



General Information
For Overseas Tour Programs
Licence No: 32766
iata# 96-8 2997
abn 48123949048

Deposits

A payment of a deposit indicates an acceptance of all the conditions below by the purchaser and/or Client.

Cancellation Policy

A handling fee of \$1000 per person will be imposed if you cancel 90 - 65 days prior to the departure of your selected tour, irrespective of the deposit already paid. A fee totalling 50% of the total monies of the reserved tour will be retained if cancellation takes place 65 days prior to the tour. Less than 65 days before departure, NO REFUND of the total cost of the tour is available unless your place is resold, in which case you receive a 50% refund on the tour price.

Refunds

No refund will be issued to those failing to join their tour, or for tour accommodation or any other services not utilised, or for a partially completed vacation. Marieke's Art of Living reserves the right to cancel any departure in which case no liability shall fall upon the Company. In this case, participants' payment will be refunded in full. The Company does not refund any travel expenses already incurred by the client.

Travel Documents

All travellers require valid passports with at least six months validity remaining. Travellers are also responsible for necessary visas and health certificates, and must meet all costs incurred to comply with such requirements.

Single Supplement

A single supplement may be imposed when one person is travelling alone by choice or circumstance, as all costs presume twin share occupancy.

Children

No provision is made for children under the age of 15.

Airport Departure Taxes

Departure taxes, where levied, are the direct responsibility of the client.

Costs/Exchange Rates

Prices and tariffs quoted for Tours are subject to change without notice in the event of unforeseen circumstances beyond our control, such as currency fluctuations.

Itinerary

We reserve the right to vary or cancel the itinerary, accommodation, or services nominated in the Tour descriptions should circumstances warrant that such changes

would be in the best interest of the client, or for any other operational reason.

The commencement of each Tour is subject to sufficient numbers booking a tour, and the right is reserved to cancel any Tour, should there not be sufficient bookings, or for any other reason, in which case deposits will be refunded. Should such cancellation occur, no liability is accepted for any damage whatsoever, including consequential damages, loss of travel costs, insurance, inconvenience etc. by the Company, its agents or any other service providers.

Insurance

Insurance and evidence of insurance is mandatory before joining a Tour. In their own interests, clients are strongly recommended to effect travel insurance through a reputable company. The policy should cover personal accident and sickness, accidental loss of baggage and money, loss of deposit, payment or cancellation fees and curtailment expenses.

Statement of Responsibilities

In all matters relating to travel, accommodation and other associated services, marieke's Art of Living p/l, (hereafter called 'the Company') acts as a tour organiser for the Client who reserves and pays for such services and cannot be held liable for any person, firm or corporation who provides such services.

The Company will take all reasonable care to ensure that the Client obtains travel, accommodation and other specified services and in making those arrangements does so as a convenience to the Client. However, the Company accepts no responsibility or liability for death, injury, sickness or accident to any person or loss of or any damage to any property or otherwise, or any cancellation, delay, detention, irregularity, deviation, substitution arising out of or in connection with any accommodation, transportation, conveyance or any other services provided by hotels, restaurants, airlines, coach companies or any other services. The Company is under no obligation or liability to any person as a result of any inaccuracy, misdescription or changes to any Tour or itinerary or for the losses or additional expenses due to delays, strikes, war, quarantine, acts of God, improper documents, or any other cause. Neither the Company, nor its servants' agents or employees shall be or become liable or responsible for any additional expense or liability sustained or incurred by any tour member as a result of any of the foregoing causes.

Prices quoted are subject to change without notice.

Baggage and personal effects are at the passenger's own risk at all times. Unused services cannot be exchanged or refunded.

The Company reserves the right to cancel a tour or modify the itinerary in any way it thinks desirable or substitute services in any way, and further reserves the right to decline to accept or retain any person as a member of the Tour.



