

KELMACH INTEGRATED SERVICE – KIS



true service and self reliance

RC 2675432

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KELMACH INTEGRATED SERVICE AGENCY is a licensed travel agency and an accredited member of GPSO and AGI.

These Booking Conditions apply to the person making the booking and all other persons on whose behalf the booking is made.

Please read these Booking Conditions carefully. They apply to all bookings made through Kelmach Integrated Services (“KIS”), who are acting as agents on behalf of all of the suppliers (including airlines, tour and cruise operators and accommodation providers) in your booking.

You are contracting with the suppliers, whose terms and conditions apply to your booking. Copies of those terms and conditions are available upon request.

These booking conditions govern your relationship with Kelmach Integrated Services

The person making the booking must be at least 18 years of age and must be authorised to make the booking on behalf of the members of the party. The person making the booking must also provide a copy of these booking conditions to the other members of the party.

The Contract - After we have received your deposit or full payment (if applicable) and we have issued a confirmation invoice, a contract will exist between you and each of the suppliers, effective from the date printed on your invoice. The terms and conditions of each supplier you have booked with will apply to your booking. Once the contract(s) is made, the visa, travel documents and any other supplier is responsible for providing you with what you have booked.

Agency - Kelmach Integrated Travel Agency acts as a travel agent. We arrange travel services and sell travel related products on behalf of suppliers such as airlines, tour and cruise operators, car hirers and accommodation providers. In doing so Kelmach Integrated Services gives no warranty nor makes any representation regarding the services to be supplied or the products purchased by you. Your booking will be subject to the terms and conditions applied by the provider of the service or products. You agree that if the travel services or products are not supplied in accordance with your booking your remedy lies with the service provider and not Kelmach Integrated Services.

Prices - Every effort is made to ensure that the prices quoted to you are correct; however Kelmach Integrated Services acts only as an agent and relies on information provided to us from the suppliers of the travel services and products. We will bring to your attention any change in price made prior to you completing your booking and paying the balance of the price. Please note some tour operators and travel service providers reserve the right to increase the price of your travel arrangements due to increases in airfares, hotel accommodation charges and currency fluctuations.

Airfare Conditions - Many airfares are subject to strict conditions regarding amendments, cancellations and refunds. In addition airlines impose taxes fees and charges. It is your responsibility to ensure the type of airfare you purchase is suitable for your needs.

Airline Taxes and Fuel Surcharges - All airfares are subject to taxes and charges levied by both government and the airlines themselves; in addition global fuel costs are constantly increasing. Airlines pass on the increase in taxes and fuel surcharges without notice and whilst we will endeavour to advise you of these charges in advance that may not always prove possible. Kelmach Integrated Services reserves the right to pass on fuel and tax increases, levied by airlines, without notice.

Airline E-tickets - International and domestic airlines are replacing paper tickets with electronic tickets called e tickets. All passengers travelling on an e ticket will be required to produce photo identification at check in.

Airline Schedules - The airline on which you are booked may change its departure time. It is your responsibility to contact the airline to check there has been no change to the time of departure.

Alterations made by you - If you want to change any part of your booking, we will do all we can to help. However, the suppliers are under no obligation to make any change, although with reasonable notice (usually more than four weeks), changes may be possible. If a supplier is able to make a change, Kelmach Integrated Services will charge an administration fee per booking as set out in the attached schedule of fees.

Cancellation Fees - If you cancel your booking you may incur a cancellation charge. The amount of this charge will vary depending on when the cancellation is made and the terms and conditions of the supplier of travel services or product. If you are entitled to a refund please note Kelmach Integrated Services-KIS is unable to provide you with funds until they are received from the supplier. Kelmach Integrated Services-KIS will charge a cancellation fee per booking as set out in the attached schedule of fees.

Liability - As Kelmach Integrated Services-KIS is only acting as an agent we have no liability in respect of the supply of any element of your booking, including any

liability for illness, personal injury, death or loss of any kind, delay and inconvenience caused directly or indirectly by any provider of travel services or products or by other third parties unless caused by our negligence. Any claim for damages for injury, illness, loss or death must be brought against the relevant supplier of the travel services or products.

Nothing in these terms and conditions shall be read as excluding, restricting or modifying rights under the Trade Practices Act and other legislation given to consumers in relation to the supply of goods and services.

Force Majeure - Kelmach Integrated Services-KIS shall not be liable for any loss or damage incurred by you as a consequence of Kelmach Integrated Services-KIS or any of the suppliers being unable to perform its obligations under your contract(s) due to the unusual or unforeseeable circumstances (a "force majeure event") beyond the control of the party affected by the force majeure event.

Travel Insurance - Kelmach Integrated Services-KIS strongly recommends that you take out comprehensive travel insurance at the time of paying a deposit. The policy should provide cover for loss of deposit, cancellation and additional expenses, medical expenses and repatriation and loss or damage to baggage and valuables. You are responsible for making any special or increased insurance arrangements which you deem are necessary.

Service Fees - Kelmach Integrated Services-KIS may at its discretion charge service fees on your booking. Our service charges are set out in the attached schedule of fees.

Payment by Credit Card - card surcharges may apply to payments made by credit card. In the event you pay by credit card but the services are not provided by a third party provider of travel services or products you agree that you will not take steps to charge back your payment to Kelmach Integrated Services-KIS.

Passport and Visas - It is your sole responsibility to ensure you have a valid passport at the time of travelling and that you hold all necessary visas and permits. All Australians must hold a valid passport for international travel. Some countries require you when entering to hold passport with at least six months validity. Australian permanent residents require a valid re-entry permit. Children are required to hold individual passports. We equally provide all necessary assistance to study abroad and help our clients in the admission process down to obtaining your Visa.

Complaints - We hope you will have no reason to complain but if you are unhappy with any aspect of the services provided you must report it immediately to the supplier, or contact Kelmach Integrated Services-KIS. We shall attempt to resolve the matter immediately but if you remain dissatisfied you must write to us within 28 days from the end of your trip or holiday. Failure to complain at your destination may mean we will be unable to resolve the dispute after you return home.

Data Protection - In order to process your booking we need to pass your details to the relevant suppliers. We will take all reasonable precautions to ensure the security of that information. We may also use the information you provide for marketing purposes and, if you do wish to receive any further information, please inform Kelmach Integrated Services-KIS.

General - Kelmach Integrated Services-KIS reserves the right to alter these terms and conditions at any time.

Governing Law - Your contract with Kelmach Integrated Services-KIS is governed by the laws of kelmach integrated services and you agree to submit to the terms and conditions of the company to determine any dispute pertaining to the contract.

Client signature



CEO signature

by Appending your signature you agree to the terms and conditions of Kelmach integrated integrated service

FROM THE WAVE WE RISE