

Itinerary for
COOL/ANDREW MR
COOL/JOHANNA MRS

Booking Number: B3413
PNR Reference: 56SOJJ
Consultant: Sarah O'Brien
Departure Date: 15 Jun 21
Debtor: Retail
Return Date: 25 Jun 21

Date	Service	Details		
Tuesday 15 Jun 21	Flight	Airline: VIRGIN AUSTRALIA Departure Date: Tue 15 Jun 21 at 06:00 Arrival Date: Tue 15 Jun 21 at 08:00 Aircraft: Boeing 737-800 (winglets) Class: U - Saver Lite Stops: Non-Stop Airline Reference: CVXXNJ Status: Confirmed Baggage: 1 piece	Flight VA0713 ADELAIDE, AUSTRALIA PERTH, AUSTRALIA	Details: ADELAIDE, AUSTRALIA (TERMINAL - 1) PERTH, AUSTRALIA (TERMINAL - 1), Dept Time 15-06-2021 06:00, Arrival Time 15-06-2021 08:00 - Travelling time: 3 hrs 30 mins - Meal Service: Meal Passengers: COOL/ANDREW MR COOL/JOHANNA MRS
Tuesday 15 Jun 21	Car	Car Company: Driveaway Holidays Pick-Up Date: Tue 15 Jun 21 at 09:00 Drop-off date: Fri 25 Jun 21 at 12:00 Booking Reference: 4099023 Status: Confirmed Payment Method: Prepaid Rate: AUD861.61 Total Duration: 11 (Days)	PERTH, AUSTRALIA PERTH, AUSTRALIA	Passengers: COOL/ANDREW MR COOL/JOHANNA MRS FCAR Basic Rental with Insurances, CDW, THPToyota Camry or similar Full Size 4 Door Car Automatic With A/C Mandatory Deposit: AUD 200.00 will be blocked on the client's credit card at time of pick up. For first time local renters (local renter is any renter holding a driver's license issued in the same state of the vehicle being picked up) refer to the first time local renter policy for the deposit amount.
Tuesday 15 Jun 21	Hotel	Hotel Name: Rendezvous Hotel Perth Central Check-In Date: Tue 15 Jun 21 Check-Out Date: Thu 17 Jun 21 Hotel Address: 24 MOUNT STREET PERTH WA, Australia P-61894810866 F-61893214789		Room Type: Deluxe Room Rooms: 1 Booking Reference: 72028397531288 Status: Confirmed Payment Method: Prepaid Duration: 2 (Nights)

Thursday 17 Jun 21	Hotel	Hotel Name: MARGARETS IN TOWN APARTMENT Check-In Date: Thu 17 Jun 21 Check-Out Date: Sun 20 Jun 21 at 10:00 Hotel Address: Corner Bussell Highway Margaret River WA 6285 AUSTRALIA P-08 9757 2033
		Room Type: Room Only (DBL) Rooms: 1 Booking Reference: 382661 Status: Confirmed Payment Method: Prepaid Duration: 3 (Nights)
		Passengers: COOL/ANDREW MR COOL/JOHANNA MRS
		Bedding Information Double Important Information Valid for 01APR20-31MAR22: Servicing: - Rates include Mid-Stay for stays of 5 days or more except on Public Holidays. Other Information Valid for 01APR21-31MAR22: - Room only (unless otherwise stated). - WiFi. - Onsite Parking. Valid for 01JUN21-24SEP21: - Stay 2 nights and receive the 3rd night free (maximum 1 free night). Booking Code: StayPAY. Room Information Standard Room Meal Information Room Only Booked by/Payable by: HLO Services Pty Ltd
Sunday 20 Jun 21	Hotel	Hotel Name: Best Western Pemberton Hotel Check-In Date: Sun 20 Jun 21 Check-Out Date: Mon 21 Jun 21 Hotel Address: 66 BROCKMAN STREET PEMBERTON WA, Australia P-6197761017 F-6197761600
		Room Type: Standard Room, 1 Queen Bed, Accessible, Non Smoking Rooms: 1 Booking Reference: 72028402881422 Status: Confirmed Payment Method: Prepaid Duration: 1 (Nights)

