



Lizard Island

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Please read these Important Booking Conditions carefully as they apply to all bookings accepted by Sunlover Holidays ('Sunlover Holidays', 'we' or 'us').

HOW TO BOOK

Contact your licensed travel agent who will request a reservation for you. Any verbal quote given is an estimate only of the price, which will be subject to change until written confirmation of the reservation. All reservations are subject to availability.

PRICES AND CONDITIONS

Prices in this brochure are valid for travel from 1 April 2014 to 31 March 2015, unless otherwise specified. Prices are in Australian Dollars, unless otherwise specified, and include GST where applicable.

All prices are subject to availability and can be withdrawn or varied without notice. Prices are provided as a guide only and may vary due to changes in surcharges, fees or taxes or due to currency fluctuations. Please check all prices, conditions and information with your travel agent before booking.

The price of your holiday may change at any time up to 30 days before your departure if any new surcharges, fees or taxes are introduced or if any existing surcharges, fees or taxes are varied, even after you have paid all or part of the quoted price of your holiday.

If we have to change any part of your booking for reasons beyond our control, for example, an Accommodation Supplier overbooks accommodation, or if there is an increase in taxes or Supplier charges, we will notify you. If any such changes result in your holiday costing more or otherwise being materially different from that originally booked, then you may cancel the holiday and we will refund any monies already paid less any charges levied by Suppliers.

Some Suppliers may impose conditions that vary from the conditions stated in this brochure. Please ask your travel agent at the time of booking if different conditions apply.

CREDIT CARD PAYMENTS

Prices in this brochure are for payments made by cash. A credit card surcharge will apply when paying by credit card. Please check this fee with your travel agent before booking.

PRICES DO NOT INCLUDE

Anything not specifically indicated as being an inclusion of the package is an additional expense.

DEPOSITS AND FINAL PAYMENT

Deposit

A minimum non-refundable deposit of \$55 per adult or \$110 per booking, whichever is the greater, is required within 7 days of confirmation of your booking, unless otherwise advised at the time of booking. Some Suppliers may impose deposits in addition to the minimum deposits stated in this brochure. A deposit holds services but does not guarantee prices.

For Skipper Yourself Holidays, an additional secured charter deposit of \$750 per vessel and a signed charter agreement is required within 7 days of confirmation of your booking, unless otherwise advised at the time of booking.

FINAL PAYMENT

Excluding Skipper Yourself Holidays

Full payment of your holiday cost must be made **no later than 30 days** prior to travel, or by sale end date, or by the payment deadline specified in individual package conditions, whichever is earliest. For bookings made 30 days or less prior to travel, full payment of holiday cost is required at the time your booking is confirmed.

Skipper Yourself Holidays

Full payment of your holiday cost must be made **no later than 60 days** prior to travel, or by sale end date, or by the payment deadline specified in individual package conditions, whichever is earliest. For bookings made 60 days or less prior to travel, full payment of holiday cost is required at the time your booking is confirmed.

Please ensure payments are made by the due dates. If this does not happen, our computer system automatically cancels the booking without notice or liability to you.

Only upon payment of the full cost of your holiday do you have a final booking with the Supplier of the relevant good and/or service. In arranging your booking, Sunlover Holidays is acting as the agent of the Supplier of the relevant Product and at no time do you have a contract with Sunlover Holidays.

MINIMUM BOOKING REQUIREMENT

Bookings of less than \$150 will incur a service fee of \$27 per booking.

AMENDMENT FEES

Any amendment to your booking is subject to the approval of the relevant Supplier. Any approved change to your booking prior to, at or after making final payment will incur an amendment fee of \$27 in addition to any fees imposed by the Supplier.

CANCELLATIONS AND REFUNDS

Prior to final payment: There will be no refund of your deposit.

After final payment: There will be no refund of your deposit, in addition to any fees imposed by the Supplier, which may be up to 100% of monies paid.

