

BOOKING TERMS AND CONDITIONS

Version: v2.1 (Updated 04 June 2025)

Supersedes: v2.0 dated 01 January 2025

These Booking Conditions set out the terms and conditions on which you contract with us to provide you with services relating to travel arrangements. By making a booking through us, you acknowledge that you have read, understood and agree to be bound by them. Capitalised terms are defined at the end of these Booking Conditions.

“You” and “Your” means all persons named in a booking (including anyone who is added or substituted at a later date). “We”, “us”, “our”, "Sister Act Travel" and/or "The Bespoke Travel Agency" means Jet Set Baby Pty Ltd as trustee for the Luxury Family Travel Trust, trading under one or more registered business names.

SERVICES WE PROVIDE

1. The services that we provide to you are limited to:
 - (a) Advisory and Booking Services;
 - (b) Cancellation and Amendment Services; and
 - (c) Extraordinary Circumstances Services
2. We are only responsible to you for Advisory and Booking Services and Cancellation and Amendment Services in accordance with these Booking Conditions.

TRAVEL PROVIDERS ARE RESPONSIBLE FOR TRAVEL ARRANGEMENTS

3. We do not principally supply any Travel Arrangements that form part of your booking. We solely act as an agent for Travel Providers to facilitate your purchase of Travel Arrangements from them.
4. We may receive financial benefits (including commissions) and non-financial benefits from Travel Providers when we facilitate the sale of their Travel Arrangements to you.
5. While we exercise reasonable care in recommending reputable Travel Providers, we have no control over the Travel Provider, and we do not guarantee performance by any Travel Provider. We do not warrant the standard or fitness for a particular purpose of any Travel Arrangements, and to the fullest extent permitted by law, we exclude such warranties.

6. The Travel Provider is responsible to you for the delivery of Travel Arrangements subject to the Travel Provider Booking Conditions. These may set out refund and cancellation terms and may also limit the Travel Provider's liability to you. It is your responsibility to ensure you are aware of the Travel Provider Booking Conditions. We can provide you with copies upon request, which you should familiarize yourself with prior to making a booking request.
 7. We are not liable for any acts, omissions, failures or delays on the part of any Travel Provider (or any of their employees, agents, contractors or suppliers). Except where required under Australian Consumer Law, any claims you may have in connection with the performance of Travel Arrangements must be made directly against the Travel Provider.
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ACCURACY OF INFORMATION

8. Any information relating to Travel Arrangements or a Travel Provider has been provided by the Travel Provider or an independent third party. We are not responsible for this information. We make no warranty regarding the completeness, accuracy or standard of this information. You should make your own enquiries to verify information related to Travel Arrangements or a Travel Provider before making a booking.
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PRICING

9. Quotations for Travel Arrangements are valid at the time they are given but are subject to change at any time prior to a booking being confirmed. Please note that Travel Providers will generally not hold Travel Arrangements prior to confirmation.
10. Prices and Travel Arrangements may be withdrawn or varied without notice prior to the Travel Provider confirming your booking for the Travel Arrangements.
11. Quotations will generally be given in Australian dollars, but from time to time we may quote in foreign currencies. Quotations will include taxes and handling fees as applicable at the time of quotation. These are subject to change and can only be confirmed at the time of final payment. You may be required to pay local airport taxes, city taxes and similar taxes and charges in destination.
12. Please note that prices are subject to change following a booking being confirmed in accordance with the Travel Provider Booking Conditions. Such

changes could be as a result of negative currency fluctuations, increases in fuel levies or an increase in government taxes or service charges.

13. If the Travel Provider changes the price of any booked Travel Arrangements, then we will notify you of the change and collect any additional payment from you, but we have no further responsibility.

PAYMENTS

14. A deposit is usually required at the time of booking, but on occasion full payment will be required. You will be notified of the payment schedule for Travel Arrangements at the time of booking.
15. We are under no obligation to remind you of a payment becoming due. It is your responsibility to ensure that we receive payments in cleared funds by the due date for payment. We accept no responsibility if Travel Arrangements are cancelled by Travel Providers due to you failing to make a payment to us by the due date.
16. Payments can be made to us in the following ways:
 - (a) by credit or debit card, subject to the processing fees which reflect costs incurred by us;
 - (b) by direct deposit into our account BSB 084-801, Account # 299 256 392 (allow 1 Business day for funds to clear);
 - (c) by cash
17. Please note that due to Commonwealth legislation, we are not able to accept cash payments for the same booking of \$10,000 or more. Payments made in foreign currency may incur a currency conversion fee.

