

Gallivanter Travel – Terms & Conditions

Thank you for choosing Gallivanter Travel for your upcoming journey. As a proud family-owned Virtuoso agency serving North and Central Queensland, we truly appreciate your support and trust in us. Your decision to entrust us means you are supporting a local team passionate about creating exceptional travel experiences. While you embark on your adventure, we want you to travel with peace of mind. Should you need assistance at any time, we are here for you.

For international assistance, please contact us on +61 4722 5022, and for any domestic assistance, we can be reached on (07) 4722 5022.

Our team is available 24/7 to ensure your journey is as seamless and enjoyable as possible.

Booking Terms and Conditions

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. References to “Gallivanter Travel”, “us”, “we” and/or “our” in these booking terms and conditions shall mean Giudes Group Pty Ltd (ABN: 79 662 934 992) (Gallivanter Travel Franchisee NQ and CQ). References to “you” and “your”, in these Booking Terms and Conditions shall mean the customer.

By making any booking, you agree to comply with and be bound by these Booking Terms and Conditions. These Booking Terms and Conditions apply to any bookings you make with our advisors (in-store, over the phone or by email) as well as online bookings you make on our website.

We will rely on the authority of the person making the booking to act on behalf of any other traveller on the booking (regardless of whether other travellers have made separate payments) and that person will bind all such travellers to these Booking Terms and Conditions.

Passports & Visas

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. For international travel bookings, you must let us know if you have less than 6 months' validity on your passport or if you do not have a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Australian passport which is valid for the relevant destination and transit point. If this is not the case, you must let us know. It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments, or expenditures incurred because of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part). If you need information regarding visas, passports, and other travel document requirements for your trip, please let your advisor know or, for online bookings, contact us on 1300 804 321. We can provide you with general information only on visa and passport requirements that apply to international travel bookings you make with us. Our advisors can also obtain more specific information from an external visa advisory service provider on your behalf (if you wish, we can assist you to obtain visas through this external service and fees will apply). For online bookings, you can contact an external visa provider such as Visa Central <http://au.visacentral.com/109501> directly. We do not warrant the accuracy or suitability of information provided by any external service provider and accept no liability for any loss or damage which you may suffer in reliance on it (except to the extent caused by fault on our part).

Please do not forget your Passport or relevant Visas.

Some of the more common ones are:

USA – please see <https://esta.cbp.dhs.gov> for essential information regarding compulsory pre-registration for their visa waiver program (“ESTA”). Australian passport holders will not be able to enter the United States without a valid ESTA (or visa). Please note, you may not meet the eligibility requirements of ESTA and may be required to obtain a visa.

Canada – [Electronic travel authorization \(eTA\) – Canada.ca](#) for essential information regarding compulsory electronic travel authorization for visa-exempt foreign nationals (“ETA”). Australian passport holders will not be able to enter Canada without a valid ETA (or visa or permit) from 15 March 2016. Please note, you may not meet the eligibility requirements of ETA and may be required to obtain a visa or permit.

United Kingdom/Britain – [Apply for an electronic travel authorisation \(ETA\) – GOV.UK](#)

UK Travel Documentation & Entry Requirements
It is the responsibility of all travellers to ensure they hold the correct passports, visas, electronic travel authorisations (ETAs), and any other required travel documentation for their destination and nationality. Entry requirements are determined by the relevant government authorities and may change at short notice.

Travellers holding dual citizenship should be aware that specific rules may apply depending on the country they are entering. For example, some countries require dual nationals to travel using the passport issued by that country. As of 25 February 2026, dual citizens travelling to the United Kingdom may no longer enter using only an Australian passport with an ETA if they hold British nationality.

Travellers in this situation must travel on a valid British passport or obtain a Certificate of Entitlement confirming their right of abode.

Failure to present the correct documentation may result in denied boarding by the airline or refusal of entry by immigration authorities. Gallivanter Travel is not responsible for any costs, delays, or disruptions arising from travellers failing to meet passport, visa, or entry requirements.

