

# Terms & Conditions of OPERATIF! Booking & Travel

- The purchase of any travel services offered by OPERATIF! constitutes a contractual agreement between you ('the Client) and OPERATIF! and represents your acceptance of the terms and conditions set out herein. Please ensure that you carefully read and understand these Terms and Conditions prior to booking. Your completion of a booking form and/or payment of deposit, constitutes acceptance of these terms and conditions.
- A non refundable deposit is required at the time of booking a tour. Receipt of a completed booking form and deposit does not guarantee a position on the tour. OPERATIF! will confirm your place. Supplementary and final payments will be required in stages outlined for the tour. Should a deposit or any installments or final payment not be received, OPERATIF! reserves the right to cancel the booking and payments made are non-refundable.
- Comprehensive Travel Insurance, including cover for Cancellation, is a condition of booking an OPERATIF! tour. OPERATIF! requires that the client takes out appropriate cover immediately upon booking. OPERATIF! can assist with Covermore policies but the client may choose their own reputable Travel Insurance company. Travel Insurance remains a matter between the client and their insurance company. Should evidence of insurance not be provided on request, OPERATIF! reserves the right to refuse bookings or travel, even if full payment for the tour has been received.
- Monies paid to book an OPERATIF! tour are non-refundable. In the event of Cancellation by the client, of all or part of a tour, a Travel Insurance claim will need to be lodged to retrieve allowable refunds.
- OPERATIF! will not make refunds for any unused trip inclusions, airfares, tours, transfers or individual features, voluntarily cancelled or omitted by the client or missed due to illness, injury or other factors.
- There is a limit to the number of places available on each tour. There is also a minimum number needed for each tour to proceed. In the unlikely event that a tour does not reach the minimum number of clients required, OPERATIF! reserves the right to cancel the tour six months from departure and refund clients in full.
- All Clients must have a valid passport with validity for six (6) months beyond their intended return date. OPERATIF! will advise the client of any Visa requirements for the tour being booked and will assist the client in procurement of same. OPERATIF! is not responsible for a client's inability to travel due to the client failing to comply with valid passport or visa requirements.
- OPERATIF! has a strict limit of one standard large suitcase/bag per person for hotel portage and one small day bag/pack which the client is comfortable to carry on and off buses or flights and on day excursions.
- OPERATIF! is not responsible for the client's baggage, excess baggage charges, cabin baggage or personal effects or documents. Whilst every care is taken to ensure that all possessions are loaded/unloaded from transport or Hotels, it is the client's responsibility to personally sight their suitcase/bag as it is loaded/unloaded and to comply with the Tour Director's and/or OPERATIF!'s instructions. OPERATIF! will exercise due care in all dealings with its clients and clients' possessions.
- Tour prices are correct at the time of publication but are subject to change in circumstances beyond OPERATIF!'s control. In the event of substantial variations in airline surcharges, currency exchange rates or the like, OPERATIF! reserves the right to pass on such unforeseen increased charges imposed by airlines, governments or similar bodies.
- Tour prices are per person from Brisbane flying economy class. Business Class seats can be booked for clients at extra cost, subject to availability. For many tours it is possible to fly out from and return to your nearest capital city at no extra cost.
- Any transfers to and from Airports or any accommodation required prior to or following the tour, are at the cost and responsibility of the client. OPERATIF! can assist in facilitating such transfers or accommodation upon request.
- All tours are priced on a twin-share accommodation basis. Single occupation of rooms attracts a single supplement, as quoted for the particular tour.
- Single travellers who do not wish to pay a single supplement can, where possible, be paired with a room-share companion. OPERATIF! does not guarantee that the person the client is paired with will be an ideal match in terms of personality; however every effort will be made to match compatible people via answers to a short questionnaire.
- Travel documents are issued to the client approximately 2 weeks prior to travel and upon receipt of full payment. The client is required to check these documents thoroughly and notify OPERATIF! immediately of any wrong spellings or other concerns.
- Name changes or flight changes, requested by the client, are considered by airlines to be reservation cancellations, necessitating tickets to be re-issued and incurring processing charges from the airline. When booking a tour, please ensure the spelling of your name is supplied to OPERATIF! as per your passport. Any costs incurred by OPERATIF! because of changes to air-tickets will be passed on to the client.
- OPERATIF! reserves the right to accept or reject any person as a tour participant and to expel any participant from the tour should their conduct be deemed detrimental to the safety or enjoyment of the others taking the tour.
- If a Doctor must approve a client's travel, the client is responsible for gaining such approval, for notifying their Travel Insurer and for ensuring supply of any medicines required and/or vaccinations deemed necessary. OPERATIF! must be notified of any special medical, physical or other requirements of the client at the time of booking so that OPERATIF! can make provision, where possible, to accommodate an individual client's special needs.
- Clients with disabilities can only be accommodated if the physical requirements of a tour are within the capabilities of the client. Each individual case must be examined by OPERATIF! and for most tours, the client must be able to walk at moderate pace, on uneven surfaces, for 15 minutes. European hotels, particularly those in the older, heritage buildings favoured by OPERATIF! will often have no or inadequate disabled facilities, small lifts, narrow doorways etc.
- Vaccinations: Where it is a requirement of a tour that the client be immunised against specific diseases, OPERATIF! will advise the client of this requirement. Inability to travel because of failure to seek essential immunization, as advised, is the client's responsibility.
- Miscellaneous charges for personal sundries, services or consumables, not specified as inclusions in your itinerary, are the responsibility of the client. These include such items as personal laundry, telephone, mini bar, alcohol (other than where specified as included with meals), taxis, 'at leisure' meals, optional excursions or entries.
- Standard tips and gratuities at hotels, restaurants and for tour guides are included in the tour price. Reward to individuals for exceptional service is at the client's discretion and is never compulsory.
- Flight itineraries are subject to change in circumstances beyond the control of OPERATIF! and OPERATIF! is not liable for any costs or losses sustained due to such variations. It is the responsibility of the client to be at check-in at the required time and to also check with the airline for any last minute flight changes. OPERATIF! will endeavor to advise the client should any last minute schedule change occur, but OPERATIF! is not responsible or liable for any costs incurred due to late check-in of a client, missed, delayed or cancelled flights.
- Holidays and Closures: OPERATIF! is not responsible for attractions missed because of local holidays or sites closed for maintenance, safety or other reasons. Whilst every effort is made to seek accurate and up-to-date local information, OPERATIF! is not responsible for unforeseen occurrences. Where an attraction is missed an alternative will be offered.
- Should unforeseen situations arise, beyond the control of OPERATIF! and it is necessary for OPERATIF! to cancel, advance or postpone a departure, change itineraries or make substitutions involving carriers, hotels, restaurants, destinations, modes of transport, performances or inclusions, OPERATIF! does not assume responsibility or liability for any resulting losses, expenses or inconvenience.
- OPERATIF! shall not be liable for any damage, expense or loss (including personal injury or death) occasioned by an act or omission of any supplier providing services on the tour.
- OPERATIF! is not liable for delays due to weather conditions, late running carriers, cancellations, strikes, lockouts, riots, safety concerns, security or any other unpredictable or uncontrollable eventuation. In the event of delay, any additional costs incurred for accommodation, meals, loss of income, subsequent onward carrier charges or cost of attractions missed are the responsibility of the client and a matter for Travel Insurance.