



TRAVEL  
INSPIRATIONS

**Our Terms & conditions**  
*with confidence.*



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*inspire. design. enrich*



# C-Mor Travel Service Pty Ltd Trading as Travel Inspirations

Booking & Advisory Terms and Conditions and Privacy Statement Effective January 2024

## General Conditions

C-Mor Travel Service Pty Ltd trading as Travel Inspirations acts as an agent for, and sells travel related products as agent on behalf of transport, accommodation and other service providers, including but not limited to airlines, tour operators, rail service providers, cruise line operators, as well as general travel product wholesalers.

By engaging our services, you authorize us to make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers.

Travel Inspirations exercises care in selecting, recommending, and booking reputable travel service providers to you, however we have no control over, or liability for, the services provided by any third-party travel service providers. In the event of a service failure of a travel service provider we have booked on your behalf, we will provide feedback to the travel service provider. Any subsequent correspondence or claim, legal or otherwise, regarding the service failure is between you and the travel service provider.

All bookings made with travel service providers on your behalf are subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by those travel service providers. We will provide you with the relevant travel service provider terms and conditions when booking. By using our booking and advisory service you agree that you have read and understood our terms and conditions and the terms and conditions of the providers.

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## Pricing

Travel Inspirations may from time to time advertise or display prices of travel service providers. All prices displayed are for cash payments. Other forms of payment are accepted however these may attract a fee. Prices and taxes (if included) are correct at time of advertising or display and are subject to change without notice. The travel service provider may withdraw the pricing offer at any time. Any advertised or displayed price is subject to availability, and the offer is subject to the terms and conditions of the travel service provider.



Any advertised or displayed price, or any proposal offered, is current at the time of enquiry. Prices are not guaranteed until bookings have been secured and you have paid. Every effort is made to ensure prices are correct at the time of quoting, however additional levies, government charges & other applicable fees, including additional taxes, surcharges and visa fees specific to your departure date or flight routing, may not be apparent until bookings are finalised.

Travel Inspirations charges booking and advisory service fees. These fees are non-refundable. We may receive remuneration, commission, rebates or incentives from providers. These are non-refundable in the event of cancellation.

Some suppliers, hotels and countries will require an additional charge to be paid locally upon checkin/checkout (eg. Resort Fee or City Taxes). This amount will not be included in your invoice booking costs (unless listed). Any local charges will be payable by you directly to the provider. If a provider changes part of your booking for reasons beyond their control, we will use all endeavors to notify you. In any such event the provider terms and conditions will apply.



## Deposit and Final Payment:

You will be required to pay a 10% deposit for Travel Inspirations Booking and Advisory services. You will also need to pay the deposit required by the travel service providers (as per their terms and conditions). If your exact total trip price is not available upon making the initial enquiry, the deposit amount will be 10% of the trip budget, plus the deposit required by the travel product providers. Your consultant will advise you of how much that will be depending on your travel arrangements.

All deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law). Final payment date is subject to the terms and conditions of the travel service provider. Some services, including but not limited to airfares, must be paid in full at the time of booking.

Payments made by cash or direct deposit to our bank account do not attract any fees. Other forms of payment may attract fees. Payments by cheque are not accepted for any product requiring immediate payment, and final arrangements will not be confirmed until the cheque funds have cleared in our account.



## Supplier Conditions & Liability:

Once your payments have been received by Travel Inspirations, tickets are issued and payments made to travel service providers. Apart from the rights you have under the Trade Practices Act that cannot be lawfully excluded, we cannot guarantee the performance of the provider and we have no liability in respect of the supply of any travel products including any liability in contract for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by any provider of travel services or products by providers.



## Amendments, Cancellation and Refunds:

If you change your arrangements, where amendments are permitted by the travel providers, fees may apply and will be passed on to you. Travel Inspirations reserves the right to also charge an amendment service fee. Many suppliers treat name changes and route/itinerary changes as a full cancellation and will incur fees. Costs vary and will be advised at the time of making amendments.

If you cancel your travel arrangements, your right to a refund is subject to these terms and conditions and those of the travel providers, some are up to 100% value of the bookings. Any refund or credit will not include our booking and advisory fee, any commissions, supplier remunerations and credit card fees.