Monday 21 Jun 21	Hotel	Hotel Name: Check-In Date: Check-Out Date: Hotel Address:	Best Western Albany Motel & Apartments Mon 21 Jun 21 Wed 23 Jun 21 Cnr Frederick Street and Spencer Street Albany WA, 6331, Australia P-61-8-9842 7670	
		Room Type: Rooms: Booking Reference: Status: Payment Method: Duration:	Executive Room, 1 King Bed, Non Smoking, Balcony 1 72028404944812 Confirmed Prepaid 2 (Nights)	
Thursday 24 Jun 21	Hotel	Hotel Name: Check-In Date: Check-Out Date: Hotel Address:	Rendezvous Hotel Perth Central Thu 24 Jun 21 Fri 25 Jun 21 24 MOUNT STREET PERTH WA, Australia P-61894810866 F-61893214789	
		Room Type: Rooms: Booking Reference: Status: Payment Method: Duration:	Deluxe Room 1 72028406424439 Confirmed Prepaid 1 (Nights)	
Friday 25 Jun 21	Flight	Airline: Departure Date: Arrival Date: Aircraft: Class: Stops: Airline Reference: Status: Baggage:	VIRGIN AUSTRALIA Fri 25 Jun 21 at 13:20 Fri 25 Jun 21 at 17:40 Airbus A320-100/200 U - Saver Lite Non-Stop CVXXNJ Confirmed 1 piece	Flight VA0718 PERTH, AUSTRALIA ADELAIDE, AUSTRALIA
		Details:	PERTH, AUSTRALIA (TERMINAL - 1) ADELAIDE, AUSTRALIA (TERMINAL - 1), Dept Time 25-06-2021 13:20, Arrival Time 25-06-2021 17:40 - Travelling time: 2 hrs 50 mins - Meal Service: Snack	
		Passengers:	COOL/ANDREW MR COOL/JOHANNA MRS	
	Comment	INSURANCE 20111436	MOVED POLICY TO NEW DATES	
	Comment	WAVE ROCK BOOKED BY JO	Wave Rock Resort & Caravan Park in a cottage for the 23 June.	

Insurance/Visa**Insurance Advised:** Accepted**Memberships**COOL/ANDREW MR RAA_TOUR 53060400
COOL/JOHANNA MRS RAA_TOUR 91594000

Ticket Numbers

TKT VA 3871024309 - COOL/JOHANNA MRS - ADULT - ADL-PER-ADL

TKT VA 3871024310 - COOL/ANDREW MR - ADULT - ADL-PER-ADL

Pre Pay	Description	Rates ex GST	Taxes/Fees ex GST	GST	AUD Total
Car	Driveaway Holidays - 4099023 PERTH Date: 15 Jun 21/25 Jun 21	783.28	0.00	78.33	861.61
Hotel	Rendezvous Hotel Perth Central - 72028397531288 PERTH Date: 15 Jun 21/17 Jun 21	276.55	0.00	27.65	304.20
Hotel	Best Western Pemberton Hotel - 72028402881422 PERTH Date: 20 Jun 21/21 Jun 21	122.73	0.00	12.27	135.00
Hotel	Best Western Albany Motel & Apartments - 72028404944812 ALBANY Date: 21 Jun 21/23 Jun 21	335.45	0.00	33.55	369.00
Hotel	Rendezvous Hotel Perth Central - 72028406424439 PERTH Date: 24 Jun 21/25 Jun 21	138.27	0.00	13.83	152.10
Package	Viva Holidays MARGARET RIVER	347.27	0.00	34.73	382.00
Service Fee	Domestic Amendment Fee	17.00	0.00	1.70	18.70
Ticket	VA - U - Saver Lite COOL/ANDREW MR 3871024310 - 13 Jan 21 - ADULT 15 Jun 21 ADELAIDE- PERTH- ADELAIDE	22.00	0.00	0.00	22.00
Ticket	VA - U - Saver Lite COOL/JOHANNA MRS 3871024309 - 13 Jan 21 - ADULT 15 Jun 21 ADELAIDE- PERTH- ADELAIDE	22.00	0.00	0.00	22.00

Due	2064.55	0.00	202.06	2266.61
Deposits/Paid				2266.61
Outstanding				0.00
Total Booking Cost Inc Pay Direct			202.06	2266.61

Final Ticket Date: 14 Jan 21

Final Due Date: 28 Jan 21

Payment Options

Cash Payments

These can be made at any RAA Shop. Please present this invoice or booking number when making payment.