After travel: There will be no refund for cancellation once travel has commenced. There will be no refund for any unused services, with the exception of SUNFLEX services where the service is unused due to rain for the entire stay. Requests for refunds received more than 6 months after departure date will not be accepted.

RESPONSIBILITY

Sunlover Holidays is not itself an accommodation, transport, tour or event provider. We act only as an agent for the Suppliers (Hotels, Tour Operators and other Suppliers) who provide the various goods and/or services (Products). All bookings are subject to the terms and conditions and limitations of liability imposed by such Suppliers.

In producing this brochure, we have used information provided by Suppliers. Irrespective of any measures taken by us to ensure the information contained in this brochure is accurate at the time of printing, Sunlover Holidays disclaims and will be exempt from liability in respect of anything misleading, false, incomplete or inaccurate and any errors, misdescription and all associated disappointment, loss, expense, damage, inconvenience, delay, death, shock, illness or injury, however caused.

Sunlover Holidays does not control the manner in which Products featured within this brochure are provided. Sunlover Holidays disclaims and will be exempt from liability for anything to do with the supply of such Products. This includes liability (whether as a matter of contract, tort, statute, restitution, or otherwise) for any direct, indirect or consequential loss, liability, claim, cost, expense, proceeding, demand, penalty, disappointment, death, injury, illness, shock, inconvenience or delay. This limitation of liability also applies irrespective of the cause, including negligence of us or a Supplier, withdrawal, cancellation or failure to provide a Product, delay, any variation in the Product, the provision of substitute Products or a change in the Supplier. Without limitation, we will not be responsible

if the Product is not available due to inclement weather conditions or other Acts of God, civil disturbances, fire, floods, acts of Government or any other authorities, accident to or failure of machinery or equipment or industrial action.

MAPS AND PHOTOGRAPHS

Maps and photographs are included for general information. Hotel room photographs are representative only and actual rooms occupied may vary in décor and inclusions from those shown.

Some images used in this brochure are supplied courtesy of Andrea Francolini, Hamilton Island, Jason Loucas, Darren Jew, Tourism Queensland, Whitsundays Marketing and Development and Tourism Australia.

PRODUCT DESCRIPTIONS

Product descriptions and accommodation ratings featured in this brochure are provided by the individual Suppliers. Facilities, features or ratings shown are subject to change at any time. You should check with your travel agent at time of booking for any changes to published information of which we may be aware.

CHILDREN'S PRICES

In most cases, children's prices for accommodation featured in this brochure refer to children occupying the same room/unit with at least two adults and using existing bedding. Additional charges will apply if extra beds (including rollaways and cots) are required. Prices for any other combination of children and adults should be obtained from your travel agent.

BONDS

Bonds or credit card imprints are required by Car and Campervan Hire Suppliers, Yacht Charters and by most Accommodation Suppliers at the time of check-in to cover incidentals and fees not included in your holiday cost. Other bonds may apply at certain times of the year. Check with your travel agent prior to booking.

AIRFARES

A number of airfares can be used in conjunction with your holiday package. All airfares are subject to availability and have special conditions. In most instances airfares must be paid in full at the time of booking and are non-refundable.

TRAVEL INSURANCE

Travel insurance is strongly recommended as it may protect you if you cancel your holiday due to unforeseen circumstances. Ask your travel agent for details.

TRANSFERS

Some Accommodation Suppliers provide courtesy transfers from airports/railway stations. It is essential that these transfers are pre-booked. Some Tour Suppliers provide complimentary pick up and return to your holiday accommodation. This service must be confirmed with the Supplier 24 hours prior to departure.

TOURS

Some tours require a minimum number of passengers to operate. If minimum numbers are not achieved tours may be cancelled at short notice. Additionally, some Suppliers reserve the right to cancel departures for other reasons. Some tours and itineraries may also vary and attractions may be substituted due to seasonal conditions. Sunlover Holidays will not be held liable for a service variation, cancellation, delay or withdrawal, or a Supplier's failure to notify you.

GOVERNING LAW

The Important Booking Conditions contained within this brochure are governed by the laws of Victoria, Australia.