

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

HOW TO BOOK

Contact your travel agent, call 1300 738 833 or go to www.sunloverholidays.com.au and request a reservation. All verbal quotes provided are an estimate only and subject to change until written confirmation of the reservation.

PRICES AND CONDITIONS

Prices in this brochure are valid for travel from 1 April 2015 to 31 March 2016, unless otherwise specified. Prices are in Australian Dollars, unless otherwise specified, and include GST where applicable.

All prices are provided as a guide only, are subject to availability at time of booking and may be withdrawn or vary at any time up to 30 days before your departure if any new government surcharges, fees or taxes are introduced or if any existing surcharges, fees or taxes are varied.

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 booking and we will refund any monies already paid less any charges levied by Suppliers.

CONCESSIONS

Australian Pension Concession Card holders, Government Senior Card holders, Queensland Pension Concession Card holders and Queensland Government Senior Card holders may be entitled to Concession Fares that are partly or fully funded by the Commonwealth or State Governments. To qualify for Concession Fares, an Australian Concession Card must be presented at the time of booking; must be valid at the time of travel and must be carried at all times during travel.

Queensland residents who hold a valid Queensland Pension Concession Card are entitled to four single economy seat journeys within Queensland each calendar year. These journeys may be combined to provide two return economy/premium economy seat journeys or one business seat return journey. Additional charges apply for cabins, RailBeds and meals. A non-refundable administration fee applies for every entitlement. This entitlement can be combined with all holiday packages available in this brochure. Please check with us or your travel agent when booking.

Not all sectors are included in arrangements for the funding of concessions. Funding for concessions may be withdrawn subsequent to the production of this brochure and any prices quoted may therefore change, without notice.

CREDIT CARD SURCHARGE

A credit card surcharge will apply when paying by credit card. Please check this fee with us or your travel agent when booking.

PRICES DO NOT INCLUDE

Anything not specifically indicated as being an inclusion.

CONDITIONS OF CARRIAGE

Full rail terms and conditions may be obtained from Sunlover Holidays. By booking train travel through Sunlover Holidays you agree to be bound by Queensland Rail Travel's conditions of carriage.

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 additional deposit requirements in addition to the minimum deposits stated above.

Final Payment

Full payment of your holiday cost must be made **no later than 45 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 45 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 system will automatically cancel 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.

AMENDMENT FEES

Any amendment to your booking will incur an amendment fee of \$27 in addition to any fees imposed by the Supplier.

CANCELLATIONS AND REFUNDS

Prior to final payment: Your deposit is forfeited.

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 or for unused services unless cancelled prior to travel date. Requests for refunds received more than 6 months after departure date will not be accepted.

RESPONSIBILITY

Sunlover Holidays act 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 each Supplier.

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. Some images used in this brochure are supplied courtesy of Queensland Rail, Tourism and Events Queensland,

Townsville Enterprise Ltd, Tourism Tropical North Queensland, Tourism Australia, Blue Sky Photography, Kinnon & Co, Darren Jew, Ezra Patchett, Aaron Tait, Peter Lik, Stephen Nutt, Tony Gwynn-Jones, Charlie Ferguson, Lin Martin, John Elliott, Paul Ewart, Alan Jensen, Mark Burgin, Jason Loucas, Chris McLennan, Amber Toms, Brad Newton, Barry Goodwin, Aaron Spence.

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 at time of booking for any changes to published information of which we may be aware.

CHILDREN'S PRICES

Children's prices are available on application.

BONDS

Bonds or credit card imprints are required by most Accommodation Suppliers at the time of check-in to cover incidentals and fees not included in your holiday cost.

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 some may be non-refundable.

TRAVEL INSURANCE

Travel insurance is strongly recommended as it may protect you if you cancel your holiday due to unforeseen circumstances.

LUGGAGE

For Economy and Premium Economy Seats a total of one item of checked-in luggage per person is allowed on the train (not exceeding 20kg and 180 linear cm). For Twin and Single First Class Cabins, RailBeds and Business Seats a total of two items of checked-in luggage per person is allowed on the train (not exceeding 20kg and 180 linear cm per item). An additional fee may apply to excess luggage. Checked-in luggage cannot be accessed during the journey, so you should bring a carry on bag containing everything needed for the journey.

In addition to the checked-in luggage allowances, one item of carry on luggage per person is allowed on the train (not exceeding 20kg). The maximum size for carry on luggage to fit under the seat or in the overhead luggage racks is 23cm x 34cm x 48cm per item.

ACCOMMODATION

Accommodation included in holiday packages is subject to availability. If the accommodation featured is not available for your chosen travel dates, it may be substituted.

TRANSFERS

Some Tour Suppliers provide complimentary pick up and return to your holiday accommodation.

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, including bad weather. 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. A full refund applies for the cancelled tour.

GOVERNING LAW

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

Discover Queensland by Rail



Take a rail journey and see the beauty of Queensland.

Relax in comfort on board traditional and modern trains and let our friendly staff take care of your every need.



To book call 1300 738 833, go to www.sunloverholidays.com.au or see your Travel Agent.

YOUR PREFERRED TRAVEL AGENT:



Scan to view the complete Sunlover Holidays range at www.sunloverholidays.com.au

TRAVEL AGENT BOOKINGS AND ENQUIRIES

Web: agents.sunloverholidays.com.au

Phone: 1300 738 830

Address: Level 4, West Tower, Transit Centre, 171 Roma Street, Brisbane QLD 4000

Sunlover Holidays is operated by Sunlover Holidays Pty Ltd, an AOT Group Company. ABN 24 113 463 415

the **aotgroup**

sunlover
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