Card Payments

EFTPOS, Visa and MasterCard are accepted and attract no surcharge
We do not accept Diners or AMEX

Cheque

Cheque payments require 5 working days to clear. If paying by cheque, you must pay at least 1 week prior to your final payment date to ensure enough time for the cheque to clear.

Internet Transfer

Please make your payment to the following account and email your consultant with a copy of the receipt at least 48 hours prior to your final payment date to ensure time for processing.

Account Name: RAA Travel Service

BSB Number: 035212

Account Number: 186433

Reference: <Enter your booking number located at the top of this document>

Domestic Terms and Conditions

1. Terms and Conditions

The terms and conditions set out below (Terms and Conditions) apply to any enquiries or bookings made through RAA for travel including but not limited to airlines, rail and cruise operators, accommodation providers, car hire and tour operators (Travel Assistance).

By engaging with RAA to provide Travel Assistance you acknowledge, understand and agree to be bound by these Terms and Conditions.

These Terms and Conditions apply to all Travel Assistance provided by RAA, including via a consultant in person (including at a shop or over the phone) or via technology such as an online channel of RAA or through an RAA app.

RAA acts as an agent for, and sells, various travel related products (Travel Products) and services (Travel Services) as agent on behalf of numerous transport, accommodation and other service providers, such as airlines, car hire, coach, rail, tour and cruise line operators, as well as wholesalers (Travel Providers). Our obligation to you is (and you expressly authorise us) to make travel bookings on your behalf and to arrange relevant contracts between you and Travel Providers.

2. Bookings

You represent and warrant that you have the full right, power and authority to make a booking for any Travel Service or Travel Product with RAA (Booking) on your own behalf and you are authorised and have the consent of any additional persons forming part of your Booking to make a booking on their behalf.

For each Booking you acknowledge and agree that:

- a) RAA is authorised as your agent only to make a booking with the Travel Provider for the delivery of the Travel Services or Travel Products;
- b) Upon making your Booking, a contract is formed between you and the Travel Provider to deliver the Travel Service or Travel Product on the Travel Provider's terms and conditions, including conditions of carriage and limitations of liability, for the relevant Travel Service or Travel Product (Travel Provider Terms). The Travel Provider Terms will be made available by you contacting them directly or visiting their website and we may provide copies of those Travel Provider Terms to you upon your request, to the extent they have been made available to RAA;
- c) RAA has no liability to you in respect of the delivery or quality of the Travel Services or Travel Products;
- d) If a Travel Provider fails or is unable to provide the Travel Service or Travel Product for which you have contracted (excluding fault on RAA's part), your rights are against the Travel Provider and not against RAA;
- e) RAA does not in any way (directly or indirectly, independently or in conjunction with any party) own, manage, operate or control the Travel Services or Travel Products provided by Travel Providers;
- f) RAA is not responsible for, and does not accept any liability for the actions and representations of Travel Providers in relation to the Travel Services or Travel Products provided to you; and
- g) You are liable to the Travel Provider for any payments in connection with the Travel Service or Travel Product, except to the extent that RAA has agreed

to make such payments on your behalf, as set out in these Terms and Conditions.

2.2 RAA may only make Bookings with Travel Providers on direct instructions from you.

3. Travel Providers

3.1 You acknowledge and agree:

a) that the Travel Provider Terms contain other terms and conditions (including, for example, airline conditions of carriage or accommodation restrictions) that will apply to you and that the Travel Provider Terms apply to you for any Booking made via RAA; and

b) that to the extent of any inconsistency between these Terms and Conditions and any Travel Provider Terms that apply to you, the Travel Provider Terms will prevail except to the extent such Travel Provider Terms are invalid or unenforceable.

