



Odyssey Travel Booking Guide

Reservations

You can book your program in one of the following ways:

Telephone call within Australia 1300 888 225 or New Zealand 0800 440 055.

Via our *website* www.odysseytravel.com.au and go to the booking guide

Email our office on sales@odysseytravel.com.au

Deposits

After making a reservation, you are required to pay a deposit within 14 days of registering. The required deposits are AUD/NZD \$250 per person for domestic (Australian and New Zealand) programs and AUD/NZD \$400 per person for international programs. Following the receipt and clearance of your deposit you will receive an invoice as your confirmation receipt, together with advice of the balance payable and the due date for payment. **Note:** no reminders will be sent and, due to airline seat release requirements, the receipt of all funds by the balance due date must be strictly adhered to. No documentation will be released to participants without the booking guide being completed, duly signed and returned to your nearest Odyssey office.

Payments

Most major credit cards are accepted by phone or via our website. Please note Odyssey's payment area on the web is a secure site. It uses a security protocol such as SSL (Secure Sockets Layer) or PCT (Private Communications Technology) to secure the information you send and receive. Cheques or money orders to Odyssey Travel may be put in the mail or alternatively you may direct deposit to Odyssey Travel's bank account. For direct deposits please call the office for our account details.

Because of limited availability on some programs we strongly suggest that you make your reservation over the telephone and then confirm the details and make the necessary payment in accordance with the options listed above.

For all methods of payment, Australian residents may pay in Australian dollars and New Zealand residents in New Zealand dollars.



Reservations & Information

TA Licence 2TA5109, 32563 (Australia)

Bonded member TAANZ (New Zealand)

Australia: **1300 888 225** and (02) 4224 7000 New Zealand: **0800 440 055**

Monday - Friday 9.00am - 5.15pm

Email: sales@odysseytravel.com.au | nzsales@odysseytravel.com.au

Website: www.odysseytravel.com.au

If you call us after hours or if your call is diverted, please leave your details clearly on our answer phone and we will call you back as soon as possible



Booking Guide - Terms & Conditions

Please read these conditions carefully, because your reservation and payment for a program constitutes acceptance of them.

ODYSSEY PROGRAM ELIGIBILITY

Odyssey Travel programs are primarily prepared for fit mature adults, so you and your travelling companions are sure to share interests. We design all of our programs with mature travellers in mind.

In order to ensure congenial travelling companions Odyssey reserves the right to accept or reject any person as a travel program participant and to expel from the travel program any participant whose conduct is deemed incompatible with the interest or safety of the travel program group.

TRAVEL INSURANCE

Most of our international programs include the cost of the standard premium for travel insurance protection provided by a reputable insurance company. Certain premium excesses may be levied by the insurance company and this additional cost will become your responsibility for payment to Odyssey Travel.

It is a condition of travel for all of our international programs that you hold valid travel insurance cover for the full duration of your Odyssey program. You may elect to accept the insurance cover included in the program cost (*see Program Inclusions*) or provide proof of cover from your insurance company.

Odyssey domestic programs in Australia and New Zealand do not include travel insurance in the price. Comprehensive travel insurance is available in conjunction with your program for an additional competitive cost. Odyssey Travel strongly recommends travel insurance for domestic programs to protect you against loss of deposit or final money paid, unavoidable cancellation, personal loss and medical expenses.

Provisions, conditions and exclusions apply. It is your responsibility to comply with these.

PASSPORT AND VISAS

A valid passport is required of Australian and New Zealand citizens for all programs departing Australia or New Zealand.

Visas are required for Australian and New Zealand citizens taking programs in, or passing through, certain countries. If a visa is required for entering a country, you will be advised in the program information.

Foreign passport holders are advised to contact the appropriate consular office for entry requirements pertaining to their participation in a selected program.

OBTAINING A VISA

To assist you to obtain your visas, Odyssey Travel will send you the required visa application forms and instructions. Completed application forms should be returned to Odyssey Travel by registered mail. The cost of visas and collection may be added to your account if not already included in the cost of your program. If you wish to apply directly to the relevant consular office for your visa, you may do so.

Remember, however, it is your responsibility to have the appropriate visas prior to your program departure.

EXTEND YOUR PROGRAM

In most cases, you can also take a "private extension" after your Odyssey program. This enables you to explore the area on your own.

Remember that the insurance coverage included in your Odyssey program package is not in effect during your "private extension" so you may want to obtain additional insurance coverage for this time period. Also, the cost of airport transfers are not included in going to, or coming from, your private extension.

