



SICILY ESCAPE

TERMS & CONDITIONS

Who we are:

Sicily Escape ABN 41 097 982 124 is a member of The Australian Federation of Travel Agents Limited (AFTA) and Australian Travel Accreditation Scheme (ATAS)

Application:

These terms and conditions apply to any contract made between Sicily Escape and any person (referred to as the "Customer") purchasing goods or services referred to on this website from Sicily Escape.

How to Book:

Contact your licensed Travel Agent, visit www.sicilyescape.com.au or call Sicily Escape. All bookings are made with local suppliers in Sicily. Sicily Escape acts as an agent on their behalf. By booking a trip with us you are deemed to have agreed to these Booking Conditions (which constitutes the entire agreement between you and us) and your booking will be accepted by us on this basis. The services to be provided are those referred to in your confirmation invoice.

Quotes:

Quotations are valid for 48 hours and are in Australian Dollars.

Deposit:

Deposit of \$300.00 per person is due within 72 hours of confirmation. If your booking is made within 90 days of the departure date, then the full amount is payable at the time of booking. If this balance is not paid on or before the due date, we reserve the right to treat your booking as cancelled.

Payment:

Final payment will be due 90 days prior to departure, unless otherwise stated on your invoice. Acceptance of bookings and final payments: Once we accept your booking, we will issue a confirmation invoice. A contract will exist between us from the date we issue the confirmation invoice or if you book within 7 days of departure the contract will exist when we receive your full payment. Please refer to your confirmation invoice for details regarding final payments.

p: 1300 092 640

e: info@sicilyescape.com.au



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Your details:

In order for us to confirm your travel arrangements you must provide all requested details on receipt of your confirmation invoice. Necessary details include full name as per passport, date of birth, nationality, passport number, passport issue and expiry date and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements. Your booking cannot be confirmed without provision of these details. Failure to produce all relevant details, may result in amendment fees for air tickets issued and land arrangements where applicable.

Travel Documents:

Once full payment is received, a travel documents will be issued approximately four weeks prior to departure from Australia. Some delays may occur in high season. Reissue of documents will incur a \$75 fee.

Amendments:

\$75 fee applies, plus any fees charged by the supplier.

Additional Charges:

Sicily Escape accepts all major credit cards as a form of payment (Visa, Master and AMEX).

Payment can be made via bank transfer or via enett.

Mastercard – 1.20% // VISA – 1.20% // AMEX – 2.20%

Ferry & Transfer only booking:

A \$55 fee will apply to all bookings that consist of ferry and/or transfer only, where no accommodation or tours have been booked with Sicily Escape.

Cancellation by the traveller:

If you cancel some or all portions of your booking, cancellation fees will apply. A cancellation will only be effective when we receive written confirmation of the cancellation.

If you cancel a trip:

- 90 days or less prior to departure, 100% cancellation fee will apply.
- 91 days or more prior to departure, we will retain the deposit or 50% of the total booking cost; whichever is greater.



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Please note that for certain travel arrangements the cancellation charge may be higher than those shown. In certain cases, a 100% cancellation fee applies as soon as the booking is made and the ticket is issued. You will be advised of different cancellation charges at time of booking. You are strongly advised to take out cancellation insurance at the time of booking which will cover cancellation fees. If you leave a trip for any reason after it has commenced, we are not obliged to make any refunds for unused services. If you fail to join a tour, join it after departure, or leave it prior to its completion, no refund will be made. The above cancellation fees are in addition to fees which may be levied by accommodation providers, travel agents or third-party tour and transport operator fees.

Cancellation by us:

We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events, if it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternate departure date or alternatively receive a full refund. In circumstances where the cancellation is due to external events outside our reasonable control, refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights. Please note that different cancellation conditions may apply to some styles of trips, your booking consultant will advise if differences apply.

Prices & surcharges:

Our trip prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. This means our trip prices may vary at any time in accordance with demand, market conditions and availability. It is likely that different passengers on the same trip may have been charged different prices. Your best option if you like the price you see is to book at that time. Once you have received a quote the price will be locked in provided you pay the required deposit prior to the quote's expiry. Any reduced pricing or discounts that may become available after you have paid your deposit will not apply. If you wish to cancel your booking to take advantage of a cheaper price, full cancellation conditions apply. The most up-to-date price guidelines are available on our website. We reserve the right to impose surcharges up to 60 days before departure due to unfavorable changes in exchange rates, increases in airfares or other transportation costs, increases in local operator costs, taxes, or if government action should require us to do so. In such instances we will be responsible for the any amount up to 2% of the trip price and you will be responsible for the balance. If any surcharge results in an increase of more than 10% of the trip price you may cancel the booking within 14 days of notification of the surcharge and obtain a full refund. We will not surcharge any booking for travel within the validity of this brochure once paid in full.



