

Tasmanian Travel & Information Centre Terms & Conditions

Travel arrangements and prices detailed on www.hobarttravelcentre.com.au, or given through our visitor information and booking services are provided and coordinated by the Tasmanian Travel & Information Centre (TTIC). The TTIC has taken due care and responsibility to verify and check all information provided from our centre, staff and on www.hobarttravelcentre.com.au as at the time of compilation. However, as the relevant accommodation, dining, retail, attraction and tour operators supply this information; TTIC accepts no responsibility for any inaccuracy or mis-description contained within this website or the information as so supplied.

Sales of services as contained on this website and through our centre are made by TTIC only as an agent for the person, business or company providing the services. TTIC does not accept responsibility for any changes in price variation of services shown. All services and prices are subject to change without notice.

All maps, photographs, illustrations and computer-based graphics are included for general purposes only and are not always indicative of the subject matter. Hotel room photographs (graphics) may not be specific to the actual room occupied. Maps are not always to scale.

Privacy Policy

We are committed to protecting the privacy and security of any personally identifiable information (PII) you provide us. PII includes information that can be linked to a specific individual, such as name, address, phone number, or email address.

This privacy policy explains how TTIC handles and protects your PII in accordance with commonly accepted privacy principles.

TTIC reserves the right to modify or amend this policy at any time and for any reason. Any material changes to this privacy policy will be posted prior to their implementation. Questions regarding this policy should be emailed to bookings@hobarttravelcentre.com.au, and clearly marked 'Privacy Policy', or sent via postal mail to: Tasmanian Travel & Information Centre, PO Box 1665, Hobart Tasmania 7001

What Information We Collect

In an effort to keep our service as simple and easy as possible we do not create, use or store profiles of our customers. We only record PII and other information that we reasonably require to do business with you and for anonymous customer statistics.

TTIC collects PII when you:

- **Make a booking**
your full name, address, email address, phone number, country/region of origin, postcode and method and source of your booking are taken each time you make a booking with TTIC.
- **Contact or inquiry**
TTIC collects PII such as your full name, address, email address and/or telephone number whenever you submit a query or suggestion, or request assistance with a booking.

How We Use Your Information

TTIC uses your PII only for the purpose of responding to and fulfilling your requests for our products and services. Information collected may be used to:

- **Purchase TTIC products or services**
Information collected when you purchase from TTIC is used to charge your credit card and

deliver your booking information. We may also contact you about your stay for customer service purposes or to make any changes or cancellations to your booking.

- **Visitor Statistics**

To collect anonymous and general visitor statistics for the purpose of bettering TTIC services.

- **Respond to your questions or suggestions**

We will use your address, email address and/or telephone number to contact you when you submit a question or suggestion.

Who We Share Your Information with

TTIC does not disclose any information about customer bookings to anyone except in the following circumstances:

- **Accommodation and Tour suppliers**

TTIC provides the guest name, telephone number, address and email address for each booking made to the relevant supplier. Our suppliers require this information for the booking and if they need to contact you about the booking. Although TTIC offers services and products from reputable operators and suppliers, we have not placed specific limitations on these suppliers from using or disclosing your information without your permission. Therefore, we encourage you to review the privacy policies of any suppliers whose accommodation you purchase.

- **Legal obligations**

TTIC may be required by law to disclose information provided by you to TTIC for the purposes of obtaining products or services from TTIC. TTIC may also disclose information against someone who poses a threat to TTIC's interests (such as customer fraud) or whose activities could cause harm to others.

How You Control and Access Your Information

TTIC believes that site visitors and customers should have control over the collection and use of their PII. You have control and access to your information as follows:

- **Booking information**

if at any time you would like to alter the PII you provided to TTIC in your booking, please contact us via bookings@hobartravelcentre.com.au or +61 3 62384222.

- **General**

If at any time you wish to enquire about any of your PII that is stored by TTIC please contact us via bookings@hobartravelcentre.com.au or +61 3 62384222.

Validity of Rates

All prices listed on this website are in Australian Dollars (AUD\$) and includes the Australian Goods and Services Tax as per the Australian Taxation Department requirements.

Accommodation costs are for room only and do not include transfer or breakfast cost unless otherwise stated. Prices over accommodation block out periods may alter from the prices advertised. Contact us for further details.

