

Delighted Tours & Travels Pty Ltd (56 600 540 038) Policy.

TERMS AND CONDITIONS

These terms and conditions, together with the general terms and conditions of Airlines, will apply to each person who makes payment for booking **with Delighted Tours & Travels PTY LTD**. Before you make the payment, please read these terms and conditions carefully. Once you make the payment, you unconditionally accept these terms and conditions.

Many economy and discount fares are not refundable. Most airlines allow changes, including name and date, subject to a fee. These fees vary from airline and fare type. In almost all cases the airline and Delighted Tours & Travels (DT TRAVEL) will both charge fees to amend or cancel any booking. If you would like the fare rules for a specific flight or airline, please request this from us prior to booking by phoning 02 8080 4640 DT TRAVEL during business hours or e-mail info@dttravels.com.au.

What about change or cancellation fee?

All changes including but not limited to, Flight, Date, Itinerary or Passenger Name change or Cancellation before ticketing will incur a minimum \$100 per passenger will apply plus any airline fees or fare difference. All changes should be requested by email or calling directly at our office. No change or charge will be made unless requested e-mail or phone from you until after you confirm the change by replying to our e-mail or by phone with acceptance.

What about refund policy?

If a refund is requested DT Travels will apply to the airline for this refund on your behalf. All DT Travels charges including any credit card processing fees and airline commissions are not refundable. The amount of refund to you will be the actual amount we receive from the airline, less our fees as described above. This will be refunded to your credit card. If you paid by Debit card, please advise us and supply your bank details. Please note some debit cards cannot be refunded. We cannot be held responsible for a refund made to a debit card that does not support refunds, if you have not advised us. Any estimate we may give you, as to the actual amount of refund you will get and how long it will take, is our

best assessment and not guaranteed till the actual refund is received by us from the airline.

Refund and release from liability

Our liability to you is limited to refund the ticket price if the flight does not operate on the scheduled date due to reasons within our control. The refund amount will be subject to Airlines Policy and plus agency service fees, deductions and other costs levied upon us by the airline. We will not be liable for any other claim including the negligence or fault, if any, of ours or of a third party. Limitation of liability DT Travels shall not be liable for any injury or delay to passengers or loss of or damage or delay to goods carried pursuant to this agreement. DT Travels shall not be liable to the passenger for any:

- economic loss, loss of profit, business or goodwill, in each case whether direct, indirect or consequential; or
- claims for consequential compensation, or for any special, exemplary, punitive damages, which arise out of or in connection with the flight. Under no circumstances shall DT Travels, its employees, agents subject to any liability whatsoever.

Indemnity

The passengers indemnify and shall keep the Indemnitees indemnified from and against all liabilities, penalties, claims, proceedings, judgments, damages, obligations, costs and expenses of any nature however arising directly or indirectly out of this Agreement including any act, omission, default, neglect or misconduct of the DT Travels arising out of or in connection with this Agreement.

Diversions

If the Aircraft is diverted from the applicable destination, the journey shall be deemed to be complete when the Aircraft arrives at that other airfield. If such a diversion occurs, DT Travels will consider a request from the Passengers to fly the applicable Aircraft from the other airfield to the destination airfield specified as soon as practicable subject to:

- Airline's operations and other needs; and

- the passenger paying the additional reasonable out of pocket costs incurred and other amounts required by airlines as a result of such diversion and journey to the specified destination airfield.

Payment

Payments is to be made via Credit Card or Bank Transfer. All money collected will be transferred into an account held by Delighted Tours & Travels PTY LTD ABN 56 600 540 038. Payment should be made only if you satisfy our selection criteria. After you make the payment and following receipt of cleared funds into our bank account, we will issue an electronic ticket to you from consolidator. Making payment does not mean that you have a confirmed booking in the Flight. Your booking will not be confirmed unless we confirm with you that your booking is confirmed or we issue an electronic ticket to you. Tickets will be sent electronically via emails after the payment is cleared in our bank account and all necessary compliance checks with authorities are completed. Non-Receipt of Ticket/s will not be ground for any refunds ticket price. Organizer of this flight reserves the right to vary ticket price at any time without notice and this will not lead to the grounds for any partial/full refund or any compensation to the passengers who already bought the tickets before the price is varied.