3.2 RAA will identify the Travel Provider (excluding wholesalers, if applicable) where possible on all itinerary or travel documents it provides to you.

4. Prices and quotes

4.1. Prices are subject to availability and can be withdrawn or varied without notice.

4.2 In respect of advertised pricing, RAA should be contacted for the most up-to-date pricing.

4.3. At your request we may provide quotes on products and services offered by Travel Providers (Quotes).

4.4. At the time of providing a Quote we will specify conditions or restrictions that may apply (as these may vary depending on the Travel Provider and/or relevant Travel Product or Travel Service).

4.5. The price is only guaranteed once your Booking has been paid for in full by you, by the payment deadline.

4.6. Price changes, even after a Quote has been issued, may occur by reason of circumstances outside RAA's control, including adverse currency fluctuations, fuel surcharges, taxes and airfare increases.

4.7. You acknowledge that some countries may charge passenger's taxes, fees or levies at airports or hotels and that you, and not RAA, are not responsible for payment of these fees.

4.8. Airline taxes are subject to change and are confirmed at the time your airline ticket is paid in full by you and your fare has been ticketed by RAA.

5. Payment terms

5.1 A minimum non-refundable deposit of \$150 per person for domestic and \$300 per person for international (applicable for Members) or \$300 per person for domestic and \$600 per person for international (in the case of non-Members), payable to RAA is required to secure a Booking. Some airfares or services must be paid in full at the time of booking, including bookings made online.

5.2 Where the Travel Provider requires a deposit to secure your Booking you will be advised of the amount and this will be in addition to the RAA deposit.

5.3 Subject to your rights under the Australian Consumer Law, all deposits are non-refundable for changes of mind or cancellations by you.

5.4 A deposit will secure your booking/seat, however prices in your Quote may change if you do not make the final payment by your payment deadline.

5.5 RAA accepts payment via cash, credit card, cheque or bank transfer. Online bookings usually require a credit card payment.

5.6 Cash payments can be made at any RAA shop. When making payment you can present your invoice or your trip file number.

5.7 Payment via EFTPOS, Visa and MasterCard attract no surcharge, unless a surcharge is imposed by our Travel Providers. RAA does not accept Diners or American Express.

5.8 Cheque payments require 5 working days to clear. If paying via cheque, you must pay at least 1 week prior to your final payment date to ensure enough time for the cheque to clear.

5.9 Payment can be made directly to RAA's bank account. Details can be found on your Quote.

5.10 If you fail to pay the full amount of a Booking, RAA may cancel the Booking and RAA and the Travel Provider may retain any deposit(s) paid.

5.11 RAA cannot accept cash payments of \$10,000 or more per Booking, including multiple payments for the same Booking which total \$10,000 or more.

6. GST

6.1 Capitalised expressions set out in this clause have the same meanings as those expressions in the GST Law.

6.2 Unless otherwise expressly indicated, all prices, or other sums payable or consideration to be provided under or in accordance with this agreement are

exclusive of GST.

6.3 If GST is imposed on any supply made under or in accordance with this agreement, the Recipient of the Taxable Supply must pay to the Supplier an additional amount equal to the GST payable on or for the Taxable Supply subject to the Recipient receiving a valid Tax Invoice in respect of the supply at or before the time of payment. Payment of the additional amount will be made at the same time as payment for the Taxable Supply is required to be made in accordance with this agreement.

6.4 If this agreement requires a party to pay for, reimburse or contribute to any expense, loss or outgoing (reimbursable expense) suffered or incurred by another party, the amount required to be paid, reimbursed or contributed by the first party will be the amount of the reimbursable expense net of input tax credits (if any) to which the other party is entitled in respect of the reimbursable expense plus any GST payable by the other party.