You may wish to extend your Odyssey program by adding an extension arranged by Odyssey Travel. Please ask our Educational Travel Advisers for more information on our many attractive add-on holiday options.

CUSTOMER COMMENTS

Issues that arise while travelling should be brought to the attention of your program leader so that they can be settled immediately. Once you have returned home, any questions should be directed to our Educational Travel Advisers. We feel confident in our ability to work with you to resolve any problem. You must submit complaints in writing within three weeks of your return so that we can attend to them promptly.

OPTIONS

Reservations on programs are confirmed strictly in accordance with receipt of a completed registration form and deposit. As some persons who request options do not ultimately proceed, Odyssey Travel reserves the right to issue more reservation options than spaces available. In order to avoid

disappointment we encourage early registration. Alumni members will be given preferences for bookings where possible. In the event that the program is full at time of receipt of your payment, you may either elect to go on a waiting list or Odyssey will refund your deposit in full.

RESERVATIONS AND DEPOSITS

Your completed registration form and deposit must be received by Odyssey. Balance of payment is due not later than 70 days before departure and should be paid by credit card, cheque or money order. If you do not pay the balance at this time, we must consider this inaction as a cancellation and cancellation charges may apply. If you choose to pay by credit card, we will accept American Express, Mastercard, Diners Card or Visa.

Please note that where payment is made by cheque, monies will not be considered as received until funds are cleared.

Until Odyssey Travel has received the correct deposit amount and has sent you an invoice which confirms our acceptance of the booking, no contract exists between you and the Company.

Where other suppliers require additional deposits (eg: cruises, expeditions or private extensions) you must pay these in addition to the Odyssey Travel deposit.

Any insurance premiums or excesses additional to Odyssey Travel included insurance, must also be paid at the time of registration. Details of the balance of payment owed by you will be included on the invoice. You will not receive any travel documents until full payment has been received.

We reserve the right to correct an error in an advertised price until your account is paid in full. Every booking is accepted subject to the conditions imposed by independent contractors, including the air, cruise, rail, coach, hotel, restaurant, insurance and other companies, firms, or persons concerned with the program.

In the event of a difference between Odyssey Travel's conditions and those published by an independent contractor, the conditions of the independent contractor shall apply.

We reserve the right to cancel any participant's booking in the event that programs do not operate, if number requirements are not reached or any other circumstances arise that, at Odyssey's sole discretion, require the cancellation of a program.

SINGLES

On most Odyssey programs, those requesting a single room are charged a single supplement.

Single supplements are payable to ensure single accommodation with single beds, however, the standard and location of these rooms may not always meet the same standards of twin/double rooms. However, by choosing to share a room with another "single" you have the advantage of making a saving and the pleasure of the extra companionship that this offers. If you are travelling on your own, we will do our best to find someone of the same gender and smoking preference to share with you. On certain programs, when a roommate cannot be found Odyssey will guarantee the single room accommodation at no additional cost to the participant. This guarantee does not extend to pre & post travel, add-ons or extensions.

Where there is no single supplement this information will be listed in the relevant "Program Includes" section.

LATE BOOKING

Our overseas bookings are closed 70 days prior to departure date. For certain programs we can waive the 70 day rule. A modest fee of AUD/NZD \$50.00 per person is imposed and we must receive full payment (program cost plus fee) with your booking form.

Most of our domestic tour bookings close 45 days (6 weeks) prior to departure date and the waiver of this rule is subject to the same late fee and payment requirements as stated above.

All late bookings must be requested by calling an Odyssey Educational Travel Adviser on 1300 888 225 or (02) 4224 7000 (within Australia) or 0800 440 055 (within New Zealand) and are subject to space availability.

PRICING AND SURCHARGES

Whilst we endeavour to hold the advertised price for as long as possible, unfortunately oil prices, currency fluctuations, airfare increases and other factors outside our control may force us to ask for surcharges. For air and land programs, if you mail the balance of your payment so that we receive it within 14 days of the date of your invoice, we can guarantee you will pay no ticketed item surcharges because we will have the opportunity to purchase your tickets in advance and have the currency we need to pay for the

accommodations. (This guarantee does not extend to non-ticketed items such as new or increased departure taxes and airport charges.) For cruises, however, we cannot guarantee prices as most cruise lines reserve the right to impose surcharges.

The price of your Odyssey program includes a number of elements that together make up a program. We regret that we are unable to make any refund related to the cost of any individual element, such as an included excursion, that you choose not to take.