Credit Card Usage

By selecting Credit Card as a means of payment you confirm your agreement to the following conditions. If you make any payment by Credit or debit Card a third-party supplier fee may apply. If for any reason any travel service provider, including airlines, does not provide the services and or flights, which you have booked and paid for, including but not limited to the grounding or insolvency of the Airline or travel provider, the liability is against that provider, and not against DT TRAVELS. If payment for the service was made to DT TRAVELS by credit card, by accepting these booking conditions, you agree that you will not seek to charge back your credit card payment. In the event, you do charge back to your credit card for any reason whatsoever where we had to pay an Airline or travel provider on your behalf including but not limited to any double or duplicate booking made by you where we have suffered a loss as a result of this chargeback. We reserve the right to recover this debt from you by handing

this over to a debt collection agency and or lawyer for collection. You may also be liable for any legal or collection cost. You agree to us obtaining specified by you (either credit card or bank). Our liability is limited to the full amount of money received from you. In the case of non-IATA or low-cost carriers, these airlines do not allow fares to be held, and the same rules apply as if the booking had expired. Please deposit or transfer as soon as possible to avoid expired quotes. With direct bank deposits these are limited to teller electronic transfer or cash deposit. Cheque deposits not accepted.

BPay Or Bank Transfer Payments

Only accepted for flights booked at least 7 days from booking date on most major international carriers e.g., Qantas, Air New Zealand and hundreds of other IATA airlines. The booking will be placed on a HOLD until payment is received or the ticket deadline is reached. We will not issue the ticket until we receive cleared funds into our account. Banks have different clearing time for internet banking transfers, ranging from a few minutes up to 48 Hours and possibly longer on weekends. Please see the information provided on the bank you selected. On direct over the counter transfers or cash deposits this is normally instant with all banks. If we do not receive payment by the time the booking expires on the GDS (airline booking platform) the booking will automatic cancelled. You can check the status of your booking pre-and post-payment on www.checkmytrip.com using the PNR reference number provided. If we receive payment after the fare has expired, we will attempt to rebook at the same fare and issue. If that fare is no longer available, we will call or e-mail you with options. If we cannot find a suitable option that you are prepared to accept, we will immediately refund your payment in full with no deductions to an account.

What if any mistakes by DT employees?

In the event of an error by an employee of DT TRAVELS this must be reported within 24 hours of you receiving the confirmation, itinerary or e-tickets, or immediately in the case where travel is within the next 48 hours, and the passenger can demonstrate that the correct details were supplied and the error was made by DT TRAVELS to our satisfaction, then and only then will our responsibility be limited to paying the cost imposed by the airline involved to affect the name change on the ticket. We will not at any time be responsible for any associated or incidental costs, including but not limited to missed flights, hotels, ground transport, loss of deposits

or delays. For paper tickets issued so that upon check-in at the airport all you need is to present government-issued photo identification: for domestic flights, you will need an Australian driver's license, for international flights you will need a passport. Children between 2 and 11 can use a Medicare card with their name on it for Domestic flights but must have a Passport for International flights. Airlines sometimes reject confirmed reservations up to two days after the booking was made and confirmed by the airline. This does not happen often, in the unlikely event of your booking is rejected by the airline. We will do our best to find a viable alternative for you, and contact you with all available options. If you are not happy with any alternatives proposed. We will immediately refund your credit card in full. We cannot be held liable for any increase in fare or any other loss whatsoever. Our maximum liability is the actual amount paid by you to us.

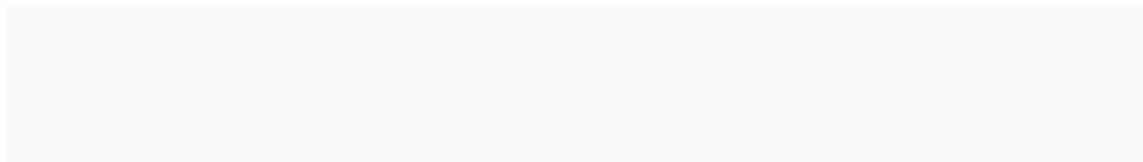
Visa and passport requirements

All passengers need a valid passport for international travel, regardless of the destination, but as some countries **require at least six months validity** remaining on the passport, you should check with the consulates of all the countries you're planning to visit prior to your departure, as you may be refused entry if you don't comply.

Important things to know before you go:

- Visit the [IATA Travel Centre](#) to check the passport validity requirements of your destination
- When you depart from Australia you need to present your passport, boarding pass and completed passenger departure card to Customs
- When you arrive in Australia you need to present your passport and a completed passenger arrival card to Customs
- If you need to apply for or renew an Australian passport visit [Passports Australia](#) for more details.

