

## Vouchers – Terms & Conditions

### 1. General Terms and Conditions

- 1.1. Globetrotter Corporate Travel (Lifestyle Department) is referred to as 'Globetrotter' in these Terms and Conditions
- 1.2. Globetrotter is a licensed travel agency
- 1.3. Globetrotter reserves the right to modify the Terms and Conditions at any time
- 1.4. By redeeming or attempting to redeem a Globetrotter Voucher, you accept and agree to be bound by these Terms and Conditions and acknowledge you have read and understood our Privacy Policy, available at <http://www.globetrottercorporatetravel.com.au/privacy-policy>.
- 1.5. Globetrotter disclaims responsibility for any lost or stolen vouchers. The voucher holder is responsible for the use and safety of the Voucher and is liable for all transactions on the Voucher.
- 1.6. Images shown are for information purposes only, and may not necessarily be an exact representation of the original scene.

### 2. Conditions for redemption of vouchers

- 2.1. When you are ready to make your booking, you will need to call or e-mail Globetrotter Lifestyle on 1800 106 615 or 08 9442 0164 or [lifestyle@globetrotter.com.au](mailto:lifestyle@globetrotter.com.au)
- 2.2. Standard Globetrotter Lifestyle Service Fees apply per person per booking
- 2.3. Amount of Voucher is in Australian Dollars and can be redeemed in Australian Dollars only.
- 2.4. Please quote the Voucher Number whenever contacting us to discuss your Voucher, not valid in conjunction with any other Globetrotter discount offers.
- 2.5. Valid for travel departing from or within Australia, not for use on any low cost/budget or internet only suppliers.
- 2.6. The Voucher is valid for any product or service Globetrotter (Lifestyle Department only) have access to and may include Airfares, Hotels, Car Rental, Cruises, Tours, Rail, Travel Insurance etc, so long as the person contacting us can quote the Voucher Number.
- 2.7. Voucher must be used in its entirety and cannot be held as a credit balance for future travel. Any balance that remains on the Voucher after the expiry date is not available for use.
- 2.8. Any outstanding difference between the Voucher and the amount of the booking must be paid at the time of booking with a valid credit card.

### 3. Changes and cancellations

- 3.1. This Voucher is not transferable, non-refundable and cannot be exchanged for cash including 'cash passports' or any other cash products.
- 3.2. Cancelling or amending a booking after redeeming your voucher: Change and cancellation fees will be dependent on the Terms and Condition of the product purchased. Globetrotter will provide Supplier Terms and Conditions at time of booking or with the final travel documentation. Globetrotter Fees will apply on top of any fees potentially charged by suppliers. No cash refund is given under any circumstance.

### 4. Voucher expiry and extension

- 4.1 This Voucher is valid for bookings made and paid in full (tickets issued, and any other arrangements finalised) and will expire at close of business (17:30 WST) on the expiry date stated on the front of the Voucher with no extensions to the expiry date.
- 4.2 Expired vouchers are non-refundable in whole or part. Once expired, Globetrotter vouchers are no longer valid and will not be honoured.

### 5. Complaints

- 5.1 If you have any complaints relating to a provider whose goods or services have been promoted through Globetrotter, please bring this to both the provider's and Globetrotter attention as soon as possible. Whilst Globetrotter is not legally liable to you, in relation to any claim you may have against a provider whose goods or services have been promoted through Globetrotter, Globetrotter will use its reasonable endeavours to try and satisfactorily resolve any dispute you may have with any such provider.