

Surf Coast Travel and Cruise Pty Ltd

Corporate Travel Proposal for

Date : / / 20

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Introduction

Thank you for taking the time to consider Surf Coast Travel and Cruise for your corporate travel needs. Included with this proposal is a summary of benefits and inclusions in signing an agreement with Surf Coast Travel and Cruise. Should you require further clarification please don't hesitate to contact us any time.

Our Company and what we do

Surf Coast Travel and Cruise is a new company formed in 2013, but with over 50 years of family experience in the Australian aviation industry and in the retail travel industry in Australia and the UK, we can be trusted to get things right.

We are a family run business that focuses on service and we have won several industry awards recognizing as such. We have recently established a base in Torquay and are focusing all our attention on the Greater Geelong and Surf Coast regions. We believe in supporting the local community as much as we can, particularly by giving back through the local schools, sports clubs and social networks

Underpinning everything that we do is value for money, for the traveller, or company as it may be. Our domestic and international partners are carefully selected based on their expertise, their products, and foremost the service they provide, and it's our special relationships and associations that enable us to provide competitive prices whilst demanding them and ourselves to provide the highest possible levels of service for the traveller.

We also offer detailed reporting on travel spend by offering numerous types of reports upon request and can assist with travel budgets and corporate policies that can save you money in the long term.

Why Choose Us

- **We save you time and money**
- New methods with old fashioned service
- Innovative company backed by technological solutions
- 24-hour ticketing facilities and emergency booking assistance
- Best value for money for fees and support.
- Extremely experienced and knowledgeable.
- We are proud to support our local community

What We offer You

- A dedicated, experienced travel consultant looking after all your needs so your company has the same point of contact.
- Specialists in air-fare construction for complicated itineraries.
- Professional advice across all travel facets with same day turnarounds.
- Lowest fees for bookings, amendments and cancellations.
- Advanced booking systems including hotel and car hire aggregators accessing the best prices.
- Detailed analysis and reporting of travel expenditure.
- Access to 'APPS' that give real-time flight detail update including last minute flight schedule changes and departure gate information.
- 24-hour point of contact for emergency assistance.
- Access to 24 Hour ticketing facilities and support.
- Choice of comprehensive insurance options
- Ability to make Car and hotel bookings from mobile phones

How We Save You Money

Surf Coast Travel and Cruise offers a professional travel service covering all aspects of travel. We save your company money in two key ways.

1. By offering you the best value for money for all your travel needs.

- We can generally match any price that can be found anywhere on the market.
- We establish route deals with key airline partners for destinations that you visit multiples times and therefore are able to pass on these discounts to our corporate customers.
- By utilising our vast knowledge of airfare structures, airlines and how to manipulate itineraries, we can find prices often much better than what's online for complicated, multi-stop air fares.
- We offer the LOWEST FEES on the corporate market for bookings and amendments
- Advise on utilising points programs to offset cash bookings

- Using supplier search aggregators to find the best deals on hotels, cruises and car hire.

2. By saving you the priceless commodity of time.

- We offer the most efficient service available, very experience with excellent industry knowledge.
- Your company representative can just send basic information through to us and we will do any necessary research for you. They don't need to waste time searching, comparing airline websites, registering details etc
- No need to search thousands of hotels, we make appropriate recommendations anywhere according to quality, location and your budget.
- We save traveller information so it doesn't need to be constantly repeated. We use modern technologies for document transfers etc,
- Allow your travellers real time access to their itineraries through mobile or tablet access.
- Contact can be made via Phone, Email, Website enquiry forms or Social media messaging

Travel Products

We offer the full range of travel products and services, both international and domestic, including but not limited to;

- Flights
- Accommodation – Hotels, Apartments, Villas
- Cruises
- Car Hire
- Rail Products
- Escorted Tours
- Day Trips
- Transfers
- Travel Insurance
- Visa assistance
- Foreign Exchange
- Gift Cards

Security

The office software we use is called SAM. It is the most secure office software program in the industry and the only one to offer encrypted credit card data storage.
Our software is cloud based and password protected

Your company details, and personal traveller details are password protected and will not be shared with third parties for any purpose other than those required by airlines, hotels or nominated suppliers for the express purpose of completing the booking.