BOOKING FORM

To book, please fill in this form for ALL PASSENGERS and return to:
Marieke's Art of Living p/l, PO Box 389 Blairgowrie VIC 3942
M: +61 (0) 419580381 T/F: 61 3 59852009 e: m@mariekesartofliving.com
W: www.mariekesartofliving.com
Travel License # 32766 abn 48123949048 iata# 96-8 2997

Name/s (exactly as per your passport): _____

Address: _____

_____ postcode: _____

Telephone: (W) _____

(H) _____

Mobile: _____

Email: _____ (preferred communication with you)

I am Booking with the following passenger/s: _____

Nationality: _____

Passport No: _____

Issued At: _____

Date of Issue: _____ Expiry Date: _____ D of Birth: _____

PASSPORT + VISAS: From the date of travel, your passport must have a minimum of 6 months validity. Different countries have different passport validity requirements for permitting entry (e.g. at least six months beyond the period of intended stay or from the return date to your home country). If your passport has inadequate validity or not at least 2 clear pages left, you may be refused entry or not be allowed to board your aircraft or ship in the first place. We will advise Visa requirements for your destination well in advance. If you do not hold an Australian Passport and reside in Australia, you will need a re-entry permit.

Comprehensive Travel Insurance is mandatory as part of your booking. Evidence of Insurance will need to be provided before travelling, but is recommended to be taken out at the time of your reservation. This can be done with your ticketing agent or often through your credit card affiliation. QBE and Allianz provide reliable insurance online.

Before travelling you will also be asked to advise us of any medical or dietary requirements as well as next of kin contact details in the case of an emergency.

YES, I wish to book the following program:

NAME + DATES OF TOUR/Bespoke plans: _____

I wish to book Land Content only YES NO

I require a Single Supplement: YES NO

DEPOSIT

The stipulated Tour deposit or 30% deposit for bespoke arrangements or credit card guarantee of deposit is required to confirm all your arrangements (per the details in your tour program or bespoke quote). Payment of a deposit indicates acceptance of our booking Terms and Conditions. Your final payment will be due 65 days prior to your departure at which time you will receive travel and medical notes and any final paperwork.

PAYMENT can be made by AUD Cheque, Cash, Credit Card (Visa, MasterCard, Amex) or by Direct Bank Deposit. OR by Credit Card Guarantee for the deposit (see below).

AUD Cheques should be made payable to - Marieke's Art of Living. Foreign cheques cannot be accepted as these can take up to 8 weeks to clear.

Direct Deposits are preferred and can be made into our Australian or US dollar/ Euro accounts.

For referencing purposes and when making a direct deposit, please quote your Tour and Surname.

If paying in Australian dollars, the deposit is mandatory to secure the booking. The final value will be adjusted against the prevailing USD exchange rate at the time the final monies are due.

Remit AUD Payments To:

Marieke's Art of Living Online Trust Account
C/- ANZ Bank
29 Mahoneys Road, Forest Hills 3131
International Swift Code: ANZBAU3M
BSB#: 013328
Account # 480470182

Remit USD Payments To:

MARIEKE'S ART OF LIVING PTY LTD
6 Marianne Ave Rye Vic 3941
C/- Citibank Pty. Limited
Ground Floor, 350 Collins St., Melbourne, VIC 3000
International Swift No: CITIAU2X
BSB #: 243300
Account #: 9018524945DBUC840

Remit Euro Payments To:

MARIEKE'S ART OF LIVING PTY LTD
6 Marianne Ave Rye Vic 3941
C/- Citibank Pty. Limited
Ground Floor, 350 Collins St., Melbourne, VIC 3000
International Swift No: CITIAU2X
BSB #: 243300
Account #: 9018524945DBCP978

By Credit card, in which case approximately 1.5%-4% service fee is added (Depending on choice of card). For security purposes, kindly phone through your credit card details.

Foreign exchange policy: this is detailed in your final quote.

In essence: where Marieke's Art of Living is invoiced in foreign currency for your land and/or air arrangements:

We determine the Australian Dollar value of your arrangements, in order to calculate the deposit required to secure arrangements, the applicable exchange rate at the time of quoting will apply.

Australian Dollar payments to Marieke's Art of Living will then be converted to foreign currency on receipt of payment at the exchange rate on the day cleared funds are paid on your behalf to our foreign operators.

Should there be further fluctuations between advising the Australian Dollar payments due and receiving the monies in Marieke's Art of Living company's bank account, the invoice will be adjusted to reflect such fluctuations.

Paying in AUD please Note: It is the case that it takes some days for the funds to clear into my bank. When I am then able to remit funds Overseas on your behalf, the exchange rate may have shifted, in which case we will invoice the difference. Unless of course you have remitted in USD/Euro, in which case the rate is fixed, irrespective of the time frame.

