

ZEN ORIENTAL DESIGN

Zen Oriental Journeys **BOOKING TERMS AND CONDITIONS**

Zen Oriental Design plans and writes all itineraries and acts as a co-ordinator for all participants in these tours in the making of all arrangements for transportation, sightseeing and hotel accommodation. Zen Oriental Design does not own, manage, control or operate any transportation vehicle, any hotel or restaurant or any other supplier of services. All coupons, receipts and tickets are issued subject to the terms and conditions specified by the supplier and all services are subject to the laws of the country where the services are provided. Zen Oriental Design acts only as an agent for the owners, contractors and suppliers of transportation and/or other related travel services provided. We will meet all our legal and regulatory responsibilities and hold insurance policies in accordance with the Code of Conduct of the Australian Federation of Travel Agent's. **Agent Travel Accreditation Scheme, (ATAS)** to which we are accredited. All our group International flight Ticketing will be issued through an AFTA ATAS member; **helloworld at Westfield Marion**. (South Australia). You may prefer to make your own international flight bookings with your preferred travel provider.

By accepting the coupons, tickets and utilising our services you agree that, apart from certain rights you have under the Trade Practises Act that we cannot alter, neither Zen Oriental Design nor any subsidiary company or representative including Tour Managers/Escorts shall be liable for any loss, injury or damage to you or your belongings or otherwise arising in any way out of our services to you and assumes no responsibility for any claims whatsoever arising directly or indirectly from accidents, loss, theft or damage to person or property, delays, transport failure, strikes, wars and uprisings or *force majeure* over which Zen Oriental Design has no control.

Zen Oriental Design will provide appropriate advice on the documentation required for your trip. You must carry a valid passport and have obtained all the appropriate visas, permits and certificates for the countries which you will visit during your trip. Your passport must be valid for six months beyond the duration of the trip. We are not responsible if you are refused entry to a country because you lack the correct passport, visa or other travel documentation.

You are strongly advised to obtain Travel insurance which should be obtained at the time of booking. Your travel insurance must provide cover against personal accident, death, medical expenses and emergency repatriation to Australia, curtailment, personal liability and loss of luggage and personal effects. Should you need assistance in obtaining travel insurance, **helloworld at Westfield Marion**, South Australia, or other agency or insurance broker can provide it. Certain types of credit card provide travel insurance if you pay for your international flight ticket directly by arrangement with **helloworld** using that credit card. Please note the inclusions and exclusions carefully.

Zen Oriental Journeys are managed by a Tour Manager. Who escorts the group from Australia (given required numbers). The decision of the Tour Manager is final on all matters likely to affect the safety or well-being of any person participating in the trip. If you fail to comply with a decision made by a Tour Manager, or interfere with the well-being or mobility of the group, the Tour Manager may direct you to leave the trip immediately, with no right of refund. You must at all times comply with the laws, customs, foreign exchange and drug regulations of all countries visited.

Zen Oriental Design uses information from the Australian Government Department of Foreign Affairs and Trade's *Smart Traveller* website and reports from our own contacts in the counties of destination in assessing whether the itinerary should operate. We recommend that you review this information prior to making your booking by visiting their website <http://www.smartraveller.gov.au> for the latest information.

If you have a complaint about your trip please inform your Tour Manager at the time in order that they can attempt to rectify the matter. If satisfaction is not reached through these means then please [request a copy](#) of our *Complaint Handling Policy* and *Complaint Handling Form*. This form should be completed and submitted to us within 30 days of the end of the tour.

Cancellation

We may cancel a trip at any time prior to departure if, on new advice from the Australian Government Department of Foreign Affairs and Trade, as a consequence of terrorism, natural disasters, political instability or other external events, it becomes unsafe for us to operate the planned itinerary. If we cancel your trip 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. In the event of any group tour not reaching viable numbers, alternative arrangements can be made or a full refund of the deposit will be given.

If you cancel your place in the tour, charges may be levied by airlines and our accredited agencies in the countries of destination. All cancellations must be made in writing to Zen Oriental Design and will be subject to cancellation charges from the date the written cancellation is received. Each study tour will have a different schedule of cancellation charges due to the requirements of our local providers. This schedule will be included in the cost summary for this tour. No refund for any unused inclusions in the program.

Booking

If you wish to participate in this tour, we ask you to complete the *Booking Form* and email it to lee.grafton@bigpond.com along with a **scan of your passport information page**. You will require a passport with 6 months validity from the date of return. (We need your passport scan for your ticketing, even if it will expire soon). Anyone is welcome to apply and bookings will be processed in order of receipt.

We will notify you if a place is available. ***A deposit will not be requested until a viable number of bookings have been received. (10 participants)***. Once we reach 10 participants, we will book your flight tickets which will need to be paid shortly thereafter on invoice from us so that you may avail yourself of the lowest airfare at the time.

Payments

The final balance of payment is due no later than 65 days prior to the tour departure date. We reserve the right to request a partial payment of the final balance more than 65 days prior to departure (e.g. airfare portion) in the event that airline tickets need to be issued by our ticketing agency or by our operators overseas due to airline ticketing time limits. You will be informed of the dates for final payment and balance due.

PARTICIPANT DECLARATION

By submitting this Booking Form I declare that all the information submitted on the Booking Form is correct and complete and that I will provide copies of any requested documents.

- I understand that I am bound by the Terms and Conditions of the *Zen Oriental Journeys* and accept that I must comply with the laws applicable in the host country at all times, and that any failure to do so may result in legal proceedings or my expulsion from the host country at my own cost.
- I acknowledge that the trip may be adventurous and that participation involves a degree of personal risk. I understand that I may be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in my daily life.
- I will not participate in any activity, including political activities, which might endanger either party, or undermine the effectiveness or viability of *Zen Oriental Journeys*.
- I give my consent that in the event that an accident, disaster or emergency reported to have occurred in a country where I will or may be travelling, I authorise Zen Oriental Design to disclose to the Australian Government Department of Foreign Affairs and Trade details of my itinerary and my contact details within Australia and overseas. In the event of an emergency occurring whilst overseas I give consent for my travel insurance company and next of kin to be contacted by the Tour Manager and/or Zen Oriental Design.
- I acknowledge that my decision to travel is made after consideration of all the information provided and acknowledge that I am aware of the personal risks attendant upon such travel and have acquainted myself with all possible relevant travel information and the nature of the itinerary.
- I understand Zen Oriental Design will not disclose my personal information to any third party other than appointed agent(s) and/or organizations for which disclosure is necessary in order to carry out arrangements. For a copy of our Privacy Policy, [request it here](#).
- I agree and accept all conditions of contract.