Travellers are strongly advised to check current entry requirements with the relevant government authorities prior to travel. Official information regarding UK entry requirements can be found at: [Electronic travel authorisation \(ETA\): guide for dual citizens – GOV.UK](#)

We urge you to apply for an ESTA or ETA prior to booking an airfare if you have any concerns about whether you might be eligible for an ESTA or ETA.

Whilst visas are not yet a requirement for European countries, these will soon be coming into effect. Prior to your departure, please keep informed of any changes via the [Smart Traveller website – Homepage | Smartraveller](#).

Travel Insurance

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Your insurance protection should include cover for cancellation, medical and repatriation expenses, personal injury and accident, death and loss of personal baggage, money and personal liability insurance. Evidence of such insurances should be produced to your travel advisor on request. Insurance cover offered by credit card companies or reciprocal medical cover agreements are often not comprehensive. Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel.

Your travel advisor can provide information to you about travel insurance. For details of the services they provide, including a quote, please refer to their Financial Services Guide/Product Disclosure Statement. We are an authorised representative of CoverMore Insurance Services Pty Ltd (ABN 95 003 114 145) (“Cover-More”) and receive financial and non-financial benefits when you buy travel insurance products through us. We and Cover-More are authorised to provide you with general advice about, and arrange, travel insurance products on behalf of the insurer, Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507). You must read the Combined Financial Services Guide & Product Disclosure Statement before you decide to buy the travel insurance product you are considering purchasing to ensure it meets your needs and financial situation. Please contact your advisor or call 137071 to take out travel insurance through us or if you have any questions about Cover-More’s travel insurance products. If you purchase travel and decline travel insurance, you may be required to sign a disclaimer.

Travel Advice including COVID-19 (Coronavirus) Guidance

We recommend that you contact the Department of Foreign Affairs and Trade (“DFAT”) or visit their website at www.smartraveller.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. DFAT no longer ask you to register your trip with them, instead you can subscribe to receive updates on the destinations you are travelling to and through. Where a crisis occurs, DFAT can set up a crisis registration portal. If DFAT open crisis registrations, they will publish the link on their website and share it on social media. This allows you or your loved ones to register your location and contact details so they can get in contact and provide advice.

We strongly recommend that you familiarise yourself with the status and updates to Australia’s immigration and border arrangements during the COVID-19 outbreak, available at <https://covid19.homeaffairs.gov.au/>.

In addition, you should familiarise yourself with airline requirements around passenger safety, including the requirement for face masks and the need to produce evidence meeting airline and border control requirements in relation to a negative COVID-19 test both for transit and final destination passengers. This information is subject to change without notice, so we recommend you update yourself in relation to the relevant airline and government policies for your transit and destination at each of (i) the time of booking, (ii) as you approach your travel date, and (iii) immediately before travel.

You acknowledge that you are choosing to travel at a time where you may be exposed to the Coronavirus. It is your own responsibility to acquaint yourself with all relevant travel information, including applicable health risks. You acknowledge that your decision to travel is made based on your own consideration of this information, and you acknowledge and agree that you are aware of, and assume responsibility for, the risks associated with travelling at this time. To the fullest extent permitted by law, we accept no liability in relation to these additional risks.

Health

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel.

General health advice for the destination you wish to visit is also available from DFAT (see smarttraveller.gov.au).

Whether any medical requests can be accommodated, including (without limitation) access to power, refrigeration and travelling with the use of mobility aids, is subject to the travel service provider in their sole and absolute discretion, and will often depend on several factors, including (without limitation) any modes of transport and local standards at the destination. All medical requests are beyond our control. While we will include all medical requests as a file note to the travel service provider, we cannot guarantee that your request will be accommodated. It is your responsibility to follow up with the travel service provider directly either at the destination or prior to travelling where possible.

Prices

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid for in full by you. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases. Please contact your consultant for up to date prices.

