

# Terms & Conditions

(All prices in Australian Dollars)

## DEPOSITS & HANDLING FEES

All reservations incur a Handling Fee of \$25 which is non refundable, non commissionable and is additive to the cost of the final reservation. All reservations will be accepted upon receipt of a Deposit to be paid within 7 days of confirmation and is deductible from the final balance on completion of the reservation.

- For reservations with a total value up to \$2,000 - a deposit of \$150 per person.
- For reservations with a total value over \$2,000 - a deposit of \$250 per person.

Confirmation of services is subject to availability of rooms, compartments, vehicles, seats etc., and it is strongly recommended that reservations be made well in advance.

**Final payment must reach Ibertours Travel no later than 45 days prior to departure from Australia.** If travel arrangements are booked within 45 days prior to departure, full payment is due at time of confirmation of the reservation. For the Great Train Journeys, **El Transcantabrico - Classic, El Transcantabrico - Grand Luxe, Al-Andulus and El Expreso de la Robla**, a special non-refundable deposit per person is required prior to confirmation. For **riad** bookings in Morocco, a Credit Card Guarantee form is required to be filled out prior to any reservation being made.

## LATE BOOKING FEE

A Late Booking Fee of \$35.00 per reservation will be levied for all bookings made within 14 days of departure from Australia. If the booking is made 7 days or less prior to departure, this fee must be paid in advance of any reservation being made. The fee is non-refundable and is designed to cover the high communication costs which accrue during the very short lead time prior to departure.

## MINIMUM RESERVATION FEE

A fee of \$30 applies per reservation where the booking consists of less than three nights accommodation or where only car hire is required.

## PRICES

The prices in this brochure are calculated in Australian dollars and are valid as at the time of printing. The brochure is valid for travel between 01 January 2012 and 31 October 2012. Currency fluctuations during this period may cause these prices to vary. **Higher weekend rates may apply at some properties.**

These prices take into consideration the costs related to the research & development of products for the brochure, communications with suppliers, brochure production & distribution, advertising & marketing, preparation of documentation, the consultation service offered by Ibertours Travel & the fees and charges in the destination country. Ibertours Travel makes no representation that the products & services it offers are not able to be obtained at a lower price elsewhere.

## AMENDMENTS

If you wish to amend your reservation

- before documents are issued, no fee will apply for the first amendment. For each subsequent amendment or change to an existing booking, a fee of \$25 will apply.
- after documents are issued, then an amendment fee of \$150 will be charged to cover communications and document re-issue expenses.

## CANCELLATION

If it is necessary to cancel your arrangements then cancellation fees will be incurred. These cancellation fees are as follows;

More than 45 days prior to departure from Australia: \$200

Between 35 days and 44 days prior to departure from Australia: the greater of Deposit or \$350

Between 16 days and 34 days prior to departure from Australia: the greater of 25% of total amount or \$450

Between 8 days and 15 days prior to departure from Australia: the greater of 50% of total amount or \$650

Between 7 days and departure from Australia: full amount

## PLUS

Any fee or charge incurred by Ibertours Travel from any service provider as a result of the cancellation unless the cancellation fee is the full amount.

**Note: Special Cancellation Charges apply for the Riads of Morocco and The Great Train Journeys.**

## UNUSED SERVICES

No refunds will be given for services not utilised. Furthermore, Ibertours Travel is not bound to comply with promises of refunds made by employees of any overseas suppliers or hotels.

## REFUNDS

Any application for a refund must be made in writing and must be supported with appropriate documentation. The application must be made within one month after the event giving rise to the request for a refund and will be subject to investigation by Ibertours Travel's overseas agents or representatives where appropriate.

## HOTEL STANDARDS & CATEGORIES

The hotel gradings and categories referred to in this Brochure are regulated by the local tourism entities of each country and may vary from one country to another. Ibertours Travel has chosen the hotels in this Brochure for their location, ambience, character, cleanliness and service and not solely for their official grading or category.

## TRAVEL INSURANCE

It is highly recommended that you take out adequate insurance cover for the duration of your itinerary in respect of illness, injury, death, loss of luggage and personal items, cancellation, curtailment of tour enroute or advance purchase airfares. Ibertours Travel will not accept responsibility for any such losses or expenses.

## INTERNATIONAL TRAVEL DOCUMENTS

It is your responsibility to ensure that you are in possession of a valid passport and relevant visas. All vouchers, tickets, hotel lists and related travel documents issued by Ibertours Travel should be kept in a safe place together with passports, travellers cheques and other valuables. It is advisable to use hotel safes or safety boxes for this purpose wherever possible. All these important travel documents are very difficult to replace once lost or stolen, causing unavoidable inconvenience, expense and disruption to travel plans. Foreign nationals who are Australian residents require a re-entry visa for Australia which must be obtained prior to departure.

## NOT INCLUDED IN PRICES SHOWN

Visas, insurance, excess baggage, reservation fees, meals not mentioned herein, vaccinations, beverages, tips, laundry costs, telephone calls, service to hotel rooms and international departure taxes.

## RESPONSIBILITY

Ibertours Travel acts only as an agent for passengers. It arranges and coordinates accommodation, tours, transfers and travel, including by rail, road, water or air. It makes bookings and issues vouchers to be redeemed by other suppliers. Services to the passenger on tour are provided by other suppliers. Ibertours Travel assumes no liability for personal injury, disablement or death nor for loss arising from accident, delay or irregularity which may be occasioned by reason of defect of any vehicle or through acts of conveying the passenger or in carrying out the arrangements of any tour. Ibertours Travel accepts no responsibility for additional expenses due to delay, changes to schedules or other causes.

Ibertours Travel has taken great care to check the accuracy of all information in this Brochure. However, conditions beyond the control of Ibertours Travel, including but not limited to currency devaluation, may occur necessitating changes in travel arrangements and costs or even cancellation of arrangements made. Where this occurs, then Ibertours Travel will not be held responsible for such changes. Any additional expenses incurred will be your responsibility and must be paid forthwith upon request.

It is a condition of the acceptance of your deposit that all moneys received by Ibertours Travel from you may be paid by Ibertours Travel towards services to be provided, fees payable under the travel arrangements or otherwise as and when Ibertours Travel sees necessary. All such moneys will be deposited in the name of Ibertours Travel as is required by law and any interest earned on these moneys will be its property.

All prices published in this Brochure are calculated in Australian Dollars and are accurate as at the date of the printing of the Brochure. They are calculated having regard to fees and costs in the destination country and the service offered by Ibertours Travel, which makes no representation that the services it offers are not able to be obtained at a lower price elsewhere.

Ibertours Travel is the trading name of Australia España Marketing Group Pty Ltd, incorporated in Victoria, ACN 052 536 606, ABN 48 627 741 255, Travel Agents Lic. 31571.

## AGENT'S RESPONSIBILITY

A. It is your Agent's responsibility to advise Ibertours Travel of any special requirements you may have and to communicate to you any changes or alterations advised to your Agent by Ibertours Travel.

B. No representation made by your Agent to you concerning the quality, location, or any other matter in relation to the services and facilities provided by Ibertours Travel shall bind Ibertours Travel unless your Agent has been expressly or impliedly authorised by Ibertours Travel to make such a representation.

Your Travel Agent

**At IBERTOURS TRAVEL we are the specialists in the entire region of SPAIN, PORTUGAL and MOROCCO.**

**Contact us for more information !!!**

**VISIT OUR WEBSITE:**

**<http://www.ibertours.com.au>**

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**IBERTOURS**  
"The Iberian Specialists"