

## BOOKING TERMS & CONDITIONS

### ADAM LIAW CULINARY TOURS | JAPAN CRUISE 2024 11 DAY CULINARY EXPERIENCE 26 SEPTEMBER - 06 OCTOBER 2024

These booking conditions are binding upon Janesco Travel and upon any persons/entity making the booking whether on their own behalf or on behalf of any other person or entity. By making this booking and subsequent payment, you acknowledge that you have read and understand your obligations and rights and accept the disclosed terms and conditions. We make no warranty about the accuracy of the tour information contained in Janesco Travel marketing materials and exclude all liabilities for any errors or omissions in those materials.

#### RESERVATION AND PAYMENT

All booking requests are subject to availability. If a place on a tour is not available when a booking request is received, any payments for the booking will be returned. To secure your place on the Adam Liaw Culinary Tour Japan 2024, the following payment schedule applies:

- An initial payment of AUD\$1,250 per person is payable at the time of booking, of which AUD\$250 is a non-refundable deposit, together with a signed and completed booking form and a copy of your passport.
- An interim payment of AUD\$5,000 per person is payable by 12 December 2023
- The final balance is payable by 5 April 2024. If your booking is made after 5 April 2024 then the full tour price is payable at the time of booking.

*Note: payment by credit card attracts a 1.8% transaction fee.*

#### CANCELLATION BY JANESCO / GULLIVERS

If a tour is cancelled due to natural disasters, pandemic, epidemic or other circumstances beyond our control, refunds will be less any unrecoverable costs already incurred on your behalf.

#### CANCELLATION BY TRAVELLER

Cancellation of a booking must be provided to us in writing and is subject to the following cancellation fees:

- Cancellation before 12 December 2023: Loss of \$250 non-refundable deposit.
- Cancellation between 13 October 2023 and 5 April 2024: 50% of tour package price.
- Cancellation after 5 April: 100% of tour package price and no refund available.

#### SINGLE TRAVELLERS

In the interests of traveller privacy JANESCO Travel does not find rooming companions for single travellers and a single supplement must be paid.

#### AMENDMENTS

Each amendment to the booking requested after the initial reservation is made will incur a fee of \$100 per person, per change plus any further costs incurred. Amendments may not always be possible.

#### INSURANCE

It is mandatory that all passengers obtain comprehensive travel insurance for the duration of travel. You must insure yourself against losses including those resulting from cancellation, medical and repatriation expenses, personal injury and accident death and loss of personal baggage and personal liability insurance.

#### DOCUMENTATION

Australian passport holders, currently (as at 5 July 2023) do not require a visa for stays in Japan for tourism of up to 90 days. It is the responsibility of the traveller to ensure they have all required visas. Passports must be valid for the entire time you are staying in Japan. JANESCO Travel does not accept any responsibility for losses or additional expenses incurred as a result of a passenger not holding the necessary valid passport, visa or other documentation.

#### ITINERARY

JANESCO Travel may consider requests for alterations or additions to the itinerary, but no refund is available in respect of any tours, tickets, accommodation, meals or any other services not utilized. Alterations or additions may incur extra charges.

#### EXTENSIONS

Pre and post-cruise land tours in Japan may be booked at the time of booking, subject to availability. Each alteration after confirmation of booking incurs a \$100.00 change fee.

#### AIR TRAVEL

Airline tickets are issued to and accepted by the passenger subject to the terms, regulations and conditions appearing thereon. Any changes after ticket issue will incur fees as imposed by the airlines.

#### COSTS

Costs are expressed in Australian dollars based on foreign exchange rates and are subject to alteration should there be any fluctuation in the rate of exchange. JANESCO Travel prices may be altered with or without notice at any time.

#### NOT INCLUDED

Airport departure taxes, fuel and other surcharges, meals which are not specified in the itinerary, cost of passport, visas when necessary, medical expenses, excess baggage charges, optional activities, Covid-19 vaccination and testing and all personal expenses.

#### LIABILITY

JANESCO Travel advises that the service it provides is for the booking and packaging of goods and services provided by other operators, such as hotels, transportation and cruise companies. Accordingly, JANESCO Travel will not be responsible and will be excluded from liability for any loss, damage, injury, inconvenience or delay, omission or acts being negligent or otherwise, committed by the operators or airlines, coach lines, cruise companies, hotels or attractions used in connection with the tours. All such losses or expenses will have to be borne by the passenger.

#### POSSIBLE CHANGES

While we endeavour to operate all tours as described we reserve the right to change or cancel the itinerary at any time. Itinerary arrival and departure times are always subject to change without notice. Silversea reserves the right to cancel, alter, advance, postpone or substitute any scheduled sailing or itinerary, substitute another vessel for the scheduled ship, or substitute or cancel scheduled ports of call, which, in its sole judgment and discretion, is justified for any reason, and to do so without liability for any loss whatsoever to guests as a result of said change(s). Additionally, Silversea reserves the right to cancel reservations and bookings in the event of a full-ship charter, whether or not a deposit or full payment has been received, and in such event, Silversea's only liability will be to refund to the guest the amount it has received. Silversea makes arrangements for transportation, other than ocean passage, only as a booking agent. Silversea's responsibility does not extend beyond the vessel. In arranging for the transportation of guests to and from the ship, Silversea does so with independent contractors. Silversea is not responsible for incidents such as airline cancellations, re-routings or any disruption of scheduled services or accommodation, or lost luggage.

#### TOUR AUTHORITY

The decision of the tour leader is final on all matters likely to affect the safety or well-being of any traveller or staff member participating in the tour. If you fail to comply with a decision made by a group leader, or interfere with the well-being or mobility of the group, the group leader may direct you to leave the tour with no right of refund.

#### HEALTH AND FITNESS

##### CRUISE:

The transportation of guests and baggage on Silversea vessels is provided solely by Silversea and is governed by the terms and conditions printed on the Silversea Holiday Contract. The Holiday Contract will be included with your travel documents, is available upon request, or can be accessed through Silversea's website at silversea.com, and contains complete and important information regarding cancellations, itineraries, Silversea's liability, health and immigration requirements, and other relevant terms and conditions.

##### PRE- AND POST-CRUISE TOURS:

A minimum level of fitness is required to participate in a JANESCO Travel tour. Our tours are unable to accommodate travellers needing walking aids such as walking sticks, walking frames or wheelchairs. You are required to be able to at least:

- Walk for 3 km without the use of walking aids on uneven surfaces, at a moderate pace with only short breaks.
- Carry hand luggage over moderate distances (200 metres)
- Stand for lengths of time (in museums, galleries etc.)
- Negotiate stairs (50)
- Move your luggage short distances
- Get up and down from the floor unassisted
- Keep up with the group at all times

Effective 5 July 2023