

## BOOKING TERMS & CONDITIONS

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

To secure your place on a tour, a non-refundable deposit of **\$1,500.00** per person is payable at the time of reservation unless otherwise specified, together with a signed and completed booking form. Final balance is payable 70 days prior to departure unless otherwise specified. If your booking is made within 70 days of the departure date then the full amount is payable at the time of booking.

### Late Booking Fee

For bookings made within 7 days of departure, a fee of \$200.00 will be charged per passenger.

### Cancellation by Janesco

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 reservation must be provided to us in writing and is subject to the following cancellation fees:

**70 days or more** before departure: loss of **\$1,500** non-refundable deposit and airline cancellation fee where applicable

**69 to 35 days** before departure: **50%** of total amount and airline cancellation fee where applicable

**Within 35 days** of departure: **100%** of total amount and airline cancellation fee where applicable

### 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 20 May 2023) do not require a visa for stays in Japan for tourism 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

Extensions may be made on some packages and tours, subject to availability. Each alteration after confirmation of booking incurs a \$100.00 change fee. Deviations from group tour air tickets may incur extra fees.

### 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 and transportation 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, hotel 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.

### 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 trip. 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 trip with no right of refund.

### Health and Fitness

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 meters)
- 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 20 May 2023