Payments to Surf Coast Travel and Cruise are traded through a Trust account and paid to suppliers immediately. We do not operate any credit lines with suppliers so your money is secure.

We are backed by CGU Professional indemnity insurance as well as CGU Products and public liability insurance. In addition to this is the supplier insolvency protection against ATAS (AFTA Travel Accreditation Scheme) accredited supplier.

We are a member of ATAC. The Australian Travel Agents Co-op. More information can be found about them by going to <http://www.travelagentsco-op.com.au/>

Turn Around Times

As part of our commitment and premium service to you, we ensure that all enquiries are responded to on the same working day for all enquires submitted before 4pm.

We will also have a list of best options available to the company representative within 24 hours.

We can make holding bookings obligation free, and free of charge in most cases, usually for a period of up to 72 hours.

Traveller profiles

To make the booking process more efficient and so that all team members preferences and company policies are adhered to, we keep detailed traveller profiles on file. In addition to the standard demographics we also record the following.

- Company preferences – Airline selection, hotel networks, car hire
- Frequent flyer – Airline frequent flyers
- Preferences – allergies, meal requirements, seating requirements
- Memberships – individual car hire and hotel award programs

Fees

Surf Coast Travel and Cruise offer the best value trading fees in town. We wish we didn't have to charge anything but unfortunately airlines these days do work against us offering 0% commissions in some cases. Compare these fees to our competitors and you we guarantee you won't find anything cheaper. The following is an outline of the current fee schedule.

Schedule of fees

Booking fees

International Airfare	\$11 per sector including GST
Domestic Airfares	\$11 per sector including GST
Hotel Reservations	No Fee
Rail Sectors	\$11 per sector including GST

Amendment fees

International Airfare	\$55 per sector including GST
Domestic Airfares	\$22 per sector including GST
Hotel Reservations	No fee

Cancellation fees

International Airfare	\$55 per ticket including GST (in addition to ticket commission)
Domestic Airfares	\$22 per sector including GST
Hotel Reservations	No fee

Other Service fees

Visa Assistance	\$55 per visa (includes couriers)
Online visa processing	\$22 per person including GST

Our Systems

Surf Coast Travel and Cruise use state of the art technology and systems across all facets of the business.

Flights

We use the Sabre GDS system to make flight reservations, one of the largest booking systems in the world giving us access to best possible airfares, streamline airline reservations supported by all major airlines, and market leading technological investment. In support of this is the TRIPCASE mobile and tablet app, giving the traveller up-to-the-minute itinerary details as well as time change alerts and even departure gate information at the airport, in the palm of their hands.

Hotels

We use several different online hotel aggregators as well as traditional style wholesalers and hotels direct in order to obtain the best value for money on hotel purchases. So wherever the best deal is, we'll have access to it, including advance purchase discounts supplied by hotels.

Mid Office

The office software we use is called SAM, it's cloud based, and password protected It is the most secure office software program in the industry and the only one to offer encrypted credit card data storage.

Car Hire

Car hire in 34 different countries can be purchased directly from our website using the Driveaway Holidays booking aggregator. Compare best prices or nominate your preferred supplier, a full range of cars is presented in each location.

We also use software such as google docs, dropbox, glimpse and goolge maps in order to help prepare itineraries or transfer documents

Leisure Travel

In addition to corporate travel, we can also assist with any team members own leisure travel. We are very well travelled ourselves and very experienced in preparing leisure itineraries including package holidays, cruises and escorted tours. We also can recommend high calibre resorts and always offer completely independent travel advice

Our systems allow us to completely separate invoicing and payment structures so as to not effect corporate reporting or have any chance of misusing travel funds or company credit cards.

Insurance

Comprehensive travel insurance is an essential part of your trip. We offer both Corporate travel insurance as well as individual leisure travel policies.

Corporate policies are tailored specifically to your needs including how many people will travel, where they'll be mainly travelling to, and how often and for how long.

We also offer annual travel policies for individuals which offer excellent value for money and include spouse travel free of charge even if not travelling with the policy holder.

We deal with highly rated Australian Travel Insurance Specialists Aussie Travel Cover, or Suresave Travel Insurance.

