



P.B. ELLIS Pty Ltd trading as Whiteroom Tours  
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Email: info@whiteroomtours.com  
Web: www.whiteroomtours.com  
ABN: 15 143 278 308 ACN: 143 278 308  
VIC Travel Agents licence no.: 32933

# Booking Form

## PASSENGER INFORMATION: PLEASE PRINT CLEARLY

Failure to provide correct information may result in additional administrative fees and/or cancellation of your reservation for which Whiteroom Tours accepts no responsibility. Re-instatement of cancelled or amended bookings will subsequently be subject to availability. Airlines will deny boarding with incorrect details.

Your surname, first & middle name (if applicable) must be detailed AS IT APPEARS IN YOUR PASSPORT - Failure to do so will result in denied boarding.

Surname: \_\_\_\_\_ Booking/tour name #: \_\_\_\_\_ Title: Mr / Mrs / Miss / Ms / Dr

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Address: \_\_\_\_\_ Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Ph: (H) \_\_\_\_\_ Ph: (W) \_\_\_\_\_ Ph: (M) \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

NEXT OF KIN TO BE CONTACTED IN CASE OF EMERGENCY: (not travelling with you)

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

Frequent Flyer Number: \_\_\_\_\_ Airline: \_\_\_\_\_

DO YOU REQUIRE TRAVEL INSURANCE? Please circle Yes / No

ARE YOU A SKIER OR SNOWBOARDER? Please circle Skier / Snowboarder

DO YOU REQUIRE SKI OR SNOWBOARD LESSONS? Please circle Yes / No

DO YOU REQUIRE RENTAL EQUIPMENT? Please circle Yes / No

### Payment options

Cheque

Please mail to the  
above address

Direct Deposit

ANZ

Account Name: Whiteroom Tours

BSB Number: 013374

Account Number: 573 796 464

**Please put your last name and booking number as reference**

PASSPORT DETAILS:

Passport #: \_\_\_\_\_ Nationality: \_\_\_\_\_

Date of Expiry (dd/mm/yyyy): \_\_\_\_\_ Date of Birth (dd/mm/yyyy): \_\_\_\_\_

I acknowledge that I have read, understood and agree to all the booking conditions as outlined by Whiteroom Tours.

Travel Insurance is highly recommended at time of booking; please speak to your travel consultant for insurance information.

Signature: \_\_\_\_\_ Date (dd/mm/yyyy): \_\_\_\_\_

Parent or Legal Guardian must sign for all persons under the age of 18 years



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## WHITEROOM TOURS TERMS & CONDITIONS

### Rate & Price Variation:

Whiteroom Tours reserves the right until final payment has been received in full, to vary prices & rates in the event of changes in currency exchange or price increases made by our suppliers or airlines. If the cost of any service increases due to exchange rate fluctuations, tax changes, price increases or any other reason, you are required to pay the increase when notified by us. If you choose not to pay the increased price you may choose to cancel the booking. Please note that cancellation charges will apply. Whiteroom Tours is not liable for any price increases. Rates quoted are correct for each product at time of quoting; however these rates may change prior to your final payment date. All prices are subject to availability & can be withdrawn or varied without notice. Airline & airline taxes remain subject to change at all times until payment has been received in full & your tickets have been issued. Whiteroom Tours reserves the right to correct prices & rates in the event of consultant error.

### Quotations and Validity:

All prices quoted are valid at time of quote. All quotes are subject to confirmation of the components at time of booking. All components of your quote are subject to availability at time of booking request. The prices listed are based on the costs and exchange rate at the time of printing. Whiteroom Tours reserves the right to alter these prices at any time. Please contact Whiteroom Tours for up-to-date prices and dates.

### Bookings:

When you have advised Whiteroom Tours that you wish to go ahead with a booking we will then seek confirmation from our suppliers. If there is no availability for some/all of your components we will advise you of this & offer an alternative where possible. The alternative product offered may be a different price. Prices will be adjusted accordingly.

