

CANCEL FOR ANY REASON POLICY!

# Book Collette tours with confidence

CANCEL  
UP TO 24-HOURS  
BEFORE  
DEPARTURE AND  
RECEIVE A REFUND  
MINUS THE  
DEPOSIT

Collette offers the ultimate flexibility and booking confidence with our industry-leading cancellation waiver.

What this means, is that you can cancel your tour up to 24 hours before departure and you will receive a full refund, less the deposit.

On request, you also have the option to completely switch tours or change your departure date.

Phone: **1300 792 195** See your travel professional and ask for Collette

# FREQUENTLY ASKED QUESTIONS

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## How much is the deposit?

### LAND PACKAGE DEPOSIT

- ▶ A \$395 non-refundable deposit is due with your land only reservation.
- ▶ For Antarctica and Cruises only, a non-refundable \$695 deposit is required. An additional \$1,000 is due 180 days prior to departure for Antarctica.

### FLEX AIR INCLUSIVE PACKAGE DEPOSIT

- ▶ A \$895 non-refundable deposit is due with your air inclusive reservation.
  - ▶ Additional \$500pp for the air portion of the package is for each ticket issued (on-tour air excluded from this requirement).
- ▶ For Antarctica and Cruise itineraries, a non-refundable \$1,195 deposit is required. An additional \$1,000 is due 180 days prior to departure for Antarctica.

### INSTANT PURCHASE AIR DEPOSIT

- ▶ If you have selected Instant Purchase Air, the deposit required is the full cost of the airfare plus the land package deposits noted above, all of which is non-refundable.
- ▶ Instant Purchase Non-refundable Airfare includes round trip airport/hotel transfers (excluding pre or post days and extensions). Instant Purchase, Non-refundable Airfare requires full payment at the time of booking. Tickets will be issued immediately and, once issued are non-refundable, may only be changed for a fee up to \$300 plus any difference in airfare for travel in the following 12 months; specific fees and policies may vary by airline. These tickets include an administration fee and round trip airport to hotel transfers of which both hold no airline reissue value. Once issued, there can be no fluctuation in price due to an increase in government taxes or in airline fuel surcharges.

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## What if I want to change my tour date?

Booking alteration requests after your holiday has been confirmed must be submitted by written confirmation of the change from the person who signed the booking form, or your travel agent, before the date on which the final balance of the cost of their holiday is due. If you are prevented from travelling it may be possible to transfer your booking to another suitable person if notice is given no later than 28 days before your departure date.

While we will do our best to assist, the requested changes are not guaranteed.

Changes and transfers are subject to an administrative fee and applicable rate changes, or extra costs incurred by us and/or imposed by any of our suppliers. Please be aware that these costs could increase closer to the departure date that changes are made, and you should contact us as soon as possible. Where we are unable to assist you and you do not wish to proceed with the original booking, we will treat this as a cancellation by you. A cancellation fee may be payable.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.