A visa is permission for a non-citizen to travel to or transit through a particular country. To find out if you need a visa for travel to a particular country, visit the [IATA Travel Centre](#).



Schedule Changes means?

Airlines often change schedules and your flight departure time could change at any time. It is your responsibility to check for any schedule changes least 24 hours before your flight departure time. This can be done for most international and major airlines by visiting www.checkmytrip.com and entering your reference number and surname. If you are unable to verify your schedule, please call or visit the airlines website directly. DT TRAVELS will not be responsible for any missed flights due to schedule changes.

Changes to the flights

In relation to the Flight, date or/and time of departure or arrival, the city of departure or the city of arrival, can change for reasons beyond our control and if it happens this will not be the grounds for seeking refund.

What happens if I missed my Flights?

We will not be responsible for any loss as a result of a missed flight, arriving at the incorrect airport or terminal, or denied boarding for any reason whatsoever, including but not limited to, arriving late, not having the required visas or under the influence of alcohol. It is your responsibility to be at the airport by check-in time and to have the correct visas required.

What about the luggage allowance?

Many airlines do not offer a free luggage allowance and charge for each bag checked. If you are traveling on a low-cost carrier, or any domestic flight, these flights usually charge extra for luggage. Please check the airline website, as we may not have up-to-date information on all airlines. In most cases, it is cheaper to pre-pay for luggage on these carriers than to pay at the airport. Please check your booking conformation to see what the luggage allowance is or contact us by email or phone. If no luggage information is provided, please check the airline website. Carry-on bag allowance varies from airline to airline. Please check this prior to travel. If unsure please visit the airline website. In the case of domestic carriers abroad please visit the airline website. If you are unsure, please call DT TRAVELS and we will be happy to assist you.

Pregnant Women

Pregnant women who are more than 27 weeks pregnant are not permitted on this flight unless they satisfy the flying requirements of Airlines.

COVID19 TRAVEL RESTRICTIONS

You must ensure you are eligible to enter your destination country prior to booking your seat. If you make a payment but you are not eligible for entry into your destination country, you will be refused boarding and refund will be under Airline's policy plus agency service fee.

SYMPTOMS

Finally, if you are exhibiting any of the following symptom(s) - dry cough, sneezing, or fever, please do make a booking, even if you have tested negative for COVID-19 because it is highly likely that you would be denied boarding by officials at the airport.

JURISDICTION

Any dispute or claim pertaining to the operation of these terms and conditions will be governed exclusively by the laws of New South Wales, Australia.

TRAVEL PERMITS AND TRANSPORTATION WITHIN NEPAL

For any information on travel permits within Nepal or other similar requirements, please contact the Nepalese High Commission in Australia. Passengers will be required to meet the cost of ground transfers. No refund will be issued if you are unable to board the flight for any reason, including your inability to obtain travel exemptions from the Nepalese authorities, lack of transport arrangements within Australia or failure to clear the Covid-19 tests or health screening at the airport of departure.

(Nepal Government: - If you are NOT a Nepali citizen, NRN card holder or permanent resident in Nepal with proper travel documents and approvals, you must hold a valid visa for entry to Nepal and an approved exemption to the travel restrictions before you book your seat. For details

on how to apply and what information to include in an exemption request please contact Nepal High Commission offices.

QUARANTINE

If you have a PCR test report negative and fully vaccinated you may self-quarantine at your home for 14 days. In the new policy adopted by Nepal Government, it is mandatory for all the travellers to stay in 10 days mandatory hotel quarantine and additional home quarantine who have not completed the PCR test 72hr prior to departure and not fully vaccinated.

You should have proof of a fully vaccinated report.

Things to know for home quarantine:

https://ccmc.gov.np/doc_upload/Home%20Quarantine%20Poster%20corrected.pdf

Please contact us or go to the travel news for your destination country to find out more about travelling.

Important ** Note: The circumstances for travelling overseas can be changed anytime due to COVID-19 travel restriction so we request you to contact us before 48 hrs to your departure date to reconfirm the requirements to travel overseas and flight status. Traveling is affected in tremendous way due to the pandemic all the cancellation schedule change may occur any time so, DT Travel will not be liable for any loss and every change, refund will be under airlines and IATA terms and condition plus DT Travels policy.

For more information, please check the airlines website and the updated Government of Nepal travel policies before you travel.