

Me Time Holidays & Travel

I don't sell travel. I provide professional travel support that helps you travel with confidence.

These Client Booking Terms & Conditions explain how we'll work together. They're written in plain English because I believe understanding the process is just as important as agreeing to it.

My goal is to build a professional relationship based on transparency, communication and trust. I want you to understand not only what I do, but why I do it, so you can make informed decisions throughout your travel planning journey.

If anything in these Terms is unclear, please ask. I'd much rather answer your questions before we begin than resolve misunderstandings later.

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Part 1 – Working Together

Travel is an investment of your time, your money and your trust. I never lose sight of that.

Planning travel today is about much more than making reservations.

The internet has made it easier than ever to book flights, accommodation and experiences, but it has also made travel more complex. With countless choices, changing conditions and an overwhelming amount of information available online, knowing what to book can often be harder than making the booking itself.

That's where I can help. I take the time to understand your goals, offer honest advice, and recommend travel experiences that genuinely suit your interests, priorities and budget.

Sometimes that means designing a complex itinerary from scratch. Sometimes it means helping you refine your own ideas. Sometimes it simply means giving you confidence that you're making the right decision.

Whatever level of support you choose, my goal is always the same: to make planning your travel easier, more enjoyable and less overwhelming.

What You Can Expect from Me

As your travel advisor, I will:

- listen carefully to what matters most to you;
- provide honest, independent and professional advice;
- explain your options clearly;
- communicate openly throughout the planning process;
- act with care, integrity and professionalism;
- respect your budget while helping you achieve the best overall value; and
- recommend travel experiences because I believe they're right for you.

What I'll Ask of You

- To help me provide the best possible support, I ask that you:
- provide accurate Traveller information;
- read the information I send you;
- ask questions if anything is unclear;

- make decisions and payments within advised timeframes.

Part 2 – My Professional Services

Every Client travels differently. I offer a range of Professional Services so you can choose the level of support that's right for you.

Travel Research & Planning

Research, itinerary design, and personalised recommendations for accommodation, transport, activities and sights.

Travel Advice

Professional guidance when you simply need expert advice.

Booking & Coordination Services

Coordination of flights, accommodation, cruises, tours, insurance and other travel arrangements.

Self-Booking Support

Access to trusted self-booking resources and partners while still benefiting from my experience.

Choosing the Right Service

I'll always be clear about the services I'm providing, the fees that apply and what you can expect.

Part 3 – Transparency, Professional Services & How I'm Paid

I believe in being transparent about how my business operates. Depending on the booking, I may receive Professional Service Fees, commission, or both. Regardless of how I'm remunerated, my recommendations are always based on what I believe is the best fit for your travel goals.

Depending on the type of travel and the Travel Providers involved, I may be remunerated in one or more of the following ways:

- Professional Service Fees paid directly by you.
- Commissions paid by Travel Providers.
- Affiliate income paid by Travel Providers or booking platforms.
- Commercial arrangements that are fully compliant with Australian law.

Professional Service Fees

My Professional Service Fees reflect the time, expertise and care I invest in helping you make informed decisions, researching options, coordinating your travel plans and supporting you throughout your journey.

Professional Service Fees are non-refundable and reflect payment for work already undertaken.

Commission

Travel Providers pay commission in recognition of the professional work undertaken to assist you and forms part of the remuneration for my services. Where permitted by law and Travel Provider conditions, commission may be retained even if a booking is later cancelled, changed or refunded.

Professional Services & Fee Schedule

My current Professional Services & Fee Schedule forms part of my business documentation and explains the fees that may apply for the services I provide. The Fee Schedule may be updated from time to time without requiring these Terms & Conditions to be rewritten. The version current at the time Professional Services are provided will apply.

Refunds

If a booking is refunded by a Travel Provider, any refund payable to you will generally reflect the amount returned by that Travel Provider, less any Professional Service Fees, commission and a small payment processing fee. I'll always aim to be transparent about how any refund has been calculated.

Part 4 – Travel Pricing

Travel Pricing is one of the most misunderstood aspects of modern travel planning. Unlike many retail purchases, travel prices are dynamic and can change frequently based on availability, demand, exchange rates and Travel Provider pricing systems.

Travel Pricing Details

The Travel Pricing I provide reflects the best available price at the time it is prepared. Unless otherwise stated, pricing should not be regarded as a guaranteed price hold or an offer that can be held indefinitely.

Prices may increase or decrease at any time before your booking is confirmed by the relevant Travel Provider.