Financial Arrangements

We receive remuneration through commissions, financial incentives, and other means (together, “financial arrangements”) from booking travel and travel-related products and services on your behalf with third party travel service providers. We are not required by law to disclose the nature or value of these financial arrangements.

Deposit and Final Payment (not applicable to online bookings, which must be paid in full at the time of booking)

You will be required to pay a deposit or deposits when booking. All deposits are deducted from final payments and are not an additional charge when booking. Your advisor will advise you of how much that will be. Subject to your rights under the Australian Consumer Law, all deposits are non-refundable for changes of mind or cancellations by you, or if the travel service provider’s terms and conditions provide that your deposit is non-refundable. If your deposit is refundable, this is subject to Gallivanter Travel having received the funds from the travel service provider and/or being authorised by the travel service provider to refund your deposit. A deposit will secure your booking/seat, however prices quoted may change before you make the final payment. Final payment is required no later than 6 weeks prior to departure unless otherwise stated. Some airfares or services must be paid in full at the time of booking.

Our Fees

Subject to your refund and remedy rights under the Australian Consumer Law, the following service fees apply per person to all bookings (including online bookings and bookings made with an advisor):

Holiday management/ Service Charges

Domestic/Cruise Travel

- Domestic Travel Booking – \$55
- Domestic Package (Includes Car Hire/ Coach Travel/ Flight/ Hotel Reservations / Rail Travel/ Cruise) – \$75
- Ticket reissue – \$55
- Frequent Flyer redemptions- \$75

International

- Trans-Tasman/ Pacific Islands (Includes Car Hire/ Coach Travel/ Flight/ Hotel Reservations/ Rail Travel/ Cruise) – \$180
- Asia (Includes Car Hire/ Coach Travel/ Flight/ Hotel Reservations) – \$180
- Other International (Includes Car Hire/ Coach Travel/ Flight/ Hotel Reservations/ Rail Travel/ Cruise) – \$220
- Ticket Reissue – \$100
- Frequent Flyer redemptions – \$250 (per booking)

Administration Fees

- Courier Charges – \$15 + cost of courier bag
- Visa Processing Fee – \$150
- Insurance Claim Assistance- purchased through us – \$200
- Insurance Claim Assistance- other – \$400

Holiday Amendment Service Fee

(Service for Cancellation and/or complete rebooking of new holiday. This is not inclusive of supplier and operator fees and charges):

- Domestic – **\$150**
- Trans-Tasman – **\$200**
- International – **\$250**

Credit card Charges

In-store Merchant Terminal Fees

- 1.1% Visa, Mastercard
- 1.8% Amex
- No fees for Debit Card transactions

Virtual Terminal Fee Structure (Travel Pay)

- 1.3% Visa & Mastercard
- 1.8% Amex (International Cards 3.0%)

Our Change and Cancellation Fees

Subject to your refund and remedy rights under the Australian Consumer Law, the above change or cancellation fees will apply to your booking (including online bookings and bookings made with a consultant).

These change and cancellation fees reflect the reasonable, direct, and indirect costs, time and effort incurred or involved in us providing booking and advisory services to you, as well as processing and managing the changes to, or cancellation of, your booking.

All bookings are made on your behalf subject to the terms and conditions imposed by the travel service provider. If, for example, a travel service provider's terms and conditions contain a "no refund policy", we will only be able to provide you with the remedy provided by the travel service provider (if any), which may include a travel credit supplied by the travel service provider.

Travel service provider Change & Cancellation Fees

In addition to Gallivanter Travel non-refundable and unrecoverable Service fees, and Change and Cancellation fees, changed or cancelled bookings for any reason (including by reason of matters outside your or our control) may also incur travel service provider fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Travel service provider fees may also apply where a booking is changed for any reason and when tickets or documents are re-issued. Where we incur any liability for a travel service provider change or cancellation fee for any booking which is changed or cancelled for any reason, you agree to indemnify us for that fee. Where you seek a refund for a changed or cancelled booking for which payment has been made to the travel service provider, we will not provide a refund to you until we receive the funds from that travel service provider (which may take 12 weeks, or longer, dependent upon the supplier processing time). In the event we are still holding the funds, we can only provide you with a refund once we are authorised by the travel service provider to process your refund, subject to that travel service provider's change or cancellation policy.

