



## Schedule of Professional Service Fees

All fees, charges and deposits are in addition to those levied by suppliers and airlines.  
Payment may be made by direct deposit, credit card or cash.  
Fees, if applicable, are shown below.

<b>Service Fees</b>	\$11.00 One-way Rex airfare per person	
	\$22.00 One-way domestic airfare, rail or bus per person	
	\$44.00 Return domestic airfare, rail or bus per person	
	\$75.00 Domestic package, tour or cruise per person	
	\$120.00 International airfare per person	
	\$120.00 International package, tour or cruise per person	
	\$66.00 International travel requirements processing as per International Travel Checklist for first hour or part thereof and \$33.00 for every subsequent half hour or part thereof	
	\$55.00 - \$250.00 Itinerary planning and management per booking (credited towards reservation deposit once booked)	
	\$33.00 Other services	
<b>Reservation deposit</b>	Required at the time of quotation and is non-refundable regardless of reason for cancellation (in addition to any Supplier deposits)	
	\$75.00 per person for all domestic bookings	
	\$120.00 per person for all international bookings	
<b>Frequent flyer redemptions</b>	\$55.00 Domestic airfare per person	
	\$120.00 International airfare per person	
<b>Additional services</b>	\$200.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Travel and Cruise	
	\$55.00 Bookings made direct with overseas or online Supplier per person	
	\$33.00 Reconfirmation / ticket changes not issued by Travel and Cruise, per half hour	
<b>Amendment fees</b>	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)	
	\$33.00 Domestic airfare amendment per person	
	\$75.00 International airfare amendment per person	
	\$33.00 Other domestic or international items per person	
<b>Cancellation fees</b>	For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)	
	Travel and Cruise will retain the reservation deposit, service fees and 15% of travel costs paid	
<b>Credit card fees</b>	1.4% for Visa	1.8% for American Express
	1.2% for Mastercard	3.00% for international cards issued outside Australia

Effective 01 January 2025. Fees are inclusive of GST where applicable.

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ATIA Accredited No. A11215



**Travel and Cruise  
Ceduna**



# The Value of Our Professional Fees

## Your Journey, Our Expertise

As your travel partner, we understand that travel planning is an exciting but complex process.

We're here to shed light on why we charge non-refundable professional fees for our service that benefits you throughout your journey.

- **Expertise:** Our dedicated travel experts possess in-depth knowledge of the travel industry. We stay updated with products, destinations and the latest trends so we can provide you with the best advice.
- **Time-Saving:** Travel planning can be time-consuming. We save you hours of research, booking, and organisation. Your convenience is our top priority.
- **Customisation:** We craft personalised itineraries tailored to your preferences, ensuring your trips are memorable and stress-free.
- **Support:** In the event of disruptions, cancellations, or unexpected challenges during your journey, we are here, ready to assist you.
- **Exclusive Access:** As intermediaries, we have access to special deals, upgrades and offers that may not be available to the general public.
- **Peace of Mind:** Our fees support our commitment to ensuring your experience is expertly curated during the planning stage of your journey allowing you to enjoy your experience from the very beginning to the end of your journey.
- **Savings:** By leveraging our industry relationships and expertise, we often save you money in the long run.
- **Value-Added Services:** You gain access to a range of travel services that go beyond standard bookings, including travel insurance, visa advice and more.
- **Code of Conduct:** We are proud to be an accredited member of the Australian Travel Industry Association (ATIA). We adhere to the rigorous ATIA Code of Conduct and in the event that you have any concerns or grievances, you have the opportunity to escalate your concerns through to the association for thorough review and investigation.

Remember, our non-refundable professional fees are an investment in a seamless and unforgettable travel experience. We're passionate about what we do and your satisfaction is our greatest reward.

**Thank you for choosing us as your travel partner. We look forward to helping you explore the world and create lasting memories.**

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