

# ARGYLE

## TRAVEL AND CRUISE

*Our experience. Your experience.*

### Schedule of Professional Service Fees

All fees, charges and deposits are in addition to those levied by suppliers and airlines.

<b>Service fees</b>	\$75.00 per ticket, per person - Return domestic airfare, rail or bus	
	\$150.00 per ticket, per person - Return international airfare, rail or bus	
	\$250.00 per ticket, per person - Multi-city international airfare, rail or bus	
	\$300.00 per ticket, per person - Round world airfare	
	\$150.00 per person - Domestic package, tour or cruise (family/group discount will be considered)	
	\$200.00 per person - International package, tour or cruise (family/group discount will be considered)	
	From \$110.00 per person - Itinerary planning and management (credited towards reservation deposit once booked)	
	From \$500.00 per itinerary - Itinerary planning only (inclusive of 2-hour consult and itinerary development only, additional fees will apply should booking services be required)	
From \$100.00 Other services		
<b>Reservation deposit</b>	Required at time of booking and is non-refundable regardless of reason for cancellation (in addition to any Supplier deposits)	
	\$200.00 per person plus 10% of total booking value	
<b>International travel essentials</b>	\$100.00 per consulate, per person - Visa application processing (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)	
	\$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction	
<b>Frequent flyer redemptions</b>	\$200.00 per redemption, per person - Research, redeem and book frequent flyer airfare	
<b>Additional services</b>	\$110.00 per hour - Provide essential information necessary for insurance claims when the insurance policy was not issued by Argyle Travel and Cruise	
	\$55.00 per person - Bookings made with overseas or online Supplier	
	\$110.00 per booking - Late bookings made within seven days of departure	
	\$20.00 per instance - Essential international phone calls and taxes	
	\$110.00 per first hour or part thereof and \$55.00 for every subsequent half hour or part thereof - Access to our after-hours service	
<b>Amendment fees</b>	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)	
	\$110.00 per person per amendment	
<b>Cancellation fees</b>	For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)	
	Argyle Travel and Cruise will retain the reservation deposit and up to 20% of the total booking value	
<b>Credit card fees</b>	1.5% for Visa	2.2% for Diners Club
	1.3% for Mastercard	Cards outside Australia are not accepted
	2.2% for American Express	

Effective 01 June 2024. Fees are inclusive of GST where applicable.

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www.argyletravel.com.au | ATAS No. A11555



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## The Value of Our Professional Fees Your Journey, Our Expertise

As your travel partner, we understand that travel planning is an exciting but complex process.

We're here to shed light on why we charge non-refundable professional fees for our service that benefits you throughout your journey.

- **Expertise:** Our dedicated travel experts possess in-depth knowledge of the travel industry. We stay updated with products, destinations and the latest trends so we can provide you with the best advice.
- **Time-Saving:** Travel planning can be time-consuming. We save you hours of research, booking, and organisation. Your convenience is our top priority.
- **Customisation:** We craft personalised itineraries tailored to your preferences, ensuring your trips are memorable and stress-free.
- **Support:** In the event of disruptions, cancellations, or unexpected challenges during your journey, we are here, ready to assist you.
- **Exclusive Access:** As intermediaries, we have access to special deals, upgrades and offers that may not be available to the general public.
- **Peace of Mind:** Our fees support our commitment to ensuring your experience is expertly curated during the planning stage of your journey allowing you to enjoy your experience from the very beginning to the end of your journey.
- **Savings:** By leveraging our industry relationships and expertise, we often save you money in the long run.
- **Value-Added Services:** You gain access to a range of travel services that go beyond standard bookings, including travel insurance, visa advice and more.
- **Code of Conduct:** We are proud to be an ATAS Accredited Business and a member of the Australian Travel Industry Association. We adhere to the rigorous ATAS Code of Conduct and in the event that you have any concerns or grievances, you have the opportunity to escalate your concerns through to the association for thorough review and investigation.

Remember, our non-refundable professional fees are an investment in a seamless and unforgettable travel experience. We're passionate about what we do and your satisfaction is our greatest reward.

**Thank you for choosing us as your travel partner. We look forward to helping you explore the world and create lasting memories.**

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