ADVISORY & BOOKING SERVICE FEES

18. You agree that we are entitled to be paid for Advisory and Booking Services as soon as we have arranged for you to purchase Travel Arrangements from a Travel Provider.
19. If we do charge you for Advisory and Booking Services, our fees (“Advisory and Booking Service Fees”) will be as specified in the [Service Fee Schedule](#).

AMENDMENTS

20. If you wish to make amendments to booked Travel Arrangements, please contact us and we will endeavour to facilitate them as part of our Cancellation and Amendment Services.
 21. Amendments are subject to agreement by the Travel Provider in accordance with the Travel Provider Booking Conditions.
 22. If you request us to make amendments to your booking, you agree to pay us the relevant amendment fees (“Amendment Fees”) as specified in the [Service Fee Schedule](#), irrespective of whether the Travel Provider agrees to the amendment. We may request you to pay us Amendment Fees prior to actioning amendments.
 23. The Travel Provider may also charge an amendment fee. If the cost of amended Travel Arrangements is higher, you will be required to pay the increased amount in addition to the Travel Provider's amendment fee.
 24. We will not be responsible if you directly contact a Travel Provider to request an amendment. Please be aware that many Travel Providers require all amendment requests to be made via your booking agent.
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CANCELLATIONS

25. If you wish to cancel confirmed Travel Arrangements, please notify us in writing so we can notify the Travel Provider.
 26. Travel Provider cancellation fees are set by their Booking Conditions. Deposits are often non-refundable. Cancellation fees may be up to 100% of the booking value. We strongly advise obtaining comprehensive travel insurance immediately upon confirmation.
 27. A name or route change may be treated as a cancellation by the Travel Provider.
 28. You agree to pay us for the Advisory and Booking Services already provided for Travel Arrangements you cancel.
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UNAVOIDABLE & EXTRAORDINARY CIRCUMSTANCES

29. If Travel Arrangements are cancelled or modified due to Extraordinary and Unavoidable Circumstances, the Travel Provider may act in accordance with their Booking Conditions.

30. We will use reasonable efforts to obtain a credit or refund from the Travel Provider, but make no guarantee or warranty we will succeed.
 31. Any credit or refund may be partial and subject to Travel Provider conditions. We have no control over these terms.
 32. You agree to pay us fees for Extraordinary Circumstances Services as per our Service Fee Schedule.
 33. You agree to pay us for the Advisory and Booking Services already provided even if the Travel Arrangements are cancelled due to Unavoidable and Extraordinary Circumstances.
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REFUNDS

34. We will use reasonable efforts to obtain refunds from the Travel Provider, but do not guarantee we will be successful.
 35. We are not obliged to pay you a refund until we receive payment from the Travel Provider. Refunds may take several months depending on provider processing times.
 36. You authorise us to deduct any Advisory and Booking Service Fees and Extraordinary Circumstances Service Fees from refunds before remitting to you.
 37. At our discretion, we may waive these fees if Travel Arrangements are cancelled for reasons unrelated to Unavoidable and Extraordinary Circumstances.
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CHARGEBACKS

38. You must notify us in writing before lodging a chargeback with your bank.
39. If you lodge a chargeback:
 - (a) If we have already paid the Travel Provider, you agree to reimburse us for losses we incur.
 - (b) You agree to pay us for the Advisory and Booking Services in connection with the affected Travel Arrangements.

[Note: This does not limit your rights under the Australian Consumer Law.]

TRAVEL DOCUMENTATION

40. Names provided must exactly match your passport. Mismatches may lead to refused boarding and/or cancellation.
 41. You must check all booking and ticket details. We are only responsible for errors you notify us of within 2 business days of receiving documentation.
 42. Tickets and vouchers are generally only issued once full payment has been made.
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TRAVEL ADVICE

43. We recommend checking travel alerts at <https://www.smartraveller.gov.au> before and during your trip.
 44. If you choose to travel to a destination under DFAT advisory, you accept full risk and liability.
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PASSPORTS, VISAS & VACCINATIONS

45. Valid passports (6+ months from return date) are your responsibility.
 46. You are responsible for meeting vaccination, visa, and entry requirements. Consult your GP or travel clinic at least 8 weeks prior to departure.
 47. We are not responsible for losses due to non-compliance with entry, visa, or vaccination requirements.
 48. Any advice we provide is general and should be independently verified.
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HEALTH & TRAVEL RISKS (INCLUDING COVID-19)

49. You acknowledge the health risks of travelling during a global health crisis, including COVID-19.
50. You are responsible for complying with all health, testing, quarantine, and vaccination requirements, including costs incurred.
51. You must familiarise yourself with Travel Provider policies, including mask or vaccination requirements.