### Deposit:

#### By making a payment on a booking you agree to Whiteroom Tours booking conditions.

A minimum deposit of \$600.00 per person is required within 7 days from booking confirmation. Some properties may require an additional deposit to secure the booking as outlined on your quote or advised by your consultant. All deposits are non-refundable once received. Whiteroom Tours will/may/might forward deposits to suppliers to secure accommodation & or services. Payment of deposit acknowledges acceptance of all booking conditions.

### Final Payment:

Is due no later than 60 days prior to departure, or 7 days from booking confirmation if booking is within 60 days. Should airlines impose ticketing time limits, fare withdrawal, fare or tax increase, full payment of fare & taxes may be required before this time. Failure by the client to pay the outstanding balance by the due date may cause the auto-cancellation of the booking whereupon the deposit paid by the client shall be forfeited. Final documents will not be released until the booking is paid in full. Late payment fees may be incurred on your booking.

### Itinerary:

The itinerary supplied with your final documents represents the products & services that will be supplied & supersedes any previous arrangements or understanding, whether written or oral.

### Payment Options:

#### By making a payment on a booking you agree to Whiteroom Tours booking conditions.

**Direct deposit** – you will find Whiteroom Tours banking details on your statement. You must include your booking # & booking name on any direct deposit. Failure to correctly identify your payment will delay our ability to recognise it & lead to delays in processing.

**Cheque** – Cheques will not be accepted within 10 days of booking departure.

**Credit Card** – We will accept payment by credit card through our PayPal system. Please notify us if you wish to pay by this method and we will send you a payment request email. We charge the following surcharges on credit cards through PayPal:

- 2.5% surcharge - Visa & MasterCard

We can accept credit cards directly when paying for flights. We require a completed credit card authorisation form with the signature of the cardholder authorising payment to their card. Your consultant can supply you with a form on which to provide this detail.

We charge the following surcharges on credit cards for flights only:

- 2% surcharge - Visa & MasterCard
- 3% surcharge – Dinners Club
- 3.178% - AMEX

### Cancellations by the traveller:

Any cancellations must be received in writing. Minimum fees are

- Up to 60 days prior to departure – full deposit will be forfeited.
- Between 30 and 59 days of departure – 50% of total paid will apply.
- Within 60 days of departure – 100% of total paid will apply.
- Whiteroom Tours cannot be held responsible for Snow Conditions. Holidays cannot be cancelled or amended on the basis of snow conditions.

- No refunds will be made if you voluntarily leave a tour for any reason after the tour has begun. Refunds will be at the discretion of Whiteroom Tours if you are involuntarily forced to leave a tour for any reason. No refunds will be given for any accommodation, transport, sightseeing, meals, services or any component of the tour not utilised. Please note these conditions apply to Whiteroom Tours land content only.

#### **Cancellations by Whiteroom Tours:**

Whiteroom Tours reserves the right to cancel any tour before it is confirmed to run. A tour is confirmed to run once it has reached the minimum participants required as defined by Whiteroom Tours. This applies to all tours. Whiteroom Tours reserves the right to cancel any tour prior to departure, including a confirmed tour, due to circumstances beyond our control. If this occurs you will be given the option of changing to another tour or receiving a full refund. Whiteroom Tours is not responsible for any incidental expense you have incurred as a result of your booking. If you choose an alternative tour and it is at a lower value than your original tour you will be refunded the difference. If the alternative tour is of a higher value then you will pay the difference in price.

#### **Professional fees:**

Whiteroom Tours charges the following non-refundable fees. These professional fees are in addition to any fees which may be charged by airlines, accommodation providers, transfer suppliers or any other supplier.

