



Schedule of Professional Service Fees

Changes in supplier compensation have reduced or eliminated the subsidies we used to receive that allowed us to provide our services at no additional cost. As a result, nominal fees are necessary to allow us to continue to provide and expand the many services you have come to expect.

THESE FEES ARE NON REFUNDABLE. ALL FEES AND CHARGES ARE IN ADDITION TO THOSE LEVIED BY THE SUPPLIER/AIRLINE.

If you have any concerns about cancelling, please take out travel insurance covering this contingency. This policy will be adhered to despite the most compelling and compassionate circumstances.

Booking Management Fees

\$55.00 per person for Domestic bookings
\$110.00 per person for International bookings
\$110.00 itinerary preparation fee

Deposits

Applicable Supplier Deposit and Booking Management fee are due on booking

Service Fees

\$55.00 per person for any changes after deposit is paid
\$20.00 Cash Passport fee
\$110.00 to provide essential information necessary for insurance claims when the insurance policy was not issued by Carine Travel Bug

Cancellation Fees

15% Cancellation fee will apply to all cancellations, with a minimum charge of \$250.00pp
Refunds will not be paid out until received from the Supplier
*Please note some airfares and holiday packages are non-changeable and non-refundable
Please ensure you are familiar with the conditions of your booking

Credit Card Fees

(CREDIT CARDS ONLY ACCEPTED IF THE END SUPPLIER ACCEPTS THEM)

1.5% for Visa and Mastercard
2.0% for American Express

Supplier Deposit Protection Plans

Some Tour Operators offer insurance to cover cancellation fees. In some instances, your payment is refunded, and in others the deposit is non-refundable but can be put into credit for future travel. Please note this insurance only covers the Tour Operator fees and does not cover any third party fees including airlines, cruises etc that are part of the package. It does not include Carine Travel Bug Cancellation fees of 15%. Full travel insurance is strongly recommended.

Effective 01 July 2024. Fees are inclusive of GST where applicable.

Carine Quarter, Unit 4/473 Beach Road, Duncraig WA 6023
(08) 9246 7277 | info@carinetravelbug.com.au
www.carinetravelbug.com.au | ATAS No. A10905



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 ATAS Accredited Business and a member of the Australian Travel Industry Association. We adhere to the rigorous ATAS 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.

Effective 01 July 2024. Fees are inclusive of GST where applicable.

Carine Quarter, Unit 4/473 Beach Road, Duncraig WA 6023
(08) 9246 7277 | info@carinetravelbug.com.au
www.carinetravelbug.com.au | ATAS No. A10905

ATAS
travel accredited

A MEMBER OF
**TRAVELLERS
CHOICE**