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G & D Investments & Exports t/a Deep Powder Snow Holidays. ABN: 31 059 799 067

## BOOKING CONDITIONS

**Rate & Price Variation:** Deep Powder Snow Holidays reserves the right to vary prices & rates in the event of changes in currency exchange or price increases made by our suppliers or airlines. All pricing, denominated in AUD, are subject to variation due to volatility in foreign exchange prices on all international services. Any variation to listed prices will be based on the rates available to Deep Powder Snow Holidays at the time the deposit is paid by the client and again on payment of the final balance. The entire booking value except what has been paid from the deposit to the suppliers is subject to currency fluctuations and rate changes. At any time clients can lock in the current package cost by paying the full amount, based on Deep Powder Snow Holidays exchange rate at that time. If the cost of any service increases due to exchange rate fluctuations, tax changes, price increases or any other reason, you are required to pay the increase when notified by us. If you choose not to pay the increased price you may choose to cancel the booking. Please note that cancellation charges will apply. Prices are subject to availability & can be withdrawn or varied without notice. Airline prices & taxes remain subject to change at all times until payment has been received in full & your tickets have been issued. Deep Powder Snow Holidays reserve the right to correct prices & rates in the event of consultant error.

**Quotations:** All prices quoted are valid at time of quote. All quotes are subject to availability & confirmation of the components at time of booking.

**Bookings:** When you have advised Deep Powder Snow Holidays that you wish to go ahead with a booking, we will then seek confirmation from our suppliers. If there is no availability for some/all your components we will offer an alternative where possible. The alternative product offered may be a different price. Prices will be adjusted accordingly.

**Deposit:** By making a payment on a booking you agree to Deep Powder Snow Holidays booking conditions.

A minimum deposit of \$500.00 per person is required within 3 days from booking confirmation. Some properties or suppliers may require an additional deposit to secure the booking as outlined on your quote or advised by your consultant. All deposits are non-refundable once received. Payment of deposit acknowledges acceptance of all booking conditions. **COVID** specific deposit terms and conditions may be applicable, check with your consultant prior to making a booking.

**Final Payment:** Is due no later than 70 days prior to departure, or 7 days from booking confirmation if booking is within 70 days. Failure by the client to pay the outstanding balance by the due date may cause the auto-cancellation of the booking whereupon the deposit paid by the client shall be forfeited. Final payments are non-refundable. Final documents will not be released until the booking is paid in full. Late payment fees may be incurred on your booking. **COVID** specific final payment terms and conditions may be applicable, check with your consultant prior to making a booking.

**Payment Options:** By making a payment on a booking you agree to Deep Powder Snow Holidays booking conditions.

**Direct deposit** – you will find Deep Powder Snow Holidays banking details on your statement. You must include your booking # & booking name on any direct deposit. Failure to correctly identify your payment will delay our ability to recognise it & lead to delays in processing.

**Cheque** – Cheques will not be accepted within 10 days of booking departure.

**Credit Card** – We will accept payment by credit card with the signature of the cardholder authorising payment to their card. Your consultant can supply you with a form on which to provide this detail.

We charge the following surcharges on credit cards ....

- 1.5% surcharge - Visa & MasterCard
- 3% surcharge - American Express

**Cancellations:** Any cancellations must be received in writing. Minimum fees are:

- Up to 60 days prior to departure – full deposit will be forfeited.
- Within 60 days of departure – 100% of total paid will apply.

Deep Powder Snow Holidays cannot be held responsible for Snow Conditions. Holidays cannot be cancelled or amended based on snow conditions without cancellation fees being payable, this includes lift operations which are subject to weather conditions & maintenance. Any changes in booking dates is a cancellation on the original booking and all payments are non-refundable. **COVID** specific cancellation terms and conditions may be applicable, check with your consultant prior to making a booking.

**Service fees:** Deep Powder Snow Holidays charge the following non-refundable fees. These service fees are per person and in addition to any fees which may be charged by airlines, accommodation providers, transfer suppliers or any other supplier.

**\$30.00** Booking fee.

**\$100.00** Booking Amendment: charged per person once a booking has been confirmed and deposited.

**\$150.00** Booking amendment inside 30 days: charged per person for changes inside 30 days of departure.

**\$150.00** Travel document re-issue: charged per person in addition to supplier re-issue fees.

**\$150.00** Airline ticket amendment: charged per person in addition to any airline charges once a ticket has been issued by the airline.

