

Booking Conditions

All AAT Kings Tours & Inspiring Journeys Tours are subject to the applicable terms and conditions; please refer to our full booking conditions on our website

www.aatkings.com/booking-conditions.

Please ensure your clients are made aware of these conditions at the time of booking.

Airport Transfers

AAT Kings offers complimentary arrival and departure airport transfers between designated airports and AAT Kings tour hotels on the scheduled start and end days of select departures, indicated in tour itineraries. For all other tours airport to hotel transfers are available to book on request. If you did not purchase your flights from AAT Kings, you will need to provide your Consultant with your return flight information at least 60 days prior to your departure in order for us to book any applicable airport transfers.

Guest Information

Guest Names: Due 120 days prior

Please advise guest names for all seats held by the above deadline. At this time, AAT Kings will recall any unnamed seats. Seats may be re-requested at a later date however availability is subject to change.

AAT Kings will review Group Allocation seats on fortnightly basis from the date of booking confirmation up until group finalisation. We reserve the right to recall seats at our discretion. Group Allocation bookings with no activity are subject to 100% recall.

Should guest numbers drop below the group allocation minimum of 10 seats, your booking will be transferred to a normal reservation where regular brochure prices, booking conditions and commission will apply.

Invoice Accuracy

Every effort is made to ensure invoice accuracy, however AAT Kings Tours Pty Ltd cannot be held responsible for printing or typographical errors or errors arising from unforeseen circumstances. Please review the details on this invoice and advise us immediately of any discrepancies prior to payment to avoid amendment fees. Prices are not guaranteed until a deposit is received.

Non-Definite Departures

Please note, if your clients have booked onto a Non-Definite departure, we recommend not securing any non-refundable arrangements (including flights) until you have received an update from AAT Kings regarding the status of your departure. We will provide you with an update no later than 45 days prior to the guided holiday scheduled start date. Visit our website for all definite departures and up to date tour availability.

Specific Requirements

If your clients have any impairments, medical conditions or mobility concerns that would limit their ability to function independently on a coach tour, please advise AAT Kings immediately. Depending on the nature of the condition, we may require the AAT Kings Travel Request form for Guests with Specific Needs to be completed.

Marketing Opportunities

We will be happy to assist with marketing material for your agency to promote your group allocation reservation. This material is be subject to approval and must be requested with your local Sales Manager. Please allow a minimum of 3 weeks to receive any requested marketing material.

Travel Extras

AAT Kings will be delighted to book any extra nights of pre/post tour accommodation, or applicable on-tour optional activities. Please contact Group Allocations for a quote. These travel extras may only be booked once guest names have been advised.

Payments

Payment is due no later than 2:00pm Australian Eastern Standard Time (AEST) on the due dates provided in your confirmation email. Payments received after the due date and time may result in the booking being auto-cancelled and/or re-priced. Note: We are unable to accept any payments via Credit Card.

Acceptable Forms of Payment

- PaymentGate (Flight Centre Limited Only) DDAT
- Direct Deposit
Account Name: AAT Kings Tours
Bank: Westpac Banking Corporation BSB: 032 051
Account Number: 786 206

Discounts & Commission

All discounts are subject to approval and may not be available on all departures. Group discounts and commission are offered on the tour component only and are subject to change based on meeting minimum group allocation guest numbers at 120 days prior to departure.

Documentation Dispatch

Documentation is dispatched approximately 4 weeks prior to the start of the travel arrangements booked through AAT Kings. Please let us know if you wish to request documents earlier than our dispatch time. Full payment and all guest flight details must be received in order to issue documents.

Group Allocation Payment Plan

Confirmed bookings require a non-refundable deposit of \$500.00 within 5 days of booking to secure the reservation. For exclusive use of the coach, the deposit increases to \$1000.00.

Booking Deposit: Due 5 days from booking
2nd Deposit: Due 90 days from booking
Guest Names: Due 120 days prior to departure
Final Payment: Due 70 days prior to departure

Note: Final balance payment may be required earlier if booking within 120 days of travel.

Cancellations

Period of Notice	Cancellation Fee
91+ Days	Transferrable deposits
90-71 Days	Loss of deposits
70-45 Days	50% of tour price
45-7 Days	80% of tour price
7-0 Days	100% of tour price

Deposits are non-refundable; however they are transferrable to another group booking if cancelled 91 or more days prior to tour departure. A change of tour date and/or itinerary within 90 days of tour departure will be treated as a cancellation and cancellation fees will be applied.