

HAUS OF TRAVEL

BOOKING TERMS, CONDITIONS & IMPORTANT TRAVEL INFORMATION

effective 1st September 2016

At the time of booking we request you take the time to review your itinerary to ensure that names, dates, flights and all travel arrangements are correct as per your requirements. Amendment and cancellation fees may apply once any travel is booked.

All travel arrangements made with Haus of Travel are subject to the below booking terms, conditions and important travel information. Please take the time to review this document at the time of booking and prior to travel as the document contains helpful information including check-in, visa and travel insurance information to assist in making your journey as smooth as possible.

GENERAL TERMS & CONDITIONS

Names: Please ensure that the title, first name and surname of all travellers on this itinerary correctly match with their Passports for International travel or Photo Identification for Domestic travel. Middle names are not automatically included on flight itineraries unless required by the airline or requested by the client.

Electronic Tickets: When travelling on an electronic ticket it is a requirement that you carry photo identification as acceptable by airlines for domestic flights. It is essential that the name on your ticket matches exactly the name as shown on your photo identification.

Seating, Special Services & Meals: Pre-assigned seating, special services (such as exit rows, bassinets) and special meal requests as shown on your itinerary are subject to confirmation upon check in and the airlines reserve the right to change this without notice at any time including when voluntary or involuntary changes in aircraft type, flight number, airline, booking class, cabin or otherwise occur.

Checked Baggage & Quarantine: Checked baggage policies vary by cabin, airline, booking class, frequent flyer status, baggage size and weight, including odd-shaped items and sports equipment. Fees will apply and payment is applicable at time of check in. There is also an international safety measure in place to protect travellers. Please refer to your respective airline and country websites for further information on checked and restricted baggage policies/fees and quarantine items.

Pricing & Taxes: All pricing and costs quoted are subject to change without notice due to airline/operator increases and/or currency fluctuations. Prices can only be guaranteed when paid in full and tickets and documents have been issued. Many countries have a departure tax which is additional to the price of your ticket. Please ensure you have sufficient local currency to pay for this at the airport.

Itinerary Changes: When in our control will do our best to assist you and minimise any additional cost when your plans or circumstances change. Final pricing on an itinerary whereby an itemised breakdown has been provided and where a deposit or part payment has been made by a client is subject to repricing at the discretion of Haus of Travel for any client initiated changes, cancellation or amendment. Itemised breakdowns are provided in good faith and individual items may have been discounted; those discounts may no longer apply for any client initiated changes, cancellations or amendments. A refund may be offered on refundable travel arrangements whereby the client does not accept the revised pricing for a client initiated itinerary amendment.

Flight Changes: Please refer to the fare rules provided to you at the time of payment outlining conditions for any changes and amendments. Changes before departure requires the fare to be re-priced to the current available fare and changes are permitted at a nominal fee plus any difference from the original fare and new fare. Please note that changes to promotional fares may result in a new promotional fare not being available and large fare differences may apply for last minute changes or changes in busy travel periods. After departure changes are permitted at a nominal fee plus any difference in fare for the remainder portion of the itinerary. All flight changes must be made at least 24hrs prior to scheduled departure time of the flights you wish to change. Travel insurance is highly recommended to avoid out of pocket expense.

Flight Cancellations: Promotional fares are non-refundable fare but may be cancelled and held in a credit for up to 12 months from the original date of ticket issue to use with the ticketed airline. The flight credit is valid for travel under the name the original ticket was booked. Flights must be cancelled at least 24hrs prior to scheduled departure time. A nominal fee applies when redeeming the credit. Flexible fares can be cancelled up to 24hrs prior to scheduled departure for a refund subject to a nominal cancellation fee. Airlines may take anywhere between 4-12 weeks to process refund requests. After the scheduled departure of the first flight your itinerary becomes non-refundable. Travel insurance is highly recommended to avoid out of pocket expense.