**\$30.00** Late payment: charged per week for any final payments not received by the due date.

**Airfares:** Can be purchased through Deep Powder Snow Holidays as part of your travel package. All fares quoted remain subject to availability at time of booking. Luggage limits apply to all airlines as per your itinerary. Additional fees for sporting equipment may apply (skis, snowboards, surfboards, bicycles, golf clubs etc). Airfares are non-transferrable. Changes and cancellation fees apply after booking. Airfare payment is required in full within 30 days from booking. All taxes remain subject to change until airfare is paid in full and ticketed.

It is the passenger's responsibility to:

- ensure correct spelling of names for persons travelling is advised to Deep Powder Snow Holidays at time of booking & correctly shown on your itinerary.
- ensure that any infants or children are booked into the applicable age category that has been quoted to avoid being charged a higher age category airfare at time of check in.
- provide Deep Powder Snow Holidays with flight details for any flights not booked with Deep Powder Snow Holidays & ensure these details are shown correctly on your itinerary.
- advise Deep Powder Snow Holidays of any changes to the above supplied flight details & ensure that these details are shown correctly on your itinerary.

Deep Powder Snow Holidays will not be held liable for any missed connecting flight, transfer, accommodation or any other service due to incorrect supply of flight information.

**Passports:** It is your responsibility to check the validity of your passport before entering the country of destination. Most countries require 6 months validity on your passport from the date that you depart their country.

**Frequent Flyers:** If you are a current member of a Frequent Flyer program, we will require your membership number for entry into your booking. You should still retain your boarding passes and other receipts such as car rentals and hotel documents to ensure that all points are accurately credited to your account by the travel provider.

**Itinerary:** The itinerary supplied with your final documents represents the products & services that will be supplied & supersedes any previous arrangements or understanding, whether written or oral.

**Transfers:** Any transfers missed or not utilised by the client are non refundable. Cancellation fees may apply to date or time changes of transfers. Deep Powder Snow Holidays reserves the right to amend departure times & service providers at our discretion. You will be notified by Deep Powder Snow Holidays should this occur.

**Lift passes:** Lost or stolen lift passes are neither refundable nor replaceable.

**Travel Insurance:** Travel insurance is highly recommended for all holiday packages. It is recommended that travel insurance be taken out at the time of deposit, to cover you for cancellation fees in the event of a cancellation (conditions apply relating to coverage).

**Security bond & passport details:** Your credit card details may be required as a security bond on the potential cost of property damage &/or expenses incurred. Japanese law requires that accommodation providers take a copy or make notes of your passport details. By signing this form, you agree to provide a copy of your credit card if requested and supply your passport details if required.

**Refunds:** If you are eligible for a refund once a booking has been cancelled, the balance less any non-refundable amounts, less any international bank transfer fees and less any cancellation fees, will be forwarded to you upon receipt of the refund into our Australian bank account from the supplier or airline. Whilst Deep Powder Snow Holidays will endeavour to get your money to you as soon as possible, some refunds can take up to 16 weeks to process.

**Privacy:** Deep Powder Snow Holidays collects information about you in order to book components of your travel package. You authorise Deep Powder Snow Holidays to provide this information to suppliers who require this information before they will provide products or services to you.

**Liability:** I acknowledge & understand that skiing & snowboarding are sports that are hazardous and have inherent risks of injury &/or death. I voluntarily agree to assume all risks of injury or death that may result to me from skiing or snowboarding. I hereby release Deep Powder Snow Holidays & their employees & agents of any obligation to advise me in relation to the dangers obvious or not, inherent in the sport. I accept that I will participate in such sport(s) of my own free will & never at the direction of Deep Powder Snow Holidays &/or their employees and agents. I voluntarily take full responsibility for any damage or injury to myself or which I may cause to others.

**Responsibility:** Deep Powder Snow Holidays acts only as an agent for the companies (Principals) providing or offering the means of travel, accommodation, and other services and as such has no control over any services or products provided by these Principals. All bookings made are subject to the booking terms and conditions under which these services are provided. The Company and its Principals reserve the right, without liability or right of compensation, to prohibit or restrict any activity, or cancel or alter any service or itinerary component, without notice, in their absolute discretion. Deep Powder Snow Holidays will not be held responsible for the inability of the Principals to comply with any special request relating to age, medical conditions, physical ability or disability, dietary requirements, allergic conditions, smoking or non-smoking accommodation.

**Food allergies & intolerances:** Most Japanese accommodations that provide meals **DO NOT** cater for food allergies / intolerances. Guests staying in catered properties will have to choose from the available dishes to meet their dietary requirements. It is recommended that guests with severe food allergies stay in self-catered accommodation where they can manage their own food.