AMENDMENTS, CANCELLATIONS, CHARGES, AND REFUNDS IF YOU AMEND YOUR BOOKING.

You may change any of your confirmed arrangements at any time up to and including 70 days before the planned departure date, subject to availability of accommodation and/or transport. Your total program cost will be recalculated and a new invoice issued. An amendment fee of AUD/NZD \$50.00 may be charged. If an amendment is requested fewer than 70 days before departure, Odyssey Travel reserves the right to regard this as a cancellation, and charges may apply.

SMOKING POLICY

We are aware of the difference of opinion between smokers and non-smokers, particularly in such close quarters as lecture rooms and buses. For the comfort of all participants, we ask that there be no smoking during lectures or on the bus, in line with major airline policy. Sufficient stops will be made along the way to accommodate those who smoke.

IF YOU CANCEL YOUR BOOKING

The following charges will be applied by Odyssey Travel and may be deducted from any refund of monies if you cancel your booking, together with any suppliers' fees and any irrecoverable costs borne by Odyssey Travel. YOUR DEPOSIT IS NON- REFUNDABLE.

Note: You should ensure that you have insurance cover against loss of deposit.

No. of Days before Program Commencement	Cancellation Charge as % of Total Price
69 to 46 days	30%
45 to 30 days	50%
Fewer than 30 days	100%

These cancellation charges are in addition to any cancellation charges that may be levied by our suppliers.

RESPONSIBILITY & LIABILITY

Odyssey Travel serves only to assist in making necessary travel arrangements for participants, and in no way represents or acts as agents for transportation carriers, hotels, and other suppliers of services connected with the programs. Travel and service are subject only to the terms and conditions under which such accommodations, services and transportations are offered or provided, and Odyssey Travel and their respective employees, agents, representatives, and assigns, accept no responsibility and liability therefore.

Odyssey Travel or its servants, agents or employees are not liable for any injury, damage, loss, accident, delay, or other irregularity which may be caused by the defect of any vehicle or the negligence or default of any company or person engaged in carrying out or performing any of the services involved, caused by any other entity or person during the travel program. Additionally, responsibility is not accepted for losses or expenses due to sickness, weather, strikes, wars, or other such causes. All services and accommodations are subject to the laws of the country in which they are provided.

Odyssey Travel reserves the right to make changes in the published itinerary whenever, in their sole judgement, conditions warrant, or if they deem it necessary for the comfort, convenience or safety of the participants. Odyssey reserves the right to withdraw without penalty any program announced. All parties also reserves' the right to decline to accept any person as a member of the program, or to require any participant to withdraw from the program at any time, when such action is determined by the program leader to be in the best interests of the health, safety, and general welfare of the group or of the individual participant.

Odyssey Travel does not accept liability for any carrier's cancellation penalty incurred by the purchase of a non-refundable domestic ticket to the program departure city and return. Prior to making your airline booking you must ensure that your program is a confirmed departure as carriers' cancellation penalties are not covered by travel insurance in the event that Odyssey Travel cancels a program due to lack of passenger numbers. Baggage and personal effects are (Continued on the next page)

the sole responsibility of the owner at all times. As a condition to participating on the designated program(s), each participant must agree to, and sign, the Registration Form and provide or complete any other required information such as Health and Fitness/Medical Forms.

DISABILITIES/DIETARY RESTRICTIONS

If you have any disability, please complete the relevant part of the booking form and attach any further details if necessary. Odyssey Travel reserves the right to consider the information provided by you and to request any further information it considers to be necessary before it can accept your reservation.

Programs are best suited to people who are mobile, able to climb stairs and walk distances without difficulty. You must be able to carry your own baggage sometimes up and down stairs, get on and off coaches, boats, or other forms of transport and keep up with the demands of a physically active schedule without assistance.

We will make every effort to accommodate your special dietary and/or food allergy requirements but are unable to guarantee that we will be able to cater for your special needs. In signing this registration form you accept and understand these conditions.

The type of information which will be useful is whether your disability restricts or limits your capacity to walk unaided and, if so, if there are any distances you can safely cover and whether you need the assistance of any special devices or equipment to enable you to travel safely, such as a wheelchair or a guide dog or an assistant.

It is necessary to assess not only your needs and requirements but also the program you wish to go on and the modes of travel used in it and the needs and requirements of the other passengers and of the staff and the extent and nature of any special arrangements that may need to be put in place for you to travel safely with us.

