

# BOOKING GUIDELINES/PROCEDURES



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**Thankyou for booking with Tendai Travel. In order for there to be a smooth booking / payment / ticketing process, we would like to advise you of the following:**

The airline industry is **changing rapidly**, please note that if you have flown a few years ago, much is now different, and may not be the same as your previous expectations ...

*Bookings are on hold for a lesser period – often the **cheaper fares** are on hold for 24 – 36 hours only. It is no longer normal that we can hold a booking for months in advance.*

Tickets are now nearly all electronic – no more paper tickets. **Airline ticket** offices on the street are becoming rare – therefore most changes will be actioned by telephone even whilst you are on your travels.

Airlines worldwide are charging travel agents fees for making very simple changes, with the result, **effective 12th of July 2009** all airline fees will be past on, they “start” at A\$35 per ticket per change, but could be more.

*No longer is just your **outbound date** of the ticket relevant to the pricing structure, but also your return and onward dates also affect your ticket pricing.*

When booking **budget carriers** (Jetstar, Virgin Blue, Air Asia, Ryan Air, Easyjet, Whizzair etc) they generally offer no grace or compensation if you miss their flight, or your connecting international flight – so please allow **LOTS** of time between such flights, and consider travel insurance. Luggage is not through checked in most cases between these flights.

*It is rare that you can change your dates for free now – airlines are looking to make money in anyway possible. It is also rare that one has a totally locked in booking that is not changeable for a fee. We can offer you the fares for "**fee to change**" and also "no fee for a date change". All changes to routing will incur fees to ticketed bookings in all cases.*

Your first and last **name** on your passport MUST match your ticket/booking name. If we have the wrong name booked – we may have to cancel that reservation, and make a NEW booking with the correct name – and if the flight is full then you will be paying the new fare. If the tickets are issued under the wrong name – HEFTY fees will always apply to get that corrected. There is no grace in this area.

*By **paying** us, or authorising payment if you are an account customer, you are stating that you have seen your booking and that the names and dates are correct. Any alterations after will be at your expense.*

Airlines are adding on ridiculous fuel levies at a moment's notice over the past several years. The major carriers operating to/from Australia usually give us 3 – 10 days notice of such increases, and we will attempt to advise you by email of these to try and avoid paying them. Other carriers increase overnight with absolutely no notice to us at all. These will be and have to be passed on.

We suggest that you pay for your tickets as soon as you are ready and at peace to proceed.

*Payment methods and other useful information about baggage, accommodation, insurance are all available on our website for 24/7 access.\* If paying by internet transfer, please add your booking reference number or surname, not "travel" to the comments area, and if it is for an urgent deadline, we will only see the payment 1 – 3 days later, so please copy/paste the transaction to us by email.*

It is your responsibility to have correct visas for the countries that you are travelling to and through, We can assist with the information. Your passport generally needs to be valid for at least 6 months past your intended stay. One way tickets are not normally acceptable for touristic stays, where you may be denied boarding before even getting to your anticipated country.

*All fares that we give are inclusive of taxes and fuel levies as at day of providing the fare, when you are about to pay, please check the prevailing rate of the day. We will also advise you if local departure taxes/visa on arrival fees apply in addition to what is collected on the ticket.*

**[WWW.TENDAITRAVEL.COM](http://WWW.TENDAITRAVEL.COM)**

**03 9888 8580**