Aussie Travel Cover are underwritten by ALLIANZ who have active staff in 34 countries. They are on hand to handle emergency situations should they arise. Our TRAVEL INSURANCE offer comprehensive policies and expertise in dealing with travel related issues, including overseas emergencies, medical repatriation and pre-existing medical conditions. It's an all-inclusive policy and includes skiing and many adventure sports at no extra charge

SureSave is a leading travel insurance provider that offers help that's designed for travellers. Underwritten by certain underwriters at Lloyds, we are Australian owned and operated, with all our services located in-house at our Sydney-based head offices.

Reporting and Analysis

Our travel software enables us to produce an extensive list of different reports to analyse company travel spend. We can offer follow up analysis looking at ways to save on expenditure and make suggestions on future travel plans. There are many other reports that can be generated. If there is a specific report you are looking for we will be able to produce it. Some of the main reports available include;

- Total Company Spend Detail
- Totals by Company Cost Centres
- Credit Card Spend report
- Flown Revenue by Airline
- Air Lost Opportunity
- Carbon Emissions Offset tracking
- Travel Reason Report
- Sectors by Airline, City, Region, Airline alliance
- Department Detail
- Tax Invoice Report
- Hotel Spend and destination report
- Car Spend and destination report

Other Services

As part of offering a complete travel service, in addition to travel items we also assist with the following travel related products.

Travel Insurance

It is recommended that all travellers obtain travel insurance against cancellation or amendment fees as well as providing sufficient medical cover. Surf Coast Travel and Cruise offer excellent policy options at extremely competitive prices. Our insurance partners are Suresave Travel insurance, Aussie Travel Cover and QBE Insurance. We offer both individual/family cover and annual corporate policies and can assess on an individual basis which would be more beneficial for your company.

VISAS

Surf Coast Travel and Cruise can assist you with all the visa requirements for your trip. We will always advise you of your requirements so one of the major benefits of booking through us is that you can be assured that you always have the most up-to-date information which is so crucial in avoiding travel disaster stories.

Some visas are online and some need to be applied for well in advance of your departure. The most common tourist visas of this type we assist with are Vietnam, China, Russia and Brazil.

All traveller's passports should have at least six months' validity on your passport from the time you are due to arrive back in Australia.

Please also refer to the Australian governments DFAT page for the latest travel advice and safety warnings. www.dfat.gov.au

Foreign Currency

We can order all major foreign currencies in for you with 48 hours notice, including but not limited to British Pounds, USD, Euro, Canadian Dollars, Thai Baht, Japanese YEN, Indonesian Rupiah, Chinese Yuan

Travel Cards

TRAVELEX prepaid currency card. The safest way to carry money whilst travelling abroad, including 24/7 assistance if your card is lost or stolen. Top up your card with your choice of 10 available currencies: Euros, British pounds, New Zealand dollars, US dollars, Canadian dollars, Singapore dollars, Japanese yen, Hong Kong dollars, Thai baht and Australian dollars 1 (in-store only). Use the card abroad at millions of locations worldwide where MasterCard is accepted.

Gift Vouchers

Gift Vouchers are a fantastic way to give the gift of travel as an award to valued team members, as sales incentives or as competition prizes. Surf Coast Travel gift vouchers can be for any amount you like so you have great flexibility to give them an entire trip or getaway or get them started by using a gift voucher to put down a deposit on something larger. can be used towards most travel related products including; Flights, Accommodation, Car Hire, Rail Products, Escorted Tours, Day Trips, Transfers. Payment plan options are available.

Payments

Payments

Payment can be made by cash, cheque, EFT or debit/credit cards. A credit card merchant fee of 2% applies to transactions processed in the office. Certain products such as insurance and some airline tickets this fee may be waived depending on the suppliers' credit card acceptance policy.

Surf Coast Travel and Cruise will endeavour to reduce credit card surcharges wherever possible by offering low fee options.

Cheques should be made out to Surf Coast Travel and Cruise Trust.

For direct deposits the bank details are as follows.

BANK	:	ANZ
ACC NAME	:	SURF COAST TRAVEL AND CRUISE
BSB	:	013839
ACC NUMBER	:	227777885
REF	:	Your name

If you wish to apply for credit terms, please contact us directly.

Agreement

Please sign the following agreement if you agree to all the terms and conditions as described above, and do so willingly enter into this agreement. This is not a binding contract, but is an acknowledgement that both parties agree to the transaction fees listed and active company benefits and commitments undertaken by Surf Coast Travel and Cruise.