ITINERARY CHANGES

We reserve the right to make a material alteration to your program on, or before, the date the balance of payment is due. If this is necessary, we will inform you as early as possible and you will be entitled to a prompt and full refund. Alternatively, you will have the choice of accepting the alteration or accepting a program of comparable standard, if available. After the date when the balance of payment is due, events may occur that are outside of our control and that force us to make changes to the program arrangements.

If, for any reason, we have to change the details of your program, we will inform you as early as possible. In the event of any major change of your program arrangements involving changes in date of more than one day, or a change of hotels to a lower official category, you may elect to cancel and you will be entitled to a prompt and full refund. Alternatively, you may accept the alteration. We reserve the right to reverse the itinerary from that printed in this catalogue. In such cases, the locations visited and excursions taken will be the same, and this will not be considered a material alteration to the program.

REGISTERED TRAVEL AGENT

Australian & New Zealand College for Seniors Ltd trading as Odyssey Travel is a registered Travel Agent which:

- (a) in Australia (Licence Number: 2TA5109 & 32563) ensures protection by membership of the Travel Compensation Fund, and
- (b) in New Zealand (Travel Agents Association of New Zealand Bonded Member) ensures protection offered by membership of the TAANZ Bonding Scheme.

PRICES

The prices in this brochure, calculated on known costs and exchange rates at the time of publication, are in Australian and New Zealand Dollars and include currency adjustments, commissions, booking fees, GST where relevant and communication costs.

Odyssey Travel reserves the right to alter these prices without notice if there is an increase in costs to Odyssey.

In the event that Odyssey Travel requires a surcharge from you due to increases in costs, this will be requested in writing.

If you do not pay this surcharge, your action will be regarded as a cancellation by you and cancellation charges will apply.

PERSONAL INFORMATION

I/We acknowledge that information provided to Odyssey Travel from time to time will be of a personal nature ("Personal Information").

I/We acknowledge that, from time to time, Odyssey Travel may disclose any personal information to domestic persons or organisations (or outside Australia and New Zealand) for the purposes of making and completing airline bookings and travel related arrangements on my/our behalf and also may conduct in-house or external marketing activities and market research.

You can gain access to the information Odyssey holds about you by contacting the Executive Director, Odyssey Travel in writing.

Please return the attached completed registration form to one of the following:

Head Office

(no stamp required)

Reply Paid 61317
Odyssey Travel
Northfields Avenue
Wollongong NSW 2522

Melbourne

(no stamp required)

ANZCS Odyssey Ed-Ventures
Reply Paid 12432,
A' Beckett Street
Melbourne VIC 8006

Sydney

Odyssey Travel
Level 4 WEA House
70-72 Bathurst Street
Sydney NSW 2000

New Zealand

(no stamp required)

Freeport Odyssey
PO Box 37999
Parnell Auckland 1151
New Zealand



Odyssey Travel appreciates your assistance.

If any particulars are missing, these should be forwarded when known otherwise there may be a delay in completing your documentation.

Registration Form

Do not hesitate to call if you require assistance completing this form. Australia 1300 888 225. New Zealand Free Call 0800 440 055

Have you already made a reservation with us by phone?

Yes No

(for office use only)

Program NBR _____ File No _____

Program Information

Name of Program: _____

Your Departure Date: ____/____/____

Your Departure City: _____

If departing early please provide your overseas contact details:

Ph: _____

Fax: _____

Email: _____

Personal Details - Traveller 1

List full name - **AS SHOWN ON PASSPORT**

Mr Mrs Miss Ms Other _____

Name on passport (*given names*): _____

Surname: _____

Preferred Name: _____

Address: _____

Suburb: _____ Postcode: _____

State: _____ Country: _____

Telephone: (____) _____

Mobile: (____) _____

Email: _____

Date of Birth: ____/____/____

Passport No: _____ Issued in: _____

(*International bookings only*)

Date of Issue: ____/____/____ Expiry: ____/____/____

Nationality of passport: _____

Town of Birth: _____

Country of Birth: _____

Dietary Needs (Please specify eg. Diabetic, Vegetarian, Dairy Free, etc)

(All efforts will be made to fulfill your requests, but no guarantee will be given.)

Traveller 2 (if applicable)

List full name - **AS SHOWN ON PASSPORT**

Mr Mrs Miss Ms Other _____

Name on passport (*given names*): _____

Surname: _____

Preferred Name: _____

Address: _____

Suburb: _____ Postcode: _____

State: _____ Country: _____

Telephone: (____) _____

Mobile: (____) _____

Email: _____

Date of Birth: ____/____/____

Passport No: _____ Issued in: _____

(*International bookings only*)

Date of Issue: ____/____/____ Expiry: ____/____/____

Nationality of passport: _____

Town of Birth: _____

Country of Birth: _____

Dietary Needs (Please specify eg. Diabetic, Vegetarian, Dairy Free, etc)

(All efforts will be made to fulfill your requests, but no guarantee will be given.)

