

Booking form

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Renaissance
Tours

www.renaissancetours.com.au

Please return pages 1 and 2 to:

GPO Box 5068, Sydney NSW 2001, Australia or info@renaissancetours.com.au

Toll free AU 1300 727 095 or NZ 0800 403 621 | Tel: +61 2 9299 5801 | Fax: +61 2 9299 5805

- Please complete, sign and return this Booking Form, along with a copy of page one of your passport (international tours only and deposit).
NOTE: Flight bookings cannot proceed without passport copy. This is an airline security requirement.
- Complete credit card authority (if paying by credit card) OR forward a (deposit) cheque (made payable to Renaissance Tours).
- Upon receipt of your Booking Form and deposit, you will receive confirmation of your place on the tour(s) from Renaissance Tours.

Tour name

Tour code

Personal details – Passenger 1

Title (Ms, Mrs, Mr, Dr or Other)

Hon

Family name (as in passport)

Given names (as in passport)

Preferred name

DOB

Email

Mobile

Phone

Address

State

Postcode

Country

SPECIAL DIETARY REQUIREMENTS / ALLERGIES

Yes

No

MEDICAL DECLARATION

What medical conditions do you currently have and/or have you received treatment for in the past three years? (e.g. stroke, heart, respiratory and psychiatric conditions). **Attach extra pages, if necessary.**

The purpose of seeking this information is to assist Renaissance Tours in determining the suitability of a tour participant for a particular tour. The information will be treated in the strictest confidence.

FITNESS TO PARTICIPATE DECLARATION (Please tick)

I have read, understood and confirm that I meet the:

MODERATE

ABOVE MODERATE

CHALLENGING

fitness level to participate on this tour.

Personal details – Passenger 2

Title (Ms, Mrs, Mr, Dr or Other)

Hon

Family name (as in passport)

Given names (as in passport)

Preferred name

DOB

Email

Mobile

Phone

Address

State

Postcode

Country

SPECIAL DIETARY REQUIREMENTS / ALLERGIES

Yes

No

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FITNESS TO PARTICIPATE DECLARATION (Please tick)

I have read, understood and confirm that I meet the:

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Booking Terms & Conditions

- I have read, understood and accept the **Terms & Conditions** on page 3. I have enclosed the deposit and understand that the balance of the tour cost must be paid at least 60 days prior to departure (45 days prior for domestic tours) or my reservation may be cancelled.

Sign here

Booking Terms & Conditions

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Renaissance
Tours

Travel details – Passenger 1

AIRFARE – WOULD YOU LIKE TO RECEIVE A QUOTE FROM US?

Yes No

Economy Premium Economy Business Class First Class

CITY OF DEPARTURE

Sydney Melbourne Brisbane Perth Other

FREQUENT FLYER NUMBER

AIRLINE SEAT PREFERENCE

ACCOMMODATION

Double Twin Single If single, would you like us to arrange twin-share?

TRAVEL INSURANCE – WOULD LIKE TO RECEIVE A BROCHURE?

Yes No

PRE/POST TOUR ARRANGEMENTS

Please advise if you would like Renaissance Tours to organise any pre/post tour arrangements (e.g. earlier departure, later return, additional accommodation/flights, etc)

NEXT OF KIN (Emergency contact only)

Name

Relationship

Daytime contact ()

After hours contact

HOW DID YOU HEAR ABOUT THIS TOUR?

DO YOU WANT TO RECEIVE OUR E-NEWSLETTER? Yes No

Travel details – Passenger 2 (only fill if different from Pax 1)

AIRFARE – WOULD YOU LIKE TO RECEIVE A QUOTE FROM US?

Yes No

Economy Premium Economy Business Class First Class

CITY OF DEPARTURE

Sydney Melbourne Brisbane Perth Other

FREQUENT FLYER NUMBER

AIRLINE SEAT PREFERENCE

ACCOMMODATION

Double Twin Single If single, would you like us to arrange twin-share?

TRAVEL INSURANCE – WOULD LIKE TO RECEIVE A BROCHURE?

Yes No

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Please advise if you would like Renaissance Tours to organise any pre/post tour arrangements (e.g. earlier departure, later return, additional accommodation/flights, etc)

NEXT OF KIN (Emergency contact only)

Name

Relationship

Daytime contact ()

After hours contact

HOW DID YOU HEAR ABOUT THIS TOUR?

DO YOU WANT TO RECEIVE OUR E-NEWSLETTER? Yes No

Payment

Payment by cash, cheque, direct deposit, American Express, MasterCard and Visa is accepted. 1.5% service charge applies to payment made by MasterCard and Visa. 3% service charge applies to payment made by American Express. Payments for some international airfares can be made by credit card without a service fee. Please check for details.

AMOUNT CREDIT CARD CHEQUE CASH EFT

CREDIT CARD AUTHORITY

Cardholder's name

American Express MasterCard Visa

Cardholder's number

SIGN

Commonwealth Bank of Australia

Account name: Renaissance Tours

BSB: 062-032 / Account: 2800 4163

Swift code: CTBAU2S (use for transfers from overseas)

Expiry (month/year)

DATE

Travel agent

Booking form – Terms & Conditions

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1. BOOKINGS

Bookings can be made in person at our office, by telephone, or in writing by mail, email or fax.