All reservations and tour, accommodation and vehicle hire bookings require full payment at the time of booking when booking online or through the TTIC self-service desk. All reservations and tour, accommodation and vehicle hire bookings made through TTIC Travel Advisers, either by email, phone or in person contact, require the deposit amount equivalent to the booked operators

'cancellation fee or a minimum of 25% deposit on the full price of the booking when it is 4 weeks or more prior to the start date. Full payment is due at the time of the booking on all reservations and bookings when start date is less than 4 weeks away. Please proceed to our "Secure Payment" form to submit credit card details.

Cancellation Policy

Whilst we provide a free booking service, cancellation of confirmed bookings will attract cancellations fees in accordance with the operators' cancellation fees, please read the individual operators' Terms & Conditions carefully.

Please notify the Tasmanian Travel & Information Centre as soon as possible if any changes or cancellation is required.

Operators reserve the right to alter itineraries at any time as a result of fire, flood, extreme weather conditions or any other circumstance beyond their control.

Payment Express

TTIC use Payment Express for all electronic payments. Payment Express is committed to data security. Payment Express uses a variety of technologies and procedures to help protect personal information from unauthorized access, use or disclosure. Payment Express stores the data in computer servers with limited access that are located in controlled facilities secured by the latest in surveillance and security technology.

When Payment Express transmits sensitive information (such as a credit card numbers), Payment Express protects it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. Credit card details stored onsite are encrypted using 168bit 3DES encryption.

Payment Express is a level 1 certified PCI-DSS compliant provider: PCI DSS, the Payment Card Industry Data Security Standard is a set of security requirements relating to the protection of card holder data. The standard is governed by the PCI Security Standards Council, an organisation put together by most of the major card schemes VISA, MasterCard, American Express, JCB and Discover. It's relevant for any entity that stores or transmits sensitive card holder data, that being generally things like the PAN (card number), Card security code, track data, PIN block.

Website checkout page / Self-booking check out Cancellation Policy

BOOKINGS & PAYMENTS

- All reservations and tour, accommodation and vehicle hire bookings require full payment at the time of booking.
- A fee of 1.1% will be charged on VISA and Master Card payments. A fee of 3% will be charged on all American Express, Diners Club and JCB payments. A fee of 2.2% will be charged on all Union Pay payments.
- All payments and refunds are transacted in Australian dollars. Prices include GST.
- Quotes are an estimate only and are subject to availability and pricing at the time of the quotation.

CANCELLATIONS, ALTERATIONS AND REFUNDS

- Whilst we provide a free booking service, cancellation of confirmed bookings will attract cancellations fees in accordance with the operators' cancellation fees, please read the individual operators' and service providers' Terms & Conditions carefully.
- Please notify the Tasmanian Travel & Information Centre as soon as possible if any changes or cancellation is required.

OTHER CONDITIONS

- The Tasmanian Travel & Information Centre makes every effort to ensure brochure information provided about tours, activities and holiday accommodation properties is up to date and correct. We are not able to guarantee the accuracy of all information.

LIABILITY

- The Tasmanian Travel & Information Centre acts as a booking agent for tourism operations. As such it will accept no liability for any losses, damages, liability, claims or expenses (whatsoever and irrespective of whether direct, indirect, consequential) arising from the use of or connected with our booking service as any products or services purchased through that service by us, our employees or agents. We make no warranty or representation as to the fitness or suitability of any product or service booked through us. We sell accommodation, tours and vehicle hire from inventory supplied by each tourism business. All efforts are made to ensure every operator is adequately insured, but it rests with the client to satisfy themselves such insurances are in place.

GRIEVANCES

- We aim to settle issues or complaints reasonably and quickly. Any correspondence should be addressed to The Manager, Tasmanian Travel & Information Centre, PO Box 1665, Hobart TAS 7001 or emailed to bookings@hobarttravelcentre.com.au attention: The Manager

Email / Itineraries Cancellation Policies

BOOKINGS & PAYMENTS

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- An additional fee of 1.1% fee will be charged on VISA and Mastercard payments. An additional fee of 3% will be charged on all American Express, Diners Club and JCB payments. An additional fee of 2.2% will be charged on all Union Pay payments.
- All payments and refunds are transacted in Australian dollars. Prices include GST.

- Quotes are an estimate only and are subject to availability and pricing at the time of the booking.
- If the payment is not received by the due date, every effort will be made to contact you, however Tasmanian Travel & Information Centre reserves the right to cancel any booking where payments are not received by the due date.

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Dockets Cancellation Policies

- All bookings and referrals made, and all receipts issued by the Tasmanian Travel & Information Centre (TTIC) are made and issued expressly subject to the Terms and Conditions, appearing on our website www.hobarttravelcentre.com.au or available from your TTIC Travel Advisor