Health & Medical Information - Traveller 1

Do you have any **medical conditions** (eg. allergies, heart disease, emphysema, diabetes, seizures, depression, recent surgery), or **restrictions** (eg. impaired vision, hearing, breathing, injuries, limited mobility, c-pap) that would be important to know in case of an emergency or that would require special equipment/personal assistance?

Yes No (If yes, please specify) _____

Traveller 2 (if applicable)

Yes No (If yes, please specify) _____

Do you take any **prescription medications** on a regular basis in order to function effectively? If 'yes' please list the generic name(s) of and reason(s) for taking said medication(s) or write 'none'.

Contact in Case of Emergency (other than travelling companion)

Mr Mrs Miss Ms Other _____

Relationship: _____

First Name: _____

Surname: _____

Telephone No's: Home: (____) _____

Work: (____) _____

Mobile: (____) _____

continued over

Additional Travel Requirements

Odyssey Travel is licensed to handle all of your travel requirements. Your Educational Travel Adviser will be pleased to assist you. Do you require assistance?

Yes No (If yes, please specify) _____

Insurance Details

Note: When travel insurance is already included in your program (only applies to Australian & New Zealand residents on most international programs), an application form must still be completed and signed.

I/we wish to have my/our insurance coverage **extended**

Yes No

(As I/we have planned to travel in addition to the Odyssey Travel program)

Have you enclosed your completed Travel Insurance form?

Yes No

Do you have your own Travel Insurance?

Yes No

If yes, Insurance Company Name(s): _____

Policy Number (s) _____

International residents will be required to provide proof of insurance cover

Emergency Contact Number of your Travel Insurance company: _____

Preferred Rooming Requirements - Traveller 1

Traveller 2 (if required)

Sole use Twin share Double bed (if available)

Sole use Twin share Double bed (if available)

Smoker: Yes No

Smoker: Yes No

Do you have a travelling companion? Yes No If yes, Name: _____

Do you wish to room together? Yes No If yes, Twin (2 beds) Double (1 bed)

Flight Seating Request(s) - Traveller 1

Traveller 2 (if required)

Yes No (If yes, complete)

Yes No (If yes, complete)

(All efforts will be made to fulfill your requests, but no guarantee can be given)

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Seating Preference: _____

Seating Preference: _____

Frequent Flyer No. _____ Airline: _____

Frequent Flyer No. _____ Airline: _____

Special Inflight Meal Requests: _____

Special Inflight Meal Requests: _____

Program Deposit

Enclose a deposit of AUD/NZD\$250.00 per person (domestic) or AUD/NZD\$400.00 (international) per person for each program.

(Note: Other suppliers' deposits must be paid in addition to Odyssey travel requirements in order to complete your reservation and ensure insurance cover) If you are paying the deposit or any balance by credit card you must complete the credit card details below.

Cheque enclosed \$ _____ payable to Odyssey Travel

OR Please debit my/our credit card for \$ _____

Amex Visa Mastercard Diners Card

Credit Card No. _____

Expiry Date: ____ / ____

Card Holder name: _____

Signature: _____ Date: ____ / ____ / ____

How did you learn about Odyssey Travel?

Have you previously participated in an Odyssey Travel Program ?

Yes No

If no, how did you learn about Odyssey Travel? (this enables us to monitor the success of our promotions and advertising)

Word of Mouth _____

Newspaper/Magazine _____

Talk/Presentation _____ Club

Radio _____ Station

Other _____

Agreement

Emergency Consent

I hereby give my consent to the participating institutions in the Odyssey Travel programs to refer me to the appropriate medical staffing in case of extreme medical emergency when physically unable to give such consent or when delay in obtaining such consent could constitute serious risk to life.

Booking Terms & Conditions

I/we have read, understood and accept that the Terms and Conditions which constitute the contract between Odyssey Travel and me/us are subject to the exclusive jurisdiction of the laws, courts and tribunals of the state of New South Wales and Commonwealth of Australia I/we also declare that I am/we are not travelling against medical advice.

Traveller One Signature: _____

Traveller Two Signature: _____

Date: ____ / ____ / ____

Date: ____ / ____ / ____