A non-refundable deposit is due at the time of booking and in order to confirm your place on the tour. Please refer to the specific tour for the deposit amount required. You will also be required to complete, sign and return a Booking Form available from Renaissance Tours together with a photocopy of the information page (photo page) of your valid passport.

2. TOUR PRICES

Prices quoted in our tour information brochures and/or on our website are based on exchange rates, cost of services and applicable taxes at the time of publication.

Prices may be subject to change in the event of significant currency fluctuations and/or the introduction of new taxes, up until final payment is received. We will advise you at the earliest opportunity in the event of a price increase, whether because of a currency fluctuation, increase in taxes and/or a correction in advertised prices. You will then have the option of accepting the amended prices, inclusions and booking conditions or withdrawing from the tour and receiving a full refund of all monies paid. Once final payment is received, all prices will be guaranteed and no surcharges will apply.

3. PAYMENT

A deposit is due at the time of booking and is non-refundable in the event of your cancellation. This deposit is used to pay for hotels, performance tickets and other land arrangements to be made on your behalf.

Your final payment is due 60 days before the tour's departure. Failure to make your final payment by the due date may result in the cancellation of your booking and loss of any payments made to date. We reserve the right to charge a late payment fee in the event of late booking and/or payment to cover additional communication and other expenses.

For tours that include international flights in the tour price, payment of the international airfare component is due 120 days before departure.

Payment by cheque, direct deposit, American Express, MasterCard and Visa is accepted. A 1.5% service charge applies to payments made by MasterCard and Visa. A 3% service charge applies to payment made by American Express. Payments for some international airfares can be made by credit card without a service fee. Please check for details.

4. FLIGHT BOOKINGS & FARES

Renaissance Tours will use its best endeavours to ensure that all flight prices are correct at the time that they are quoted. However, once a deposit is paid on an airfare, it guarantees that a booking is being held for you, however it does not guarantee the fare and applicable taxes. The fare and taxes can only be guaranteed when the flight booking has been paid in full and a ticket has been issued. Flight bookings cannot be transferred.

5. CHANGES

a) Changes by You – Because of additional communication and other expenses, we reserve the right to charge an appropriate administration fee per amendment to your original booking. While every reasonable effort will be made to accommodate changes and additional requests, their availability cannot be guaranteed.

b) Changes by Us – While we will use our best endeavours to operate all tours as advertised, by entering into this contract the Client accepts that it may prove necessary or advisable to vary or modify a tour or its contents due to prevailing local conditions. We reserve the right at any time to cancel or change any of the facilities, services or prices described in the brochure (including flights, transport, accommodation or other arrangements) and to substitute alternative arrangements of comparable monetary value without compensation.

If a service or facility becomes unavailable due to circumstances beyond our control ('force majeure') and no alternative arrangement of comparable monetary value is available, we will substitute the best alternative available and will refund the Client for any cost saving or charge the Client for any additional costs incurred. 'Force majeure' includes any event which Renaissance Tours or its suppliers could not, even with all due care, foresee or avoid (e.g. advice against travel from the Australian Department of Foreign Affairs and Trade (DFAT), war, threat of war, riot, civil strife, industrial dispute, epidemics, health risks, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, technical or maintenance problems with transport, changes imposed by cancellation or rescheduling of flights by an airline or main charterer, the alteration of airline or aircraft type). Renaissance Tours is not liable for any penalty charges associated with 'supersaver'-type connecting rail or air fares in the event of a change to a holiday departure time, date or airport.

6. SUBSTITUTION OF CLIENT

If any member of the party is prevented from travelling because of the death, injury or serious illness of the passenger, close relative or friend, redundancy or jury service, it may be possible to transfer the booking to another suitable person (acceptable to Renaissance Tours) provided that written notice is given at least one calendar month prior to departure. An administration fee of \$100 + GST per person will be levied plus any costs imposed by our suppliers. Airlines may impose up to 100% cancellation charges.

7. CANCELLATION AND REFUNDS

a) Cancellation by You – Cancellation charges will be applied as shown below, calculated from the day written notification is received by Renaissance Tours. In addition to the charges shown below, airlines may impose up to 100% cancellation charges.

60 days or more	Forfeit of deposit*
59 – 30 days	50% of tour price*
Less than 30 days	100% of tour price*

*Includes any flight deposit/payment

The above cancellation charges include applicable GST.

In addition to the above cancellation charges, the full insurance premium together with any existing administration fees is also payable in the event of a cancellation by the Client. If the reason for cancellation is covered by the insurance policy, you may be able to reclaim these charges.

b) Cancellation by Us – We reserve the right to cancel a tour for any reason (such as failure to reach minimum tour participant numbers). Except for force majeure (as outlined in clause 4b) or the Client's failure to pay the final balance, we will endeavour not to cancel a tour less than 60 days before departure for international tours and 45 days before departure for domestic tours. Unless the Client fails to pay the final balance, we will return all monies paid, excluding payment for travel insurance and administration fees. No compensation will be paid in the event of cancellation by Renaissance Tours. A full refund of monies paid for tour costs will be the full extent of our liability. Airlines may impose up to 100% cancellation charges.

8. PASSPORTS, VISAS AND VACCINATIONS

It is your responsibility to be in possession of a passport valid for 6 months after the date of your return home. You are also responsible for obtaining all necessary visas, inoculations and preventative medicines as may be required for the duration of the tour. Information about these matters or related items is given in good faith but without responsibility on the part of Renaissance Tours.

9. TRAVEL INSURANCE

It is highly recommended that you are covered by comprehensive travel insurance for domestic tours. However, it is a condition of travel that you are covered by comprehensive travel insurance for international tours. It is strongly recommended that you secure this insurance cover as soon as you have made a booking and have made a non-refundable payment. You can make your own arrangements or your travel insurance can be arranged by Renaissance Tours. In either case all participants must provide the following information no later than 60 days prior to commencement of travel:

- a copy of your travel insurance policy (or details of master policy)
- the emergency telephone number of your insurance company
- next of kin emergency contact

10. FITNESS TO PARTICIPATE

Most of our tours require a MODERATE level of fitness. However, in certain destinations, or in certain seasons, or because of the nature of travel, certain tours will require an ABOVE MODERATE or CHALLENGING level of fitness. For the overall benefit of the group, at the time of booking we will require you to declare in writing that you are fit to participate in your chosen tour according to the level of fitness required for that tour. If you (or we) have any doubts about your level of fitness, you may be required to undergo a doctor's appraisal. This would require your doctor to read the itinerary of your chosen tour, including the fitness level, and provide you (and us) with a written confirmation of your ability to participate. If we remain unsure of your suitability to travel, we reserve the right to refuse admission to the tour. Furthermore, if, after the tour has begun, it becomes apparent that you are unfit to travel on the tour, we reserve the right to invite you to withdraw from the tour at the earliest opportunity to do so. No refund will be provided.

MODERATE

Tour members must be able to:

- negotiate airports and railway stations without wheelchair assistance
- use combined shower/bath facilities (it is impossible to guarantee walk-in shower facilities)
- undertake walking tours of 1-2 hours duration, including using stairs, walking over cobblestones and other uneven surfaces
- stand for long periods in museums and other sites
- embark / disembark coaches, trains and other methods of transportation without assistance
- handle your own luggage

ABOVE MODERATE

In addition to the above, tour members must also be able to:

- undertake walking tours of 2-3 hours
- climb staircases of 100 or more steps

CHALLENGING*

In addition to the above, tour members must also be able to:

- handle extremes of temperature (e.g. below 0 or above 35 degrees)
- handle extremes of altitudes (e.g. 4000 metres and above)

*Please also read specific details in the relevant tour itinerary

11. ILLNESS OR DISABILITY

Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of that condition at the time of booking and make arrangements for the provision of any medication or other treatment which may be required during the tour. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the tour in which case all monies paid will be forfeited.

12. LOCAL LAWS

All participants of the tours we operate are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve Renaissance Tours of all obligations that they may otherwise have under these booking conditions.

13. IF YOU HAVE A COMPLAINT

If you have a complaint about any of the tour arrangements, you must bring it to the attention of the tour leader or other representative of Renaissance Tours at the time so that they may use their best endeavours to rectify the situation. It is only if we are made aware of any problems that there will be the opportunity to put things right. Any complaints must be made in writing to Renaissance Tours within 28 days of the completion of the tour.

14. OUR RESPONSIBILITIES

All bookings are accepted on the understanding that the Client appreciates that travel does involve some risk and that they undertake all tours of their own volition.

i) Renaissance Tours accepts liability should any part of the tour arrangements booked with us not be supplied as described in the brochure(s) and not be of reasonable standard. In such a case, we will pay reasonable compensation if the Client's enjoyment of the tour has been adversely affected but will pay no compensation if there has been no fault on the part of Renaissance Tours or our suppliers and the reason for the failure in the tour arrangements was the Client's fault, the actions of someone unconnected with the tour arrangements or could not have been foreseen or avoided by Renaissance Tours or its suppliers even if all due care had been exercised.

ii) Our acceptance of liability to pay compensation pursuant to clause 11(i) is limited, in the case of air travel, rail travel, sea travel or hotel accommodation, to the amount set out in the provisions of, respectively, the Warsaw Convention as amended by the Hague Protocol 1955, the 1961 Berne Convention, the 1974 Athens Convention and the 1962 Paris Convention.

iii) Our acceptance of liability in clauses 11(i) and 11(ii) above is subject to assignment by the Client to Renaissance Tours of the Client's rights against any agent, supplier or sub-contractor of Renaissance Tours which is in any way responsible for the unsatisfactory tour arrangements.

Renaissance Tours reserves the right to amend these Terms & Conditions from time to time, without notice.

Effective 05 February 2018



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email info@renaissancetours.com.au

visit www.renaissancetours.com.au

Level 4, 47 York Street, Sydney NSW 2000

GPO Box 5068, Sydney NSW 2001

ABN 14 069 591 448