7. Changes and cancellations

7.1 Subject to your refund and remedy rights under the Australian Consumer Law, and subject to clause 7.2, if you request a change or cancellation to a Booking, the following fees and charges apply per person:

RAA Member Service Fees

Domestic Air: \$20 per person
Booking Amendment: \$50 per person
Cancellation Fee Per Person: 15% or \$150 - whichever is greater

Non-RAA Member Service Fees

Domestic Air: \$40 per person
Booking Amendment Fee \$100 per person
Cancellation Fee Per Person: 20% or \$300 - whichever is greater

7.2 You acknowledge that if you seek a refund for a Booking that has been cancelled and payment for the Booking has been made to the Travel Provider, RAA will not provide you a refund until RAA has received a refund from the Travel Provider. Where RAA incurs any liability to a Travel Provider, for example a cancellation fee for any booking which you change or cancel, you agree to pay us the amount of that fee.

7.3 Failure to board a flight (i.e. or no show) may result in cancellation and forfeit of your Booking including any unused part of the Booking.

7.4 Name changes constitute a change to a Booking and may need be re-booked subject to availability and pricing.

7.5 Travel Providers reserve the right to make time and date changes to their Travel Services and Travel Products. It is your responsibility to reconfirm with the relevant Travel Provider at least 48 hours before each part of your journey.

7.6 "Member" means anyone who holds one or more of RAA Road Service (meaning a subscription for RAA Premium, Plus or Standard Road Service Benefits), RAA Insurance or RAA Security Monitoring.

8. International Bookings

8.1 For all international Bookings, you are responsible for ensuring that all travellers have at the time of departure:

- a) a valid passport for international travel with a validity period of at least 6 months after the proposed date of return; and
- b) valid entry and re-entry visas or other permits that meet the requirements of immigration and other government departments.

8.2 It is your responsibility to ascertain visa requirements, including electronic authorisation applications or visa waiver programs, of your destination. Upon request, RAA can provide general information only in relation to passport and visa requirements that apply to international Bookings.

8.3 If instructed by you, RAA may be able to engage a third party visa advisory service on your behalf to obtain specific or detailed visa advice. We can also assist you to obtain visas through such a third party (fees will apply). RAA accepts no liability for any loss or damage which you may suffer in reliance on such advice or service, except to the extent RAA is at fault.

8.4 All passports must be presented to your RAA consultant when paying a deposit for any Booking to an international destination.

8.5 You must advise the RAA consultant of the address and contact details of your first nights' accommodation for any overseas destination at the time of full payment of the Booking as this must go in your flight reservation.

8.6 RAA will not be held liable for any delay, penalty, fine or cost incurred directly or indirectly by you as a result of any failure to comply with clause 8.1 or 8.2.

9. Travel documents

9.1 RAA may provide certain travel documents including but not limited to airline tickets, accommodation and tourism operator vouchers, rail passes and other documents (Travel Documents) issued by the Travel Provider as confirmation of the relevant Booking.

9.2 Travel Documents may be subject to Travel Provider Terms and/or restrictions imposed by the Travel Provider including in relation to cancellation and transferability.

9.3 Travel Documents are issued in the name of the individual traveller, being the name specified on the traveller's passport/photo identification, and will usually be non-transferrable.

9.4 You are responsible for reviewing all Travel Documents and advising of any errors or omissions prior to travel.

9.5 Travel Documents that are lost, stolen or misplaced may be replaced subject to a replacement fee. However, some Travel Documents (for example, rail tickets, sporting and theatre tickets) may not be replaceable or refundable if lost or stolen and the relevant Booking and payment will be forfeited.

10. Travel insurance

Travel insurance is not provided automatically when you book travel with RAA. Travel insurance must be purchased separately. You should consider whether you require travel insurance to cover all or any part of your Booking. If you decide not to take out travel insurance, this is your decision and RAA shall not be held liable. Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. It is your responsibility to ensure that any travel insurance you obtain is valid and appropriate.

11. Frequent flyer memberships and special requirements

11.1 It is your responsibility to provide frequent flyer membership and loyalty program details and any special requirements at the time of placing a Booking.

11.2 We cannot guarantee that the Travel Provider will credit you with points or credits for your Booking or be able to accommodate any special requirements in connection with your Booking.