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Refunds:

No refund will be made on any part of a package provided and not used. Similarly, no refund will be given should any ferry, airline or train schedule fail to operate on time. Sicily Escape does not authorise overseas suppliers to promise or refund on our behalf.

Accommodation:

All rooms are run of the house unless otherwise stipulated. Double or twin beds may be requested, however cannot be guaranteed as there may be limited availability with the hotels. Single rooms are often smaller in size than other room types and may contain only a single bed. Triple rooms are usually twin rooms with a rollaway bed or a sofa bed. It is important to remember that room types and bedding configuration cannot be guaranteed and are subject to hotels availability at time of check-in. Hotel standards and star ratings in the brochure are an indication only and may vary in different provinces. Standards are sometimes not indicative of expectations. Child policy is based on one child per room sharing existing bedding with parents, unless otherwise specified.

Ferries:

Ferry and hydrofoil services and schedules are subject to change. A surcharge may apply for hydrofoil if ferry cancelled or not available. No refund will be due from Sicily Escape; however, you can speak to your travel insurance upon return to Australia. Some ferry and hydrofoil schedules will only be made available upon arrival. Ferry and Hydrofoil tickets will be supplied on arrival at your overseas destination.

Tipping:

Tipping is not included in rates however it is not customary and not expected in Italy.

Passport & visas:

You must carry a valid passport and have obtained all of the appropriate visas, permits and certificates for the countries in which you will visit during your trip. Your passport must be valid for 6 months beyond the duration of the trip. It is your responsibility to ensure that you are in possession of the correct visas, permits and certificates for your trip; please refer to the website for details. We are not responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation.

Travel Insurance:

Travel insurance is highly recommended for all our travellers and should be taken out at the time of booking. Your travel insurance must provide cover against personal accident, death, medical expenses and emergency repatriation with a recommended minimum coverage of AUD\$200,000 for each of the categories of cover. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects.

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Change of itinerary:

While we endeavor to operate all trips as described we reserve the right to change the trip itinerary. Please refer to our website before departure for the most recent updates to your itinerary.

Before departure:

If we make a major change, we will inform you as soon as reasonably possible if there is time before departure. The definition of a major change is deemed to be a change affecting at least one day in five of the itineraries. When a major change is made you may choose between accepting the change, obtaining a refund of money paid on the land portion of the trip only or accepting an alternative tour offered.

After departure:

We reserve the right to change an itinerary after departure due to local circumstances or events outside of our control. In such emergency circumstances the additional cost of any necessary itinerary alterations will be covered by you. Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations or non-refundable flights.

Company liability responsibility:

Sicily Escape does not accept any liability for accident, damage, injury, delay, loss, irregularity, default or omissions whether negligent or otherwise of airline companies, coach operators, hoteliers, yacht and shipping companies, or those providing any services which Sicily Escape acts on behalf of by the issuance of travel vouchers, tickets, coupons or similar as contracted between the client and the operators, of which Sicily Escape has no direct control. No liability is accepted for any loss or damage to client's property, sickness, injury or death arising from and related to acts of war, fire, floods, acts of God or governments or any other authorities. No liability is accepted for accidents relating to equipment and machinery failure or any industrial action taken directly or indirectly involving employees of company operators and their agents, carriers or whoever. Sicily escape is not responsible for advising health, visa and passport requirements. Sicily Escape is an Australian Wholesaler; and even though we represent overseas Destination Management Companies and services and products, we cannot be held responsible for any information or lack of on their behalf.



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Website Accuracy:

Whilst every care has been taken in the production of the website, Sicily Escape cannot be held responsible for any changes in the hotel's facilities or amenities as specified. Hotel gradings are those suggested by relevant local authorities. Sicily Escape endeavours to ensure the website is accurate however we cannot be held responsible for typographical errors, or errors arising from unforeseen circumstances.

Claims & complaints:

If you have a complaint about your trip please inform your group leader or our local representative at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means, then any further complaint should be put in writing to us within 30 days of the end of the tour.

Last updated:

30 September 2019. All information is correct at this time & subject to change without notice.