

Important Terms & Conditions

Who we are: Kyrenia Travel Service Pty Ltd ABN 91 002 932 336 ("**Sun Island Tours**") is a member of The Australian Federation of Travel Agents Limited (AFTA) and the Council of Australian Tour Operators (CATO).

Application: These terms and conditions apply to any contract made between Sun Island Tours and any person (referred to as the "**Customer**") purchasing goods or services referred to on this website from Sun Island Tours.

How to Book: Contact your licensed Travel Agent, visit www.sunislandtours.com.au or call Sun Island Tours.

Quotes: Quotes are valid for 3 days and are in Australian Dollars.

Deposit: Deposit of \$200 per person is due by the option date stated on the Travel File Details. If an additional deposit is required, this will be stated on the travel file details under the service in 'Special Remarks'.

Payment: Final payment will be due based on the date listed on the Travel File Details. Unless monies are actually received by Sun Island Tours, no responsibility is held for monies paid to other travel agents, acting on our behalf, for any accommodation, tours, car hire, cruises and/or any other Sun Island Tour products.

Travel File Details: Travel File Details (Invoice) is sent upon confirmation of your reservation outlining all aspects of products booked. Confirmations are subject to unadvised changes in prices or services, until full payment has been received.

Travel Documents: Once payment is received, a travel voucher will be issued two weeks prior to departure from Australia. Some delays may occur in high season. Reissue of documents will incur a \$33 fee.

Amendments: No charge, unless applied by the supplier.

Additional Charges:

Credit Cards: Sun Island Tours accepts all credit cards as a form of payment. A surcharge of 2% applies to all credit card transactions.

Ferry & Transfer only booking: A \$55 fee will apply to all bookings that consist of ferry and/or transfer only, where no accommodation or tours have been booked with Sun Island Tours.

Late booking: A \$55 fee will apply to all bookings made within 7 days of departure from Australia.

After departure: If any problems or amendments to the arrangements arise and assistance is required, contact the supplier listed on the vouchers. Payment of additional services will be made directly with our overseas supplier

Errors or omissions: The right is reserved to correct any errors in rates quoted or calculated for any service notwithstanding that the travel file details may have been paid in full. It is the responsibility of the agent to ensure that all services requested are correct. Rates may change after quotes.

Cancellations: All deposits paid are non-refundable. All other cancellation charges are based on the date of each applicable service, and are listed under each service on the Travel File Details. In addition to the charges, suppliers may charge additional cancellation fees which will be added to the cancellation charges listed on the Travel File Details.

Refunds: No refund will be made on any part of a package provided and not used. Similarly, no refund will be given should any ferry, airline or train schedule fail to operate on time. Sun Island Tours does not authorise overseas suppliers to promise or refund on our behalf.

Accommodation: All rooms are run of the house unless otherwise stipulated. Double or twin beds may be requested, however cannot be guaranteed as there may be limited availability with the hotels. Single rooms are often smaller in size than other room types and may contain only a single bed. Triple rooms are usually twin rooms with a rollaway bed or a sofa bed. It is important to remember that room types and bedding configuration cannot be guaranteed and are subject to hotel's availability at time of check-in. Hotel standards and star ratings in the brochure are an indication only and may vary in different countries. Standards are sometimes not indicative of expectations. Child policy is based on one child per room sharing existing bedding with parents, unless otherwise specified.

Ferries: Ferry and hydrofoil services and schedules are subject to change. A surcharge may apply for hydrofoil and jetcat if ferry cancelled or not available. No refund will be due from Sun Island Tours; however, you can speak to your travel insurance upon return to Australia. Ferry and hydrofoil schedules will only be made available upon arrival. Ferry and Hydrofoil tickets will be supplied at your overseas destination.

Cruises: Cruise companies reserve the right to change cruise vessels and itineraries without notice. Categories of cruise vessels vary from standard three star. Cruise companies reserve the right to cancel services due to insufficient number of passengers. Service charges do apply and are charged locally.

Tipping: Tipping is not included in rates however it is customary and expected in all the countries featured throughout this brochure.

