

COOK ISLANDS ESCAPES BOOKING CONDITIONS

Please read these conditions carefully. By paying your deposit you are stating that you have read and understood and have accepted these conditions.

Booking Procedure

Travellers should select a holiday package and make their reservations through a licensed Travel Agent or Millennium Travel Services. Please ensure that all names and titles of travelling passengers submitted are accurate, as name alterations are not permitted without additional costs. All reservations are subject to availability at the time of making the booking and it should be noted that verbal quotes are only estimates until confirmed in writing by Millennium Travel Services.

Deposit and Payment of Balance

For bookings made in excess of 45 days prior to departure date, a deposit of \$220 per person is due within 5 days of the booking confirmation. You will be notified at the time of your reservation if any additional deposit requirements apply. The balance is payable 45 days prior to departure date. For bookings less than 45 days prior to departure date, full payment is required upon confirmation of booking. A late booking fee of \$33 per file in addition to the full payment will apply for bookings made within 7 days of the departure date.

Amendment of Existing Travel Arrangements

An amendment fee of \$55 per file will apply for changes made to existing booking arrangements, in addition to any fees that may be charged by hotels, ground operators and airlines.

Credit Cards

Credit card service fees will be applied to the dollar amount paid as follows: Visa Card and MasterCard - 1.5%, Diners Club - 2.9%, American Express - 3.1%. This fee is non-refundable.

Cancellation

Cancellation of existing bookings for which payment has been made either part or in whole must be made in writing. A cancellation fee of \$220 per person will apply in addition to any fees that may be charged by hotels, ground operators and airlines. Intending travellers should be aware of the cancellation rules contained in the airline tariff regulations as these rules vary depending on the class and type of fare purchased.

Refunds

No refund is available for cancellation after the departure date or in respect of any accommodation, meals, tours or any other services that are not utilised. In addition, no hotel, ground operator or airline is authorised to make representations or offer refunds on behalf of Millennium Travel Services without our prior authority. Most events that cause distress to travellers can be insured against and we strongly advise the purchase of travel insurance.

Price Changes

Fluctuations in economic conditions, exchange rates, natural disasters or any other unforeseen events outside our control may cause price increases in the various holiday packages available. Millennium Travel Services will endeavour to maintain prices at the level at which they were booked, but reserve the right to adjust prices up to the departure date if unforeseen circumstances arise. Any such price adjustment will be notified to the traveller and must be paid in full before departure.

Airline Schedules

Travellers should be aware that airline schedules are occasionally subject to alterations that may require changes to itineraries and involve additional costs. You have the right to ask for a rearrangement or to cancel the holiday, in which case we will refund the amount you have paid less a service fee of \$33 per person plus any cancellation fees imposed by hotels, ground operators and airlines.

Travel Insurance

Millennium Travel Services strongly advise travellers to purchase travel insurance to protect themselves against loss caused by cancellation fees, medical expenses whilst overseas, baggage and personal effects, and any other similar event.

Health and Immigration

As a general rule, each person, irrespective of age, leaving Australia must possess a passport with at least 6 months validity beyond the date of return. At the time of publication of this website, Australian passport holders do not require a visa for a stay of less than 30 days in the Cook Islands. Travellers should note that neither their Travel Agent nor Millennium Travel Services are responsible for passport or immigration matters and will not compensate travellers who suffer loss or expense by failing to comply with rules of immigration. Certain tropical diseases exist in the South Pacific region. Travellers should seek medical advice from their doctor concerning inoculations against these conditions.

Consular Advice

Official travel advice is available from the Australian Department of Foreign Affairs and Trade by calling 1300 555 135 or visiting their website www.smarttraveller.gov.au. We recommend that you review this information both prior to making your booking and prior to departure.

Airlines

No airline featured on our website will incur liability to any person making reservations with a licensed Travel Agent or Millennium Travel Services except for that liability which may be incurred as a carrier.

Hotel Descriptions and Photographs

Product descriptions and images are generally provided by the suppliers. Any facilities described are subject to change at any time. Images are representative only and may not show the particular room, décor, or view specific to your actual booking.

General Conditions

Millennium Travel Services acts as an agent only for the airline, accommodation, tour and transportation companies providing the services. Millennium Travel accepts no responsibility for the loss or damage to baggage property or for injury, inconvenience, illness, death, or for any damages or claims however so caused arising directly or indirectly from accidents, loss or damage to persons or property, delays, transport failures, strikes, wars, terrorism, or acts of God etc over which we have no control. Furthermore, Millennium Travel Services does not accept responsibility for circumstances resulting from any omission, error or misleading statement or information contained on its website. The issuance and acceptance of any tickets, service vouchers and/or exchange orders shall be deemed as consent by the passenger to these conditions.

Law of Contract

The contractual arrangements described in this brochure are subject to the laws of the State of New South Wales and any action arising under these contractual arrangements shall be litigated in that State in the appropriate court, except certain consumer claims which may be brought before the Consumer Claims Tribunal having jurisdiction in New South Wales.