When purchasing currency, the Bank Sell rate is used - i.e. the bank is 'selling you USD/Euro'. This is a different figure to that quoted in the press which is the Bank Buy rate.

OFX tend to give better rates than the major banks. <https://www.ofx.com/en-au/> Many of my clients have availed themselves of an easy to set up online OFX account that eliminates bank fees and usually gives a better rate than the major banks.

We cannot accept USD or Euro cheques as these take up to 8 weeks to clear.

Credit Cards - if you choose to pay by credit card, we reserve the right to charge the applicable merchant fee imposed by the credit card companies. For payments by Visa or MasterCard a 2% fee will apply. Platinum Cards etc are charged at a higher rate. For payments by American Express a 3% fee will apply. These fees are calculated on the total transaction value. The respective fee is added to the total value of the arrangements.

I am providing the following Deposit of: _____

As direct bank transfer to Marieke's Art of Living ANZ Online Client Trust Account in AUD

As international bank transfer to Marieke's Art of Living Citibank Multicurrency account in USD or Euros.

In recognition that this is a slightly cumbersome process, we are also happy to negotiate a credit card guarantee for the deposit. The credit card is then only activated in accordance with the strict terms and conditions of the policy outlined above, that is, if you cancel within the specified time frames after initially having placed your booking. This would be charged in AUD at the prevailing USD/Euro exchange rate at the time. With this option, clients need only effect one TT at the time full payment is due, thereby attracting only one set of fees.

I would prefer to provide a Credit Card Guarantee understanding this will only be activated according to the Terms and Conditions of Booking Below. The details are:

Type of Credit Card: _____ Credit Card # _____

Name on Card: _____

Date of Expiry: _____ Security Code: _____

Airline Ticketing

Please Note: Though fully licensed Travel Agents, we opt not to handle the ticketing of airfares. I have appointed Cher Roscoe of Travelcall to handle all ticketing for our clients. Travelcall does this with great efficiency and highly knowledgeable customer service. Travelcall can be contacted directly Phone (03) 9252 3800 Toll Free 1300 650 312 Fax (03) 9867 1822 travel@travelcall.com.au
Please let them know you are reserving an AoL trip
Alternatively ask to speak to Jennie Lemon. Email jennie@travecall.com.au

To avoid disappointment, we strongly urge you to commence travel arrangements with appropriate insurance at the earliest possible time, especially if trying to use frequent flyer points. **Please discuss with us your planned flight schedule before purchasing tickets. We can also advise the best connections/airlines if you plan to make your own flight reservations online.**

I will contact Cher Roscoe directly at Travelcall, at Level 4, 863 High Street, Armadale VIC 3143

Melbourne to book my ticket

I will book my ticket through my own preferred Travel Agent

We need your full flight details for both the inward and outward journey.

I arrive in _____ on Flight # _____ at: _____ on the date of: _____

I leave from _____ on Flight # _____ at: _____ on the date of: _____

Please assist me with pre tour or onward Travel Arrangements YES NO

Please call us on 0419580381 for any assistance with making your flight arrangements.

Please specify your interests:

Name-Next of Kin (in case of emergency) _____

Email: _____ Contact Nos: _____

Name of Insurance Company: _____

Policy No: _____

24hr International Emergency Contact No: _____

Specify any dietary restrictions: _____

Fitness + Medical requirements: Most of our tours require guests to be in good health with good mobility. Fitness levels for tours are indicated in the tour descriptions. It is important both for you and for your fellow travellers that you are fit enough to be able to enjoy all the activities on your designated tour. Most of our programs tend to feature extended walking tours and site visits, which require greater fitness than coach touring. We ask you to consider carefully your ability to meet the physical demands of a tour that might include uneven terrain, slopes, negotiating stairs and periods of standing, the capacity to move your luggage short distances, embarking and disembarking from coaches and planes that have no air-bridge.

If you have any questions about or are concerned about your ability to meet the requirements of the trip, please contact us for further information and to consult your medical practitioner for an honest assessment.

I declare that I am in good health, reasonably fit and mobile. YES NO

I wish to discuss pre-existing medical conditions/mobility issues to assess my suitability for a tour or special requirements I may have. **Please give details:**

I hereby acknowledge and agree to the terms and conditions outlined herein for the Tour.

TOUR DESCRIPTION _____

Signed: _____

Date: _____