12. Health and travel advice

12.1 Before the commencement of your travel, you are responsible for ensuring that you are familiar with:

- a) any rules that may apply in relation to the carriage of liquids, gels and aerosols on-board international flights;
- b) any health requirements and recommended precautions relevant to the Booking and you have obtained any necessary vaccinations before departure; and
- c) travel advice or warnings issued by the Australian Department of Foreign Affairs and Trade in relation to any destination within the Booking.

13. Cruises

In relation to any Booking that relates to a cruise, you acknowledge that some Travel Providers require online registration to be completed for all passengers before departure from Australia and if not completed your Booking may be cancelled with no refund available. It is your responsibility to complete any required online registrations in the applicable time.

14. Limitation of liability

14.1 RAA is not itself a Travel Provider and its liability in making Bookings will be limited to any rights you may have under the Australian Consumer Law contained in Schedule 2 to the Australian Competition and Consumer Act 2010 (Cth).

14.2 To the extent permitted by law, RAA excludes any and all liability for any losses, damages, liabilities, claims or expenses whatsoever, arising out of or in connection with the Booking, whether in contract, tort (including negligence), under statute, equity or otherwise.

14.3 Subject to clause 14.2, RAA's liability for breach of a condition or warranty that cannot be excluded at law is limited (at RAA's election) to either a refund for the Booking, the re-supply of the Booking or payment of the cost of the re-supply of the Booking.

15. Privacy Laws

15.1 You acknowledge and agree that:

- a) RAA and its related entities handle personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (Privacy Laws), and we deal with personal information in accordance with our Privacy Policy.
- b) You are authorized by each individual traveller to provide RAA with their personal information for the purposes of RAA advising on Travel Services or Travel Products and making Bookings.

c) RAA collects and uses the personal information you provide to make Bookings for travel products and services offered by Travel Providers, offer other RAA products and services to you or the traveller, manage our ongoing relationship with you/the traveller, provide you with marketing and promotional communications in accordance with your/the traveller's preferences, and otherwise as necessary for our business purposes.

d) If you do not provide us with this information, we may not be able to make Bookings, or give you/the traveller the full range of benefits of RAA's products and services.

e) In the event that an accident, emergency or disaster is reported to have occurred in a country or place where you or the traveller have or may be travelling, you authorise RAA to disclose to relevant government departments or emergency services details of your and the traveller's activities and itinerary, including without limitation transport and accommodation details and contact details in Australia and overseas.

15.2 You agree that in certain circumstances we may disclose the traveller's personal information to:

- a) recipients located overseas who may include Travel Providers (for example airlines, accommodation or tour providers); and
- b) third parties who provide services to RAA or make benefits or offers available to RAA members, and as otherwise required or permitted by Law.

15.3 Generally our disclosure of the traveller's personal information to recipients located overseas will be in connection with the facilitation of the Booking and/or to enable the performance of administrative and technical services by them on RAA's behalf.

15.4 Where we disclose the traveller's personal information to recipients located overseas, you agree that we will not be required to ensure that person's compliance with Australian Privacy Laws or otherwise be accountable for how they handle such personal information.

15.5 Our privacy policy (available from our website) contains information about:

- a) how you may seek access to or correct personal information that RAA holds about you and/or the individuals for whom you make Bookings; and
- b) how you/the traveller may complain about a breach of the Australian Privacy Principles by RAA and how we will handle such a complaint.

16. General

16.1 In case any provision of these Terms and Conditions becomes invalid or unenforceable, the parties will remain bound by the remainder of the provisions and the relevant provision will be read down to the extent necessary to avoid it being invalid or unenforceable and if the provision cannot be read down to that extent, it will be severed without affecting the validity and enforceability of the remainder of the agreement.

16.2 Neither failure nor delay by RAA to enforce, at any time, one or more term(s) of this agreement shall operate as a waiver thereof, or of the right to subsequently enforce all Terms and Conditions.

16.3 The laws of Australia will apply to these Terms and Conditions and to any dispute between you and RAA. You submit to the exclusive jurisdiction of the courts of Australia, and waive any right that you may have to object to an action being brought in those courts.

Signature: _____ Date: _____

Name: _____