If Travel Pricing changes after you authorise me to proceed, I'll let you know and seek your instructions before making any booking.

Price Matching

If you've found a publicly available price before booking, I'm happy to discuss it with you. Where possible, I'll always try to match comparable pricing offered through reputable Travel Providers. I'll also consider factors such as booking conditions, inclusions, flexibility, after-sales support and the overall suitability of the travel product.

Holding Travel Pricing

Some airlines, accommodation providers, cruise lines and tour operators allow bookings or pricing to be held for a limited period, while others do not. Where a hold is available, I'll let you know the expiry time and any conditions that apply. Travel Pricing and availability may change without notice.

Travel Provider Terms & Conditions

Every Travel Provider has its own terms and conditions. By proceeding with a booking, you also agree to comply with those conditions.

Part 5 – Confirming Your Travel Arrangements

Once you've decided to proceed, I'll begin coordinating your travel with the relevant Travel Providers.

Your Authority to Proceed

Before providing your authority to proceed with booking, you must ensure that you have read and understood these Terms and Conditions (and ask any questions you may have), as well as any terms and conditions of the third party supplier of your travel arrangements. By asking us to confirm your booking you are accepting all the Terms and Conditions laid out in this document and acknowledging that you have read the Terms of Conditions of any third-party suppliers of your travel arrangements.

I'll only confirm bookings after you've authorised me to do so. Your authority may be provided in writing, by email or text, or by another agreed method. By providing your authority to proceed, you warrant that you do so on behalf of all persons named on the booking.

By providing your authority to proceed, you confirm that you accept the Travel Pricing provided, as well as any terms and conditions related to the arrangements, and authorise Me Time Holidays & Travel to purchase the requested travel arrangements on your behalf. This creates a commitment for you to pay the amount together with any applicable Professional Service Fees.

Once I have confirmed or paid for your travel arrangements with a Travel Provider in reliance on your authority, your instruction cannot be withdrawn. If you later decide not to proceed, you remain responsible for all amounts committed on your behalf, including any Travel Provider cancellation fees, amendment fees and any non-refundable costs.

Formation of Contract

A contract between you and Me Time Holidays & Travel is formed when you provide your authority to proceed with the purchase, booking or confirmation of travel arrangements.

A contract is also formed between you and the Travel Provider of the travel arrangements when you provide your authority to proceed with the purchase, booking or confirmation of travel arrangements.

Binding Booking

The booking becomes binding on you from the time that I confirm the booking or commit funds to a Travel Provider on your behalf. Travel Providers may impose cancellation fees, amendment fees and other charges from the moment a booking is confirmed. If you request a cancellation or change after a binding booking has been made, you remain liable for all Travel Provider charges and any applicable Professional Service Fees charged by Me Time Holidays & Travel.

Confirming Your Booking

I'll only proceed with confirming travel arrangements after you've authorised me to do so and any required deposits or payments have been received. Confirmation remains subject to availability and acceptance by the relevant Travel Provider.

In confirming your booking, I act as your agent in circumstances such as acquiring transportation, hotel accommodations, sightseeing, and other related services for your benefit. Me Time Holidays & Travel does not operate, control, or otherwise provide the services of independent Travel Providers. Hence, Me Time Holidays & Travel shall not be responsible for any loss, accident, injury, delay, defect, omission or irregularity which may occur or be occasioned, whether by reason of any act, negligence or default of any company or person engaged in or responsible for carrying out any of the arrangements, or otherwise in connection therewith.

Payments

Payment methods, due dates and deposit requirements are determined by the relevant Travel Provider unless otherwise advised. Failure to make payment by the required due date may result in cancellation of your booking, loss of deposits or additional fees imposed by the Travel Provider.

Checking Your Documents

Once your itinerary, confirmations or tickets are issued, please review them carefully. Check names, dates, destinations and other important details immediately. If something doesn't look right, let me know as soon as possible. The sooner I'm made aware of an issue, the more options we're likely to have available.

Travel Documentation

It is your responsibility to ensure all Travellers have valid passports, visas and any required entry documentation and requirements. Where you've engaged me to assist, I'll explain the service I'm providing; however, the final responsibility remains with the Traveller.

Communication

I'll keep you informed throughout the booking process and provide confirmations and travel documentation as they become available.

Part 6 – Changes, Cancellations, Refunds & Ongoing Support

Travel plans sometimes change. When they do, I'm here to help. My role doesn't necessarily end once your booking is confirmed, but additional work after booking often requires significant professional time.