This agreement may be terminated at any time by either party without notice subject to the final travel date of any period of travel for any staff member or customer, and any follow up requirement therein.

I on behalf of
agree to the above listed fees and benefits when

Company Address
.....

Signed

Date

Position

Terms and Conditions

The following are the general terms and conditions of trading with Surf Coast Travel and Cruise by category. Please refer to www.surfcoasttravel.com.au for further information and updates.

Terms and Conditions – Travel Specific**Fares & Prices**

Airfares and prices displayed in fare finder or when booking online or on this site do not include taxes or airport charges and are subject to Airline/ provider availability. The general booking form constitutes a request only and we do not guarantee fares or prices until the booking has been confirmed by one of our consultants and paid for. Airline/hotel/car availability, fare conditions and class of travel can change at any time. Routing restrictions and other special conditions may apply. Taxes, airport charges and any additional costs will be advised to you when your booking is confirmed. Bookings made through the booking engine also constitute a request, and the correctness of this request in regards to abiding by the rules of the fare as stated is the responsibility of you, we do not guarantee the fare quoted until the booking is confirmed by one of our consultants. Airlines and other suppliers may change their prices without notice.

Booking Acknowledgement

Acknowledgement of your booking request will be sent via e-mail or telephone call within 48 hours of your request being received. Please ensure you check your e-mail regularly. Payment must be received within 72 hours of booking confirmation unless otherwise agreed by us the agent. Failure to pay for tickets within this time results in automatic cancellation of the booking. We accept no responsibility for loss incurred due to automatic cancellation or failure of e-mail delivery.

Travel Documentation

Passport, Visa and Health requirements are the responsibility of all individual travellers. Passports are required for all travellers departing Australia. Permanent residents travelling on a foreign passport must hold an Australian Re-entry Visa. Many countries require that foreign nationals entering hold a passport with at least six months' validity. We will assist in providing information based on the information supplied by you in the booking form or booking engine. This information as well as other related information supplied by the Agent and any links within the site are supplied in good faith; however, should be treated as a guideline only. The final responsibility for ensuring documentation is correct is that of the individual traveller. The posting/couriering of travel documentation is the responsibility of you. The agent will not be held responsible for tickets lost by a third party, any charges associated with reissue and resending of documentation will be at your expense.

Liability

We cannot accept responsibility for any travel service, rules and conditions that are incorrectly represented within this system. The data and services shown are provided in good faith and 'as is'. We do not warrant the accuracy, completeness, or fitness for a particular purpose of any data or services provided and to the maximum extent permitted by any law disclaimer all implied warranties in connection with such data or services. In no event shall we be liable for any injury, loss, claim, damage or any incidental or consequential damages, including but not

limited to lost profits or savings, arising out of or in any way connected with the use of any display within this site.

Booking Cancellation and Amendment Charges

Certain fees may be payable in respect of transactions entered into using the Service, as notified at the time of the relevant transaction. These fees may include cancellation fees and, where amendment is permitted, amendment fees. In some cases, Agents may charge cancellation and/or amendment fees in addition to those imposed by travel service providers. Before entering into a transaction, you should carefully check to see whether any other cancellation or amendment fees apply. These charges will be deducted from your credit card at the time charges are incurred.

Changes to these Terms and Conditions

The Agent has the authority and the right to at any time it sees fit to change or modify all or any part of these terms and conditions

Terms and Conditions – Complaints Handling

Complaints Handling Policy and Procedures

1. Objective of the policy

As a responsible travel agent we seek to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us to improve our products, services and customer service.

We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which we receive and manage your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes,
- Both you and our staff understand our complaints handling process,
- Your complaint is investigated impartially with a balanced view of all information and evidence,
- We take reasonable steps to actively protect your personal information,
- Your complaint is considered on its merits taking into account individual circumstances and needs.

2. Definition of a complaint

In this policy a complaint means an expression of dissatisfaction by a customer relating to a travel service provided by us.