Change or Cancellation by You

If you change any aspect of your booking, we will do our best to accommodate your request, but it may not always be possible. All changes will be subject to any applicable travel service provider fees and Gallivanter Green Ribbon Service fees and change fees set out above, and you will be responsible for any increase in pricing that may occur because of your change request.

If you cancel any aspect of your booking, you will forfeit your deposit and any Service fees and you will be required to pay any applicable travel service provider fees and Gallivanter Travel cancellation fees set out above, and we will provide you with a refund for the remaining funds (if any). Alternatively, Gallivanter Travel or the travel service provider may offer you a travel credit for the full amount paid by you without applying any applicable travel service provider fees or Gallivanter Travel cancellation fees. If your deposit or booking is refundable, this is subject to Gallivanter Travel having received the funds from the travel service provider and/or being authorised by the travel service provider to refund your deposit or booking funds.

For instant purchase or non-refundable bookings, if you cancel any aspect of your booking, you will not be entitled to a refund, travel credit or other remedy from the travel service provider and/or Gallivanter Travel.

Change or Cancellation by a travel service provider

The following terms apply to a cancellation by a travel service provider, except in the event of unavoidable or extraordinary circumstances (which are dealt with in sections below).

To the extent permitted by applicable law, if your booking is cancelled by a travel service provider, the travel service provider will generally offer you in the first instance alternative travel arrangements of comparable standard if available (and will refund any price difference if the alternative is of a lower value), or a travel credit for the full amount paid by you. Alternatively, subject to the travel service provider's change or cancellation policy, the travel service provider may offer you a refund of all money paid by you in respect of the booking, from which the travel service provider and/or Gallivanter Travel will deduct any unrecoverable costs including its Service fees, and any applicable travel service provider fees and Gallivanter Travel cancellation fees set out above.

“Unrecoverable costs” means all reasonable, direct and indirect costs we have incurred in relation to your booking, and includes amounts paid by Gallivanter Travel to other relevant travel service providers who are responsible for components of your booking and which may be non-refundable. For example, costs paid to overseas in-destination tour or transfer operators.

For instant purchase or non-refundable bookings, if your booking is cancelled by a travel service provider, subject to the travel service provider's change or cancellation policy, you may not be entitled to a refund, travel credit or other remedy from the travel service provider and/or Gallivanter Travel.

Unavoidable or Extraordinary Circumstances

In the event of unavoidable or extraordinary circumstances, a travel service provider may materially modify or cancel your booking as set out below.

In these Booking Terms and Conditions “unavoidable or extraordinary circumstances” means any cause outside a travel service provider’s reasonable control which could not have been prevented or avoided even if all reasonable measures had been taken by the travel service provider (including, but not limited to, war, threat of war, riot, civil disturbances, industrial dispute, terrorist activity and its consequences, plague, epidemic, pandemic, infectious disease outbreak or any other public health crisis (including quarantine or other employee restrictions), natural or other disaster (such as volcanic ash or hurricanes or similar events), nuclear incident, fire or bushfires, adverse weather conditions (actual or threatened, including snow and fog), closed or congested airports or ports or other modes of transport, unavoidable technical problems with transport, unforeseen alterations to transport schedules, transportation disruptions or cancellations, domestic and/or international travel restrictions, changes to travel advisories and restrictions, changes to health advisories and quarantines, changes to immigration, labour and free-movement laws resulting from BREXIT, rescheduling of aircraft or boats or other modes of transport, changes to applicable laws and/or other government mandates (including evacuation orders and border closures), and similar events).