Changes Requested by You

In most cases, you may deal directly with the relevant Travel Provider or engage me to manage changes on your behalf. Additional Professional Service Fees may apply, in addition to Travel Provider fees if you ask me to manage your changes.

Travel Disruptions

Where disruptions occur, I'll do my best to help you understand your options and, where engaged, coordinate alternative arrangements. Additional Professional Service Fees may apply depending on the work involved.

Cancellations

Travel Provider cancellation terms apply. Professional Service Fees and commission already earned for work completed are generally non-refundable.

Refunds

Any refund, credit or travel voucher is entirely subject to the policies and conditions of the relevant Travel Provider. Me Time Holidays & Travel has no authority to waive or vary a Travel Provider's cancellation or refund conditions and cannot guarantee that a refund or travel credit will be available. Refunds are determined by the Travel Provider. Where a refund is payable, it will generally reflect the amount returned by the Travel Provider less any Professional Service Fees or retained commission relating to work already performed. I'll explain how any refund has been calculated.

Where additional work is required to process a cancellation, negotiate with Travel Providers, prepare revised itineraries, or manage refund applications, additional Professional Service Fees may apply in accordance with the current Fee Schedule.

Nothing in these Terms & Conditions excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law or any other applicable legislation.

Part 7 – Your Responsibilities as a Traveller

Travel works best when we each play our part. While I'll provide professional advice, planning and support, there are some responsibilities that remain with you as the Traveller.

Travel Documents

You are responsible for ensuring that all Travellers hold valid passports, visas and any other documents required for your journey. Passport validity requirements vary by destination and it is your responsibility to ensure your passport meets the entry requirements for every country visited. The Australian Government provides clear and up-to-date advice about entry requirements for overseas destinations at smartraveller.gov.au.

Health, Vaccinations & Entry Requirements

You are responsible for meeting any health, vaccination or government entry requirements that apply to your destination. I encourage you to seek advice from your medical practitioner and review the information provided by the Australian Government relevant to your destination at smartraveller.gov.au.

Travel Insurance

I consider comprehensive travel insurance to be an essential part of responsible travel planning and strongly recommend it for every trip. Travel insurance can provide valuable protection for

unexpected events including cancellation, medical emergencies, baggage delays and travel disruption.

Reading Your Travel Documents

Please take the time to read your confirmations, tickets, itineraries and Travel Provider documentation carefully before you travel.

Keeping Me Informed

If your circumstances change before you travel, or you become aware of an issue that may affect your travel arrangements, please let me know promptly. Early communication often provides more options for resolving issues.

Part 8 – Privacy, Legal Information & General Conditions

These final sections cover a few important legal and administrative matters that help protect both you and Me Time Holidays & Travel while maintaining the open and transparent relationship described throughout these Terms.

Privacy & Confidentiality

To arrange your travel, I'll need to collect personal information such as your contact details, passport information and other information necessary to arrange your travel. I'll only collect information required to provide the services you've asked me to perform and will handle your information in accordance with Australian privacy law. Your information may be shared with Travel Providers and relevant authorities where necessary to arrange your travel.

Australian Consumer Law

Nothing in these Terms & Conditions excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law or any other legislation that cannot legally be excluded.

Independent Travel Providers

The travel products you purchase are supplied by independent Travel Providers operating under their own terms and conditions. While I carefully select the businesses I recommend, I don't own or control them and can't guarantee their performance. Where issues arise, I'll do my best to assist you in understanding your options.

Limitation of Liability

To the maximum extent permitted by law, Me Time Holidays & Travel isn't liable for loss, delay, injury, additional expense or inconvenience arising from the acts or omissions of independent Travel Providers or from events beyond my reasonable control, including weather events, natural disasters, industrial action, government restrictions and other unforeseen circumstances.

Changes to These Terms

From time to time I may update these Terms & Conditions to reflect changes in legislation, business practices or the services I provide. The version provided when your travel arrangements are confirmed will generally apply.

Governing Law

These Terms are governed by the laws of Queensland, Australia.

Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

Contact

If you have any questions about these Terms, my services or your travel arrangements, please don't hesitate to contact me.

Thank you for choosing Me Time Holidays & Travel.

Every trip represents more than flights and accommodation. It's your time, your investment and often something you've been looking forward to for months or even years.

Whether you're travelling to reconnect with family, pursue a lifelong interest, celebrate a milestone, challenge yourself or simply enjoy some well-earned me time, I genuinely appreciate the opportunity to be part of your journey.

I look forward to helping you travel with confidence.