No Show / Cancellation Penalties: You may incur an airline no-show fee if you fail to notify the airline or Haus of Travel that you are unable to travel on the flights you have booked. Additionally failure to cancel the flight reservation may deem your ticket unusable and non-refundable. Certain categories of fares have penalties applicable if cancellation within stipulated time. If not cancelled within these time-frames, the ticket is deemed No Show. No show / cancellation penalties also apply to hotels / car rentals. Generally, hotels / car rentals need to be cancelled at least 72 hours prior to check in. Refunds from suppliers can take up to 3 months. Please check your itinerary for more information.

Travel Insurance: It is strongly recommended to take out a Travel Insurance policy for all destinations. Please contact Haus of Travel for more information on the range of policies that we have negotiated with specialist insurance underwriters especially for our clients.

Itinerary & Travel Documents: All travel documents, unless otherwise required by the travel supplier, will be provided to you electronically. Your travel itinerary will be made available to you no later than 4 weeks prior to travel. Voluntary and involuntary changes after this time may not be reflected in your itinerary, please contact Haus of Travel for assistance for updated travel documents. For detailed itineraries with a combination of flights, hotels & touring arrangements you will also receive a link to access your itinerary online and to download our travel app powered by Axus which allows you to store, view and access your itinerary, even when offline. This link also allows you to access your most up-to-date itinerary, as well as any additional travel documents stored in the Documents section.

Frequent Flyer: On request, your frequent flyer numbers can be added to your reservation. Please retain your boarding passes to assist in the reconciliation of your frequent flyer statements. At time of check in the airline can reconfirm that your frequent flyer number is entered. While we can provide you general advice about frequent flyer earn rates, booking classes and upgrade eligibility it is ultimately the responsibility of the client to check with the airline prior to ticketing.

Passports: Please ensure you are holding a passport that has at least 6 months validity beyond the last day of the ensuing trip. Please advise Haus of Travel if you are not travelling on an Australian passport as you may require a re-entry permit.

Visas: Please ensure you have any applicable visas for the countries you are visiting or transiting. It is your responsibility to obtain the correct visa documentation and Haus of Travel is happy to provide information and assistance (additional fees may apply).

Vaccinations: Proof of vaccination may be compulsory to enter certain countries or to return to Australia. It is essential that you refer to the Department of Health at www.health.gov.au and Travelvax at www.traveltax.com.au for travel health and updates.

Check In (Domestic): Please check in at least 60 minutes prior to departure for all Australian domestic flights. Please refer to the respective airlines/countries policies for all other domestic check in time, however we recommend you arrive 120 minutes prior to departure in all other locations. We suggest onward reservations and flight times are reconfirmed 72 hours prior to departure, this can be done via your Axus travel app or by contacting Haus of Travel or the travel provider outside of our contact hours. Due to heightened security the airlines check in time and reconfirmation policies may differ.

Check In (International): Please check in at least 90 minutes prior to departure for all international flights in first class and business class; and at least 120 minutes prior to departure for international flights in economy class. We suggest onward reservations and flight times are reconfirmed 72 hours prior to departure. Due to heightened security the airlines check in time and reconfirmation policies may differ. We suggest you check with your airline for the latest information.

Aviation Security Measures for Carry-on Baggage at International Airports: On 31 March 2007, the Australian Government introduced enhanced security measures to limit the amount of liquids, aerosols, and gels that can be carried in hand luggage and taken through the screening point for all flights to and from Australia. Liquid substances will have to be carried in a resealable transparent plastic bag, no larger than one litre, and be inspected separately at the airport screening point. For further information please refer to <http://www.travelsecure.infrastructure.gov.au/international/lags/index.aspx>