A material modification is one that has a serious impact on your booking and would cause substantial inconvenience to you (including a change of departure date, departure point or airport, or change of departure time of more than twelve hours).

Cash Payment Limit

Due to Federal legislation from 1 January 2020 we are unable to accept cash payments of \$10,000 or more per booking; this includes multiple payments for the same booking which total \$10,000 or more. Cash payments of less than \$10,000 per booking can be accepted; this includes multiple payments for the same booking which total less than \$10,000.

Taxes

Airline taxes are subject to change and are confirmed at the time your airline ticket is issued. There may also be a local tax charged at some airports.

Our Service guarantees

We are an accredited agency with ATAS and work within the guidelines of the Australian Federation of Travel Agents. Our booking and advisory services come with a guarantee that:

- We will provide you with a comprehensive, fit for specific purpose travel itinerary or service at the best value and within a reasonable time
- We will take all due care and skill; continually monitoring your booking to ensure any changes are managed and solutions provided.
- We will be with you on every step of your journey so if things don’t go to plan, we will be there to guide you through any issues
- We provide Travel recommendations through years of experience within the Travel Industry
- Our recommendations are based on our own and industry knowledge, and our clients’ feedback.
- We will provide you with an interactive itinerary through our Gallivanter Travel app where real time updates will be notified
- We provide you with peace of mind with our 24-hour emergency assistance
- Without an Advisor you are on your own

If we fail to meet any of these guarantees, you have rights under the Australian Consumer Law.

Agency

We act as an agent for and sell various travel related products. As an agent on behalf of numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, as well as all of our wholesalers.

Any services we provide to you are collateral to that agency relationship. Our obligation to you is to (and you expressly authorise us to) make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties. All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers. We can provide you with copies of the relevant service provider terms and conditions on request. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us. Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted us to organise, your rights are against that provider and not against us. You acknowledge and agree not to reverse any credit card payments made to us for contracting your travel arrangements for any reason other than fault on our part, acting as agent for the supplier.

Liability

To the extent permitted by law, neither Giudes Group Pty Ltd (Gallivanter Travel NQ and CQ), nor any of its related bodies corporate, directors, employees or agents, including Franchise, accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part.

Our liability will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

Force Majeure

Force Majeure means the occurrence of an event that is beyond Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ) reasonable control and which could not have been reasonably prevented by Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ) This includes, but is not limited to: (a) war, armed conflict, criminal damage, riot, civil strife, industrial dispute, terrorist activity or the threat of any such acts; (b) natural disaster (including but not limited to flooding, fire, earthquake, landslide), adverse weather conditions, high or low water levels; (c) nuclear or other industrial accident causing environmental pollution or contamination; or (d) change in law, meaning, enactment, amendment (including repeal) in the law or administration of any law in Australia or any jurisdiction or territory relevant to the booking contract, which includes changes in statute, regulation, determination, by-law, declaration, licence and the common law as applicable from time to time.

Termination of Booking Contract or Change of Travel Arrangements Due to Force Majeure If Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ), in its reasonable opinion, considers that any Force Majeure event prevents Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ), whether directly or through its employees, contractors, subcontractors from lawfully or safely providing any products or services subject of the booking contract with you, Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ) may immediately by written notice: (a) terminate the booking contract (in whole or in part); or (b) change your travel arrangements as reasonably practicable to ensure your safety and invoice you for any additional costs. Limitation of Liability in the Event of Force Majeure In the event of a force majeure event making it impossible or unsafe for Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ) to deliver all or part of the Holiday Package, Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ) will refund the customer for the unperformed part of the Holiday Package less any reasonable losses incurred before cancellation. Losses may amount to a substantial proportion of the booking price. Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ) will use reasonable endeavours to minimise losses incurred by customers.

Special Requirements

Please liaise with your advisor regarding any special requirements you may have for your travel arrangements such as special meal and seating requests, room type or disabled access.

