liable for force majeure or any other event which is beyond our control or which is not preventable by Wentworth Travel including COVID 19 changes.

Force Majeure: We are not responsible for "Force Majeure" where severe weather or other disasters or pandemics prevent scheduled arrangements occurring for flights departing.

ACCEPTANCE: Please email or scan this page back to us with your signature accepting these conditions:

I have read and understood the Terms & Conditions of Wentworth Travel and accept these conditions.

NAME OF CLIENTS TRAVELLING:

SIGNATURE on BEHALF of CLIENTS:

DATED: