



General Information for  
Bespoke Tour Programs  
Licence No: 32766  
iata# 96-8 2997  
abn 48123949048

## INTELLIGENT, ELEGANT, PROFESSIONAL TRIP PLANNING

Welcome to Marieke's Art of Living and tailor-made travel arrangements for individuals and private groups who wish to have us design their bespoke travel itineraries.

### TERMS FOR INTENTION TO TRAVEL WITH ART OF LIVING

These Notes are additional to but to be read in conjunction with our Terms and Conditions.

This is how we operate.

We pride ourselves on twenty-five years of meticulous research, outstanding networks, personal taste, reliable contacts and the excellence of ground agents and service providers in the countries we have developed expertise in.

This has resulted in a portfolio of happy and loyal clients.

Our attention to detail, constant updating on the best available and our commitment to superior customer service will save you hours and allow you to experience a "designer" trip.

We enjoy a creative and personalized working relationship with our clients and are able to give you an insider's appraisal of destination, modes of transport, quality of guides, standard and ambience of hotels. Furthermore, our detailed travel notes go beyond what most average agents who sell packages are able to provide. Our notes cover not only the basics but often include reading lists, links to appropriate web pages, personal recommendations for where to shop, sightsee, what to do and where to dine, based on our experiences.

*We do not offer packages we create experiences for discerning inquisitive travellers like you.*

We do not work in the arena of budget travel but we do pride ourselves on matching accommodation and services to your budget and in giving good value for money.

1. Once a potential client has made initial contact, we usually endeavour to make telephone contact with their agreement or establish an email dialogue.

The first conversation establishes the parameters of interest, approximate budget, length of time and any other information that allows Art of Living to proceed to design an appropriate, customised itinerary.

2. At this point the client is not obliged to continue. However if Art of Living is asked to present a proposal for consideration then the client undertakes to Guarantee a Deposit of \$500 per person. This can be a credit card guarantee, cheque or direct bank transfer. (These funds as well as further deposits and final payments are held in a "Trust" account that exclusively holds clients funds until such time they are expended on behalf of the clients for contracted and agreed services).

3. Art of Living returns to the client usually within no more than 5 working days with an Itinerary Outline for discussion with the client. Once client changes have been incorporated, a quote is prepared for consideration and acceptance.

NOTE: Art of Living personally vets ground operators with whom we work. These operators are chosen for their quality of client management while our clients are in their area of control. We receive a quote from our ground operators and/or selected service providers based on the itinerary that we send to them that in turn is based on discussion(s) with our clients. The quote is a bundled, comprehensive package; and this information is proprietary. As a result, Art of Living does not break down pricing.

4. Once the client accepts the itinerary and costs, they are entitled to make up to 2 additional changes free of charge. Subsequent changes will be charged at \$100 per change. At this stage the client will be notified of Deposit and Final Payment requirements. The above \$500 can then be included as part of the deposit.

A detailed itinerary is then sent with any necessary travel notes to help your trip preparation.

Final payment is usually sought at least 65 days before the final date of commencement of travel but will vary with the types of travel and the circumstances of booking.

5. If Travellers do not utilize our services for their agreed itinerary or cancel their trip for any reason before the scheduled departure date, then the \$500 per person "Guarantee Deposit" immediately becomes nonrefundable. In that case, Clients irrevocably agree that the money deposited for each traveller who fails to book or to depart on the trip may be paid from the trust account to the general account of Art of Living or charged to the designated card.

If, after departure date, the trip is cancelled or interrupted, Art of Living, on behalf of the client, will endeavor to recover whatever monies can be reimbursed to clients less cancellation fees, commissions, and taxes.

6. A mandatory condition of booking with Art of Living is evidence of comprehensive Travel Insurance. Please appraise yourself of all clauses to ensure you are covered for all eventualities including cancellation.

7. By mutual written agreement, in special circumstances, it may be possible to negotiate an extended departure date of up to 6 months.

8. Clients agree to be bound by the above as well as the Cancellation charges outlined in the Terms and Conditions that accompany the Booking Form. In the event that hotels exercise a more stringent cancellation condition than Art of Living, (for example during High Season), then the hotel's policy takes precedence.

9. No modification or alteration of this agreement shall be binding unless it is in writing and signed by the client/s and a representative of Art of Living,

I have read and agree to with The Art of Living's Terms and Conditions

Signed Name Traveller 1 \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signed Name Traveller 2 \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Dated: \_\_\_\_\_ Initials \_\_\_\_\_

Marieke Brugman, Director, Art of Living p/l

**CREDIT CARD GUARANTEE:**

Type of Credit Card: \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_

Credit Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_\_ CSV: \_\_\_\_\_



Conditions and  
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## Deposits

A payment of a deposit indicates an acceptance of all the conditions below by the purchaser and/or Client.

## Cancellation Policy

A handling fee of \$500 will be imposed if you cancel 90 - 65 days prior to the departure of your selected bespoke travel arrangements or tour, irrespective of the deposit already paid. A fee totalling 50% of the total monies of the reserved tour will be retained if cancellation takes place 65 days prior to the tour. Less than 65 days before departure, NO REFUND of the total cost of the tour is available unless your place is resold, in which case you receive a 50% refund on the tour price. Where hotels have a more strenuous policy than the above then hotels' policy prevails.

## Refunds

No refund will be issued to those failing to join their tour, or for tour accommodation or any other services not utilised, or for a partially completed vacation. Marieke's Art of Living reserves the right to cancel any departure in which case no liability shall fall upon the Company. In this case, participants' payment will be refunded in full.

## Travel Documents

All travellers require valid passports with at least six months validity remaining. Travellers are also responsible for necessary visas and health certificates, and must meet all costs incurred to comply with such requirements.

## Single Supplement

A single supplement may be imposed when one person is travelling alone by choice or circumstance, as all costs presume twin share occupancy.

## Children

No provision is made for children under the age of 15, except by negotiation with the Company

## Airport Departure Taxes

Departure taxes, where levied, are the direct responsibility of the client.

## Costs/Exchange Rates

Prices and tariffs quoted for Tours are subject to change without notice in the event of unforeseen circumstances beyond our control, such as currency fluctuations.

## Itinerary

We reserve the right to vary or cancel the itinerary, accommodation, or services nominated in the Tour descriptions should circumstances warrant that such

changes would be in the best interest of the client, or for any other operational reason.

The commencement of each Tour is subject to sufficient numbers booking a tour, and the right is reserved to cancel any Tour, should there not be sufficient bookings, in which case deposits will be refunded. However, Travel expenses already incurred cannot be reimbursed.

## Insurance

Insurance and evidence of insurance is mandatory before private travel or joining a Tour. In their own interests, clients are strongly recommended to effect travel insurance through a reputable company. The policy should cover personal accident and sickness, accidental loss of baggage and money, loss of deposit, payment or cancellation fees and curtailment expenses.

## Excess Luggage

In many destinations, internal airlines have strict luggage allowances that may be a variance of the international passage allowance that clients have booked. Passengers will be responsible for any excess luggage allowances that might be imposed by domestic airlines in countries in which the client is travelling.

## Statement of Responsibilities

In all matters relating to travel, accommodation and other associated services, marieke's Art of Living p/l, (hereafter called 'the Company') acts as a tour organiser for the Client who reserves and pays for such services and cannot be held liable for any person, firm or corporation who provides such services.

The Company will take all reasonable care to ensure that the Client obtains travel, accommodation and other specified services and in making those arrangements does so as a convenience to the Client. However, the Company accepts no responsibility or liability for death, injury, sickness or accident to any person or loss of or any damage to any property or otherwise, or any cancellation, delay, detention, irregularity, deviation, substitution arising out of or in connection with any accommodation, transportation, conveyance or any other services provided by hotels, restaurants, airlines, coach companies or any other services. The Company is under no obligation or liability to any person as a result of any inaccuracy, misdescription or changes to any Tour or itinerary or for the losses or additional expenses due to delays, strikes, war, quarantine, acts of God, improper documents, or any other cause. Neither the Company, nor its servants' agents or employees shall be or become liable or responsible for any additional expense or liability sustained or incurred by any tour member as a result of any of the foregoing causes.

Prices quoted are subject to change without notice.

Baggage and personal effects are at the passenger's own risk at all times. Unused services cannot be exchanged or refunded.

The Company reserves the right to cancel a tour or modify the itinerary in any way it thinks desirable or substitute services in any way, and further reserves the right to decline to accept or retain any person as a member of the Tour.