Frequent Flyer

When booking with one of our advisors, please let them know your frequent flyer membership details (or other applicable loyalty program details) for inclusion in your booking. If you are booking online, please insert these details in the space provided for inclusion in your booking.

Please check your frequent flyer program (or other applicable loyalty program) for the specific terms of your membership. We cannot guarantee that the supplier of your frequent flyer or other loyalty program will credit you with points for your booking or provide you with any other particular benefit, including (without limitation) status credits or lounge access. It is your responsibility to check whether your booking is eligible for any such benefits.

Ello Online Booking Platform – Customer Terms of Use

Permitted Use

The Ello online booking platform (“Platform”) is provided to facilitate legitimate travel bookings and related travel management services. The Customer agrees to use the Platform solely for bona fide business or leisure travel purposes and in accordance with these Terms.

User Obligations

The Customer must:

- ensure that only authorised personnel access the Platform;
- maintain the confidentiality and security of login credentials;
- promptly notify Gallivanter Travel of any unauthorised access or suspected misuse;
- provide accurate, complete, and current information when making bookings;
- comply with all applicable laws and supplier terms when using the Platform;
- ensure its employees, contractors, and users comply with these Terms.

The Customer is responsible for all activity conducted under its access credentials.

Prohibited Use

The Customer must not, and must not permit any user to:

- use the Platform for unlawful, misleading, or fraudulent purposes;
- copy, modify, reverse engineer, or create derivative works from the Platform;
- sell, sublicense, share, or provide access to unauthorised third parties;
- interfere with, disrupt, or impair the performance, security, or availability of the Platform;
- upload or transmit malicious code, viruses, or harmful content;
- attempt to circumvent security features or gain unauthorised access.

Any breach may result in suspension or termination of access.

Third-Party Travel Providers

The Customer acknowledges and agrees that:

- travel services booked via the Platform are provided by third-party suppliers (e.g. airlines, hotels, tour operators);
- bookings are subject to the terms and conditions of the relevant supplier;
- prices and availability may change without notice prior to ticketing or confirmation;
- refunds are subject to supplier terms and will only be processed once received from the supplier.

Gallivanter Travel and the Platform provider do not control supplier performance and are not responsible for supplier failures.

Platform Availability & Technical Limitations

The Platform is provided by a third-party technology provider. While reasonable efforts are made to ensure availability and security, the Customer acknowledges that:

- the Platform may experience downtime, interruptions, or technical issues;

- data transmission over the internet carries inherent risks;
- Gallivanter Travel is not responsible for outages or technical failures beyond its control

Fees & Third-Party Platform Charges

Gallivanter Travel utilises third-party booking technology to provide Platform access. The Customer acknowledges and agrees that:

- transaction fees and related charges may apply to bookings made via the Platform;
- third-party technology providers may vary their fees from time to time;
- Gallivanter Travel reserves the right to adjust or introduce reasonable service fees to reflect changes in third-party platform costs.

Gallivanter Travel will use reasonable endeavours to provide notice of material fee changes where practicable.

Limitation of Liability – Platform & Fee Changes

To the maximum extent permitted by law:

- Gallivanter Travel is not liable for any loss, cost, expense, or business interruption arising from:
- changes to third-party platform fees;
- outages or technical failures of the Platform;
- acts or omissions of third-party travel suppliers; or
- unauthorised use of the Platform where the Customer has failed to safeguard access credentials.
- Gallivanter Travel's liability in connection with Platform use is limited to the amount of service fees paid by the Customer to Gallivanter Travel in the three (3) months preceding the event giving rise to the claim.

Nothing in these Terms excludes rights that cannot be excluded under Australian Consumer Law.

Suspension or Termination of Access

Gallivanter Travel may suspend or terminate Platform access where:

- the Customer breaches these Terms;
- continued access poses a security or compliance risk;
- required by the Platform provider.

