
Lennetään Travel | Terms and Conditions

Effective Date: 17 September 2025

1. Introduction

These Terms and Conditions (the "Terms") govern your use of the website www.lennetaan.travel (the "Site") and any services provided by Lennetään Travel. By accessing or using our Site and services, you acknowledge that you have read, understood, and agree to comply with these Terms.

If you do not agree with these Terms, please do not use our Site or services.

Lennetään Travel specialises in creating personalised mystery trips and unique travel experiences.

2. Intellectual Property

All content on our Site and through our services is or has the right to use of Lennetään Travel, including:

- Images, text, logos, graphics, and designs;
- Documents and downloadable files;
- Proprietary software, code, and systems used to provide our services.

You may not reproduce, distribute, or use any of these materials without our express written permission.

3. Acceptable Use

When using our Site and services, you agree to:

- Use them only for lawful purposes;
- Refrain from infringing on intellectual property rights;
- Avoid fraudulent activity, harassment, threats, or harmful behaviour;
- Not interfere with or disrupt the operation of the Site.

We may restrict, suspend, or terminate your access if these Terms are violated and may pursue legal action if necessary.

4. Sale of Services

Our Site offers the following services:

- Mystery travel packages, including transportation, accommodation, tours, and destination guides;
- Destination information unrelated to specific bookings;
- Corporate social responsibility initiatives via our "Impact Hub" program.

Payment for services is due in full at the time of booking.

4.a. Booking Conditions

- All bookings are made at your discretion. We strive for accuracy but cannot guarantee error-free descriptions or availability.
- Destinations and inclusions are determined at Lennetään Travel's discretion unless explicitly confirmed in your booking.
- International travel options require at least seven months passport validity from departure date. Selecting an international option does not guarantee travel abroad.
- We may modify, reject, or cancel orders. Refunds for cancelled bookings will be processed to your original payment method.

4.b. Promotions and Campaigns

Each promotion may have specific terms. Review these carefully before participation. Details are available at www.lennetaan.travel/promotions.

5. Payments

We accept:

- Credit card;
- Debit card;
- PayPal;
- Invoicing.

Payment authorises us to charge the specified amount. Payments are processed securely via Stripe. We reserve the right to cancel or reverse transactions if illegal activity or violations of these Terms are suspected.

6. Refunds

Refunds are subject to our Cancellation and Refund Policy, available at www.lennetaan.travel/legal.

7. Zero Tolerance Policy

We maintain zero tolerance for harassment, discrimination, hate speech, threats, or actions that cause harm to customers, employees, or partners. Violations may lead to termination of services, removal from the Site, or legal action.

8. Consumer Protection

Where applicable, you are protected under Australian Consumer Law (Competition and Consumer Act 2010) or other relevant consumer legislation, including the UK Consumer Rights Act 2015. Mandatory legal rights cannot be excluded or limited by these Terms.

9. Limitation of Liability

Lennetään Travel, its officers, employees, and affiliates are not liable for claims, damages, losses, or expenses arising from your use of the Site or services, except where required by law.

10. Indemnity

You agree to indemnify and hold harmless Lennetään Travel, its officers, employees, and affiliates from claims, losses, damages, or expenses, including legal fees, arising from your use of the Site, services, or violation of these Terms.

11. Applicable Law and Jurisdiction

These Terms are governed by the laws of Victoria, Australia, and where applicable, the UK law for users in the UK. Disputes shall be resolved in the courts of Victoria, Australia, or a relevant UK jurisdiction, as appropriate.

12. Publicity Terms

Content you post mentioning or tagging Lennetään Travel may be used for marketing purposes. We may request consent to repost your content. Negative content violating our zero-tolerance policy may be removed, and legal action may be pursued if necessary.

12.a Social Media Content

By posting content on social media that mentions, tags, or features Lennetään Travel, you grant us a non-exclusive, worldwide, royalty-free licence to use, reproduce, display, and distribute that content for marketing, promotional, and social media purposes.

- We may repost or feature your content on our website, social media channels, newsletters, or other marketing materials.
- You retain all ownership rights to your content.
- You may request that your content be removed by contacting us at legal@lennetaan.travel.
- This licence does not apply to content that violates our Zero Tolerance Policy; such content may be removed or declined for use.

13. Severability

If any provision of these Terms is found invalid, illegal, or unenforceable, that provision will be severed, and the remaining Terms will remain in full effect.

14. Changes to This Policy

We may update these Terms and Conditions to comply with legal requirements or improve our practices. If you wish to be notified of any Terms and Conditions changes, please contact our Legal Officer.

15. Contact Information

For questions or concerns regarding these Terms:

Email: legal@lennetaan.travel

Phone: 1800 979 738 (Australia) and 020 4542 9852 (United Kingdom)

Website: www.lennetaan.travel/legal

16. Trading and Business Number

Australia: Lennetaan Travel, trading for Phillip Broederlow, ABN 34 564 381 016

United Kingdom: Lennetaan Travel Ltd, Company Number 16409109