Travel to/from the United States of America: Please note that your airlines may be required by laws in the USA and other countries to give border control agencies access to passenger data. Accordingly any information they hold about you and your travel arrangements may be disclosed to the customs and immigration authorities of any country in your itinerary. Due to the complexity of US entry requirements, travellers planning to travel to the USA from January 1st 2009 must register with the US Government on line at least three (3) days prior to departing to the United States. For registration details, Q&A's & your eligibility we recommend you visit <https://esta.cbp.dhs.gov/> under USA Visa Waiver Program. The US Department of Homeland Security will begin allowing online applications as at August 1st 2008. Travellers are also encouraged to check and read carefully other US entry requirements to ensure they qualify under the Visa Waiver Program. All travellers to the USA must be in possession of a machine readable passport. Further US entry details can be accessed by following travel links on the US Department of Homeland Security website: <https://www.cbp.gov/travel> All Non-US Passport Holders Travelling to US: As from 04 October 2005, the US Customs and Border Protection Agency will require additional details from all Non-US Passport Holders travelling to the United States. Travellers must provide passport and details of where they are staying in the US prior to departure at airport check in. Please ensure you allow additional time at check in to avoid anticipated delays. US Border Requirement: Due to US borders changes each foreign visitor between 14 and 79 years of age will be required to have their fingerprints and photographs taken digitally upon arrival at a US port by the immigration authorities. For further information please refer to The United States Consular Website: <http://www.dhs.gov/dhspublic/>

A message from Haus of Travel & Department of Foreign Affairs and Trade: Haus of Travel is a partner in the Charter for Safe Travel. We recommend that you consult Department of Foreign Affairs and Trade website at <http://www.smartraveller.gov.au> and take note of the travel advisory information on that web site. The Department of Foreign Affairs and Trade operates a 24 hour Consular Emergency Centre on 1300 555 135 (in Australia) or + 61 2 6261 3305.

EMERGENCY TRAVEL ASSISTANCE

If the unexpected happens on your travels or a medical emergency arises, your first port of call for assistance should always be Haus of Travel. If you are travelling and require immediate assistance during hours Haus of Travel may not be contactable (cancelled flights, unexpected time changes or delays, issues upon check-in etc) you can contact your airline, hotel or tour operator directly for immediate action and we will assist you as soon as we are available. Haus of Travel engages various travel suppliers to provide you an itinerary that meets your travel requirements. Due to the terms of our negotiated rates; some airlines, touring, accommodation and car rental providers ask us to wait until 3-7 days prior to arrival to submit guest names, in these cases where you have contacted the travel provider directly and are unable to locate your reservation please contact Haus of Travel for assistance.

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iMessage: +61 481 670 455 or +1 310 310 1256 (please note some standard text messages may not be received)

Whatsapp: +61 481 670 455

Email: hello@hausoftravel.com

TRAVEL INTERMEDIARY DISCLOSURE

Haus of Travel assists in the planning and management your travel requirements by sourcing travel suppliers and making arrangements that meet your individual needs. We consider various factors in identifying travel suppliers and recommending specific itineraries. In this role, we are acting as an independent third party and not as a fiduciary. We want you to be aware that certain suppliers pay us commissions as well as incentives for reaching sales targets or other goals. Certain suppliers may also provide compensation to us for various marketing and administrative services that we perform for them, such as granting them access to our marketing channels, participating in marketing programs and supporting business initiatives. From time to time we may enter into other business relationships with suppliers and these arrangements, including levels and types of compensation and incentives we receive, are subject to change. In identifying suppliers and recommending itineraries, we may consider a number of factors; including supplier availability, your preferences, and any agreements we have to book travel in accordance with your company's travel policy. The relationships we have with suppliers may also influence the suppliers we identify and the itineraries we recommend.

LIABILITY STATEMENT

Haus of Travel acts only as agent for the airlines, hotels and other contractors providing services (suppliers). By using the services on this itinerary the client agrees that neither Haus of Travel nor its related companies, employees or representatives shall be liable for any loss costs expense injury accident or damage to person or property resulting directly or indirectly from (a) the acts or omissions of such suppliers (b) acts of god or (c) any other cause beyond Haus of Travel control. Haus of Travel engages various travel suppliers to provide you an itinerary that meets your travel requirements. Due to the terms of our negotiated rates; some airlines, touring, accommodation and car rental providers ask us to wait until 3-7 days prior to arrival to submit guest names, in these cases where you have contacted the travel provider directly and are unable to locate your reservation please contact Haus of Travel for assistance.

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Version 1 effective 1st September 2016

Authorised by Kal Ruediger

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