Notification of amendments and cancellations must be provided in writing to Travel Inspirations. We will liaise with the travel provider to arrange refunds or credits. Where you are entitled to a refund, we are unable to provide this refund to you until we receive the funds from the travel provider.

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## Force Majeure

Travel Inspirations will not be liable for any failure or delay in performing our obligations in booking the travel product that is due to events beyond our control.

“Force Majeure” means, but not limited to acts of God, accident, riot, war, terrorist attack, natural catastrophes, epidemic, pandemic, quarantine, outbreaks of infection disease or public health crisis, civil commotion, governmental acts or omissions, changes in law or regulations, national strikes, fire, adverse weather conditions and generalised lack of availability or raw materials or energy.

If a Force Majeure event occurs that affects your booking, your entitlement to a refund, credit or re-scheduled travel booking will depend on the provider’s terms and conditions. If your booking is impacted by a force majeure event and you are entitled to a refund or credit from the provider we will facilitate this refund or credit. The booking and advisory fee, any commissions received and credit card fees are non-refundable in the circumstance that a force majeure event occurs.

Passports, Visas, and Health Requirements:

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport.

All names listed on travel bookings must correspond completely to the name in your passport. When finalising an international travel booking, we will assume that all travellers on the booking have a valid Australian passport. It is your responsibility to advise us if you hold other than an Australian Passport.



Many countries require Australian Passport holders to have a visa or travel authority prior to entering that country. This may take a number of forms including but not limited to a physical stamp or sticker in a passport, an official document that must be presented with the passport, or an electronic travel authority. We will assist with visa applications as required for your trip – service fees will apply. Any advice provided regarding entry documents is correct at the time the advice is provided and is subject to change. It is your responsibility to ensure you have the correct entry documentation for any country.

Many countries require certain vaccinations or health precautions to be taken when visiting that country. Australia requires people who have travelled to some countries in Africa and South America to provide proof of vaccination against some illnesses before entering Australia (including Australian residents and citizens returning to Australia). It is your responsibility to meet the correct health requirements, and we recommend discussing these requirements with a doctor.

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## Travel Insurance:

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Travel insurance is also strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. Your insurance protection should include cover for cancellation, medical and repatriation expenses, personal injury and accident, death and loss of personal baggage and money and personal liability insurance. Evidence of such insurances should be produced to your travel consultant on request. Insurance cover offered by credit card companies or reciprocal medical cover agreements are often not necessarily comprehensive. Most Travel insurance policies have provision to claim for non-refundable Travel Agent Booking and Advisory Costs. Your travel consultant can provide information to you about travel insurance. For details of the services they provide, including a proposal, please refer to the insurer's Financial Services Guide/Product Disclosure Statement.

In the event of a travel insurance claim, if you have purchased your insurance with us we will assist with the claims process. If you have purchased insurance elsewhere, and you need us to provide paperwork in relation to a claim, we will need to charge a handling fee as paperwork for insurance claims is notoriously detailed and complicated.

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## Travel Advice:

We recommend that you contact the Department of Foreign Affairs and Trade or visit their website at [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with DFAT, so that you may be more easily contacted in an emergency.





## Obligations and Privacy Policy:

You warrant to us that you are at least 18 years of age and have the power, capacity and authority to enter into a binding contract with us and with the providers of the travel product.

Travel Inspirations may, in the course of arranging travel for you, receive and hold personal information about you, that includes but is not limited to, your full name, your contact details, your business or home address, your date of birth, your passport data, details of any loyalty program memberships, and other data relevant to the services we provide you.

We are committed to protecting your personal information and expressly agree not to disclose your personal information unless authorised by you.

For some travel bookings, personal information including but not limited to, passport data, identity information, membership of loyalty programs, or contact details, is required. In these circumstances, you agree that transacting travel bookings authorises us to disclose only the required personal information when required, in order to finalise these travel bookings on your behalf.

The information you provide to us is true, accurate, current and complete, in respect of yourself and those travelling with you.

By paying your deposit, and signing below, you acknowledge you have read and understood these terms and conditions and if booking on behalf of third parties, you have conveyed these terms and conditions to them.





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