Selling Prices: All products are costed in Australian dollars. In the event of exchange rate fluctuations, alterations in a currency or its sales tax, brochure prices are subject to change without notice. For the most up to date prices please contact reservations. We endeavour to set prices for all products, as shown in our brochure, at competitive levels and cannot always guarantee that a similar product may or may not be available at a lower price if booked direct. Additional cost supplement may vary for New Years, Christmas and special occasions. This will be highlighted on your invoice. Each product or package included in the selling price charges to cover costs of the following: brochure production, research, reservation, documentation, advertising, postage, bank charges and remuneration to travel agents. Receipt of your deposit signifies your acceptance of those normal commercial costs and reservation fees paid to our overseas associates.

Variations in Tour Programmes: We reserve the right to adjust our tour arrangements and costs to coincide with programme departures which are not daily. Alternatively, with your agreement, we will endeavour to arrange your tour and hotel arrangements by providing alternative arrangements of the same standard as the one originally booked. Some tours may be performed bilingually. Guaranteed departures are subject to coach company minimum numbers. Tours are not operated by Sun Island Tours. They are operated by local companies in each respective country

Travel Insurance: Travel insurance is strongly recommended for cover against loss of monies paid, loss of baggage, medical cover, injury etc. Ask your travel consultant for advice. Sun Island Tours does not accept responsibility for the loss or any expense incurred.

Supply of Goods or Services by Third Parties: The goods and services identified on this website may be provided by a third party. In order for the Customer to obtain goods and services provided by a third party, the Customer may be required by that third party to agree to, and be bound by, terms and conditions that are specified by that third party. Any person intending to enter into an

agreement with a third party must make their own independent enquiries and assessments in relation to the effect of the terms and conditions of that agreement before doing so. Subject to rights that the Customer may have under the ACL, which are not excluded, modified or restricted by this provision, the Customer acknowledges and agrees that Sun Island Tours has no control over and no responsibility for any terms and conditions agreed between the Customer and a third party.

Consumer complaints: Attempts should be made in the first instance to rectify any difficulties directly with the hotel management, our local representative or supplier. Should any difficulties not be resolved as they occur and you wish to lodge a complaint it should be forwarded in writing to Sun Island Tours with supporting documentation through your travel agents, within 30 days of return to Australia.

Company liability responsibility: Sun Island Tours does not accept any liability for accident, damage, injury, delay, loss, irregularity, default or omissions whether negligent or otherwise of airline companies, coach operators, hoteliers, yacht and shipping companies, or those providing any services which Sun Island Tours acts on behalf of by the issuance of travel vouchers, tickets, coupons or similar as contracted between the client and the operators, of which Sun Island Tours has no direct control. No liability is accepted for any loss or damage to client's property, sickness, injury or death arising from and related to acts of war, fire, floods, acts of God or governments or any other authorities. No liability is accepted for accidents relating to equipment and machinery failure or any industrial action taken directly or indirectly involving employees of company operators and their agents, carriers or whoever. Sun Island Tours is not responsible for advising health, visa and passport requirements. Sun Island Tours is an Australian Wholesaler; and even though we represent overseas Destination Management Companies and services and products, we cannot be held responsible for any information or lack of on their behalf.

Website Accuracy: Whilst every care has been taken in the production of the website, Sun Island Tours cannot be held responsible for any changes in the hotel's facilities or amenities as specified. Photographs of the hotel or its rooms are supplied by the hotel and decoration, fixtures and fittings in rooms provided may vary from those shown in the brochure. Images of hotels may not be of a standard room type. Hotel gradings are those suggested by relevant local authorities or our representatives and may vary from Tourist Office gradings. Scenes shown are representative of those featured in the various programs but are not necessarily supplied or visited. Maps are not to scale and are provided as a guide to location only. In some areas the map locations are incorrect as they are gathered from google maps. Sun Island Tours endeavours to ensure the website is accurate however we cannot be held responsible for typographical errors, or errors arising from unforeseen circumstances.

Governing Law

These terms and conditions are governed in all respects by the law of the State of New South Wales and the Customer irrevocably submits to the non-exclusive jurisdiction of the Courts of New South Wales and the Federal Court of Australia.

Last updated: 03 November 2015. All information is correct at this time & subject to change without notice.