

Code of Conduct and disclosure of fees

Considering the current environment and the huge lost that we had to face together with the travel industry, I need to update you with the new policy, which requires engagement of fees acceptance, before further work is carried out. To avoid any misleading and to be fair to our clients, we have implemented a transparent schedule of professional service fees structure to ensure our future in the travel industry, which they are not different from any other service provider out there, been either professional or trade. We are more than happy to provide our customers with all the information they may require, giving them the right advice, full access to our resources, knowledge, experience and of course our time.

SERVICE FEES (inclusive of GST where applicable)	
First Consultation	Free (general chat about the purpose of the trip)
International Flights bookings	\$200 per person and \$100 per child or \$140 per person for one way and \$70 per child (fees applies up to 4 people together and 50% off from the 5 th passenger onwards)
Pacific and New Zealand flights booking	\$70 per person and \$35 per child or either return or one way (fees applies up to 4 people together and 50% off from the 5 th passenger onwards)
Domestic Flights booking	\$44 per person (adult or child) per booking either return or one way
Cruises, Tours and Packages booking	No Fees , an additional deposit of \$200 per person may be required to be discounted on the balance at the end
Itinerary Planning domestic or international	\$150 per person (up to 3 people and \$50 every additional one) or \$50 per person for clients have purchased cruises or tours through us
Train and bus reservation	\$44 per sector
Hotel bookings	\$50 per booking or \$25 per booking for clients have purchased cruises or tours through us
Travel Insurance policy	No Fees
Travel Insurance Claim assistance	\$200 per claim or \$350 for insurance claims not purchased through us
Frequent Flyers reservation international	\$300 per person or \$150pp for clients have purchased cruises or tours through us
POLICY	
Reservation Deposits	Required by the supplier at time of confirmation and most of the time is non-refundable
Service fees	50% required once the 1 st consultation has been done and the balance at the end before travelling
Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees): \$33 domestic airfare amendment fee per booking \$75 International airfare amendment fee per booking
Additional fee	Additional fee may required on individual cases, and disclosed accordingly (<i>example: visa processing, negligence of clients to disclose information that create additional work, etc</i>)
Cancellation fees	Changes and cancellations of confirmed bookings may incur fees from Suppliers which are disclosed individually at the time of booking.
Service fees cancellation	Service fee for work already started, or already done it is not refundable regardless the reason.
Recover funds and credits	Work related to recover funds and credits due to pandemic, wars or any other events outside our control will be discussed and disclosed accordingly based on the circumstances.
PAYMENT OPTIONS	
Preferred option:	Direct deposit
Credit Card payments (merchant fees inclusive of gst)	Mastercard Credit Card 1.63%; Mastercard Debit Card 1.00%; Visa Credit Card 1.55%; Visa Debit Card 1.00%; Amex 2.44%; Diners 3.21%

I am sure you will understand and comply with our policy. I do thank you for engaging us in the first place and look forward to giving you the best possible service and advise on all your travel needs.

“Without a professional travel agent, you’re on your own”

The Responsible



Michele (Michael) Perrone
Italian Travel Bureau, Australia Travel Bureau & TravelManagers