3. How a complaint can be made

If you are dissatisfied with a travel service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable

with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website, <http://www.surfcoasttravel.com.au/contact-details/>
- By telephoning us, on (+61) 03 5234 5041
- By writing to us, Surf Coast Travel and Cruise, T05a, 222 Fischer Street, Torquay, VIC 3228
- By emailing us, support@surfcoasttravel.com.au

- In person by speaking to any of our customer service staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Our complaints handling process is free of charge.

4. The information you will need to tell us

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details,
- The name of the person you have been dealing with about your travel service,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

5. Help when making a complaint

The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance please inform us of this at the time you are lodging your complaint.

6. Recording complaints

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us. As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Where a third party travel supplier such as a tour operator, was involved in your travel services, we may be required to speak with them to fully investigate your complaint.

7. Feedback to customers

We are committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three (3) business days, and keep you informed of the progress of your complaint throughout our complaint resolution process.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been

unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the investigation of your complaint we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 business day finalisation commitment. In such circumstances upon receipt of your clarification or documentation we will indicate to you when we expect to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your complaint at any time by contacting us.

8. Our six-point complaint process

- We acknowledge – within three business days of receiving your complaint we will acknowledge receipt of your complaint.
- We review – we undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- We investigate – within 10 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information that could assist us in investigating your complaint.
- We respond – Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.
- We take action – where appropriate we amend our business practices or policies.
- We record – we will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

9. When you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible. We will also treat our staff member objectively by:

- informing them of any complaint about their performance,
- providing them with an opportunity to explain the circumstances,
- providing them with appropriate support,
- Updating them on the complaint investigation and the result.

10. Complaints under investigation by a regulator or law enforcement agency

If your complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your complaint pending finalisation of their investigation. We will assist any agency with their investigations.

11. Our complaint escalation process

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are satisfied with our proposed decision or actions, we will close your complaint and record the findings for our continuous improvement program. However, if you are not satisfied with our proposed decision or actions, we will record this, and provide you with information on how to escalate your complaint, to the Australian Federation of Travel Agents (AFTA), for external review under their AFTA Travel Accreditation Scheme (ATAS). ATAS is an industry accreditation scheme that sets the benchmark of quality for the travel industry. ATAS is also responsible for monitoring our compliance with the ATAS Code of Conduct (the Code) and assisting in the resolution of complaints.

The Code sets the standards of good practice that ATAS participants must follow when dealing with their customers. As an ATAS participant we have agreed to be bound by the Code. If you would like to know more about the Code, you can visit the ATAS website www.atas.com.au.

12. AFTA Travel Accreditation Scheme (ATAS)

Should you wish to speak to ATAS about your complaint you can contact them in the following ways:

- By completing a feedback form on their website www.atas.com.au
- By telephoning them on 9287 9900
- By writing to them at level 3, 309 Pitt Street, Sydney NSW 2000
- By emailing them at compliance@afta.com.au

13. Your rights under Australian Consumer Law

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.

Terms and Conditions – Privacy

Privacy Policy

INTRODUCTION:

We want our clients to always be aware of any information we collect, how we use it, and under what circumstances, if any, we disclose it.

INFORMATION COLLECTION AND USE

We respect each client's right to personal privacy. To that end, we collect and use information only as disclosed in this Privacy Policy. This statement applies solely to information we collect. For each visitor to our website, our web server automatically recognizes only the visitor's domain name: not the e-mail address.

The information we collect is used by us to fulfil the legal requirements of the travel provider and to contact consumers for marketing purposes. We never shared with other organizations for commercial purposes.

We have an order form. We require information from the user on our order form. A user must provide contact information (such as name, email, and shipping address) and possibly financial information (such as credit card number, expiration date), but only where necessary. If we have

trouble processing an order, we use the information to contact the user. This information is used to fill customer's orders.

We always use industry-standard encryption technologies when transferring and receiving consumer data exchanged with our site. When we transfer and receive certain types of sensitive information such as financial or health information, we redirect visitors to a secure server and will notify visitors of this feature through a pop-up screen on our site. We have appropriate security measures in place in our physical facilities to protect against the loss, misuse, or alteration of information that we have collected from you at our site.

We never sell or share our subscribers' email addresses.

We operate online surveys, and we never sell or share our subscribers' email addresses

NOTIFICATION OF CHANGES

If we decide to change our privacy policy, we will post those changes to our homepage and this privacy statement at <http://www.surfcoasttravel.com.au/terms-and-conditions/>