TRAVEL INSURANCE

52. We strongly encourage you to take out comprehensive travel insurance at the time of deposit to protect against cancellation, medical, luggage, and other travel risks.

SPECIAL REQUESTS & REQUIREMENTS

53. Special requests (e.g. dietary, disability, medical) must be provided before booking. We will pass them on, but cannot guarantee fulfilment.

MONIES NOT HELD ON TRUST

54. All payments made to us are not held on trust for you and may be deposited into any business account of our choosing. These payments are treated as:

- amounts owed to Travel Providers, in accordance with their booking conditions; and
- payment for any service fees and charges payable by you to us under these Booking Conditions.

If your Travel Arrangements are cancelled and a refund is approved, we can only return funds that have not yet been paid to the Travel Provider and only once the Travel Provider has authorised the refund.

We will deduct any applicable service fees or charges owed to us before processing any refund to you.

OUR LIABILITY

55. Nothing in these Booking Conditions excludes or limits the rights you may have under the Australian Consumer Law (ACL).

56. To the extent permitted by law:

- (a) We are not liable for injury, loss, delay, or expense due to actions of third parties outside our control.
 - (b) Our liability is limited to resupplying the relevant services or paying the cost of resupply.
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GENERAL

57. The contract is governed by the laws of Queensland. Disputes will be handled by courts with jurisdiction in Queensland.
58. If a clause is found unenforceable, it will be severed without affecting the rest of the agreement.
59. Personal information is collected in line with the **Australian Privacy Principles**. Our Privacy Policy is available at www.bespoketravelagency.com.au/privacy-policy.

Definitions

“Advisory and Booking Services”

Means services we provide to help you choose, book, and pay for Travel Arrangements, including giving travel advice and acting as an agent between you and Travel Providers.

“Advisory and Booking Service Fees”

Means fees payable to us for the Advisory and Booking Services, as set out in our [Service Fee Schedule](#).

“Amendment Fees”

Means fees payable to us when you request changes to your confirmed Travel Arrangements, as outlined in our [Service Fee Schedule](#).

“Cancellation and Amendment Services”

Means services we provide when you ask us to cancel or amend Travel Arrangements, including contacting Travel Providers and processing any applicable credits or refunds.

“Extraordinary Circumstances Services”

Means services we provide if your Travel Arrangements are cancelled or disrupted due to Unavoidable and Extraordinary Circumstances, including attempting to obtain credits or refunds on your behalf.

“Extraordinary Circumstances Service Fees”

Means fees we charge for Extraordinary Circumstances Services, as outlined in our [Service Fee Schedule](#).

“Unavoidable and Extraordinary Circumstances”

Means unexpected or uncontrollable events that prevent Travel Arrangements from going ahead, including (but not limited to): natural disasters, severe weather, pandemics, government restrictions, war, terrorism, strikes, and major transport delays.

“Service Fee Schedule”

Means our published list of fees for Advisory and Booking Services, Amendments, Cancellations, and Extraordinary Circumstances support, provided to you at time of booking or upon request.

“Travel Arrangements”

Means any travel product booked through us, including flights, accommodation, car hire, cruises, tours, transfers, and travel insurance.

“Travel Provider”

Means the airline, hotel, cruise line, tour operator or other third-party who supplies the Travel Arrangements you book through us. Your contract for the supply of travel services is with them.



“Travel Provider Booking Conditions”

Means the terms and conditions imposed by the Travel Provider, which govern your booking with them (including rules about cancellations, changes, refunds, and liability).

“Client”, “you”, “your”

Means any person named on the booking (including those added or substituted later), who is subject to these Booking Terms and Conditions.

“We”, “us”, “our”, “Sister Act Travel”, “The Bespoke Travel Agency”

Refers to Jet Set Baby Pty Ltd as trustee for the Luxury Family Travel Trust.

Appendix: Service Fee Schedule

Effective from 04 June 2025

Service	Fee (AUD)
Advisory & Booking Services	
Standard travel planning	\$165 per hour
Complex itinerary planning	\$195 per hour
Group/corporate planning	\$185 per hour
Expedited/urgent (<48 hours)	\$250 per hour
Amendments & Admin	
Booking changes or reissues	\$165 per hour (30-min minimum)
Minor updates (seating, meals, etc.)	\$145 per hour
Extraordinary Circumstances Services	
Disruption response, rebooking	\$165 per hour
Refund or credit handling	\$165/hour or 5% of value (whichever is lower)
After-Hours & Emergency Support	
After-hours/public holiday	\$250 per hour
In-travel emergency support	\$250 per hour