Travel Documents

Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in names, dates or timings. If you have booked with an advisor, it is your responsibility to collect all travel documents from us prior to travel. As a general rule, your travel documents will be available for collection 2 weeks prior to departure, however this will depend on your individual arrangements. Please contact your advisor to confirm when your travel documents are ready for collection.

Please ensure you read your travel documents carefully for details on baggage allowances as these can vary from airline to airline and country to country. Excess baggage (if your airline allows it) can be expensive and is your responsibility. We will not be liable for any expenses, fees, penalties, costs, liabilities, damages, or losses associated with baggage allowances and excess baggage.

Schedule Changes

We recommend that you contact the airline to confirm your scheduled departure time 24 hours prior to your flight.

Privacy Policy

- We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy, which is available online at www.gallivantertravel.com.au/privacy-policy or in store. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy. In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service providers (e.g. airlines, accommodation or tour providers) with whom you make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business is based. We may also disclose your personal information to our overseas related entities and to service providers who perform services for us within and outside of Australia. Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person (including any overseas recipients), you agree that we will not be required to ensure that person's compliance with Australian privacy laws or otherwise be accountable for how they handle your personal information.

When used above, “disclose” includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

Monies Not Held On Trust

All monies paid by you to us will be the property of Giudes Group Pty Ltd (Gallivanter Travel Franchisee NQ and CQ) and will be a debt due and payable to the travel service provider as per their booking terms and conditions except for monies paid for flights with an IATA airline, which might be held on trust by Giudes Group Pty Ltd for that IATA airline. You agree and acknowledge that such monies will not be held by us on trust for and on behalf of you and we may hold such monies in any account as we see fit, including with our own and/or other customer monies.

Governing Law

If any dispute arises between you and us, the laws of Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Australia and waive any right that you may have to object to an action being brought in those courts.

Payments by Credit Card

Credit card surcharges will apply when paying by credit card. Please refer to the fee section above for details. Debit cards only incur surcharge fees on transactions over \$2000.

You authorise us to charge all fees incurred by you in relation to the services provided to the credit card or debit card designated by you. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand.

If you choose to save your credit card details with us, they will be securely stored with encryption via our quoting platform (Powersuite) and may be used for your future transactions with us (including transactions agreed over the phone or by email). You can choose to remove your saved credit card details at any time.

Payments by Direct Deposit

Please note that payments by direct deposit can take up to 3 business days to process. If you are paying by this method you will need to make the payment at least 3 business days prior to the actual due date. You must notify your consultant of your payment once it has been made.

Payments by Pay ID

Payments by Pay ID into the direct store account are instant.

Payments by Travel Pay pay with Amex Points

This payment option can take up to 5 business days to show on your statement and our bank account.

Payments by Cheque (Not applicable to online bookings)

Please note that cheque payments require 5 business days to process (approximately). If you are paying by this method, you will need to make the payment at least 5 business days prior to the actual due date. If the timing of receiving the cheque is not sufficient enough for the funds to be released, then we will request with the bank a “special clearance”. If required, an additional bank fee of \$25 will be charged. You agree to not stop the payment of the cheque even when you cancel a booking. You agree that we may apply the proceeds of the cheque to satisfy any liability you have to us, including any liability in respect of cancellation fees, before refunding the balance to you.

PCI Compliance

Gallivanter Travel NQ & CQ meet PCI DSS requirement 11.2.2 and the ASV Program Guide. If you require evidence of this, please contact admin@gallivantertravel.com.au

Modifications of these Booking Terms and Conditions

We reserve the right to modify any of these Booking Terms and Conditions (including the Travel Credit terms and conditions) at any time without prior notice. If we make changes to any of these terms and conditions, we will post the amended terms and conditions on the <https://www.gallivantertravel.com.au> website, applications, or services, which are effective upon posting. The applicable terms that apply are those in effect at the time you make a booking (including by using any Travel Credit) with us.

Acknowledgement

You acknowledge that you are 18 years of age or older and that you understand and agree with the above Booking Terms and Conditions.

These terms were last updated on 04th March 2026.