**\$30.00** Booking Amendment: charged per amendment once a booking has been confirmed.

**\$100.00** Booking amendment inside 14 days: charged per amendment for changes inside 14 days of departure.

**\$50.00** Late booking: charged for bookings made inside 21 days of departure.

**\$30.00** Late payment: charged per week for any final payments not received by the due date.

**\$50.00** Travel document re-issue: charged per person in addition to supplier re-issue fees.

#### **Responsibility:**

Whiteroom Tours acts only as an agent for the companies (Principals) providing or offering the means of travel, accommodation and other services and as such has no control over any services or products provided by these Principals. All bookings made are subject to the booking terms and conditions under which these services are provided. The Company and its Principals reserve the right, without liability or right of compensation, to prohibit or restrict any activity, or cancel or alter any service or itinerary component, without notice. Whiteroom Tours will not be held responsible for the inability of the Principals to comply with any special request relating to age, medical conditions, physical ability or disability, dietary requirements, allergic conditions, smoking or non-smoking accommodation.

#### **Travel Insurance:**

Travel insurance is highly recommended for all holiday packages. We recommend SureSave travel Insurance as they offer a ski specific policy. We suggest taking out your policy at the time of deposit, to cover you for cancellation fees in the unfortunate event of a cancellation (conditions apply relating to coverage – always refer to the Product Disclosure Brochure).

#### **Transfers:**

Any transfers missed or not utilised by the client are non-refundable. The cancellation policy of each service provider will determine whether a missed transfer can be moved to an alternate time/date. Whiteroom Tours reserves the right to amend departure times & service providers at our discretion. You will be notified by Whiteroom Tours should this occur.

#### **Airfares:**

Can be purchased through Whiteroom Tours as part of your travel package. The conditions for the purchase of the airfare will be dependent on the airline & airfare that you are booked on and will be advised to you by Whiteroom Tours at time of quotation and confirmation. All fares quoted remain subject to availability at time of booking.

It is the passenger's responsibility to:

- Ensure correct spelling of names for persons travelling is advised to Whiteroom Tours at time of booking on the booking form & correctly shown into your itinerary.
- Provide Whiteroom Tours with flight details for any flights not booked with Whiteroom Tours & ensure these details are shown correctly into your itinerary.
- Advise Whiteroom Tours of any changes to the above supplied flight details & ensure that these details are shown correctly into your itinerary. Whiteroom Tours will not be held liable for any missed connecting flight, transfer, accommodation or any other service due to incorrect supply of flight information.

#### **Group flights:**

Are quoted as part of our 'Central Hokkaido' and 'Hokkaido Explorer' tours. They may be offered on other tours and we will notify you of this when booking. These prices are subject to the following conditions:

- All quoted fares are subject to change and group seat availability at time of booking. The total ticket price may also fluctuate due to changes in Ticket Taxes.
- The minimum group size is 10 adult passengers departing on the same flight. If the group size falls below 10 the group will no longer be eligible for group fares and the fares will be requoted using published airfares and will increase.
- Payment of the deposit will secure your seat, but will not secure the airfare. Airfares and Taxes may change at any time prior to full payment.
- Any fare increases on itineraries with offline carriage forming part of the itinerary will be applied at the time of the increase.

- \$60 group split fee - This fee is applied whenever a passenger in a group booking makes a change to travel (excluding Trans Tasman bookings) that requires a split from the group booking. For example, a group split fee may apply when a passenger makes changes to flights, dates or routings that differ from the current group booking. The fee will be charged per passenger per split.

**Frequent Flyers:**

If you are a current member of a Frequent Flyer program, we will require your membership number for entry into your booking. You should still retain your boarding passes and other receipts such as car rentals and hotel documents to ensure that all points are accurately credited to your account by the travel provider. Whiteroom Tours cannot be held responsible for copies of airline tickets/accounts once you have travelled. Not all airfares booked will accrue Frequent Flyer points. Please check with your consultant at time of booking or with your Frequent Flyer provider.

**Privacy:**

Whiteroom Tours collects information about you in order to book components of your travel package. You authorise Whiteroom Tours to provide this information to suppliers who require this information before they will provide products or services to you.

**Security bond & passport details:**

Your credit card details may be required as a security bond on the potential cost of property damage &/or expenses incurred. Japanese law requires that accommodation providers take a copy or make notes of your passport details. By signing this form you agree to provide a copy of your credit card if requested and supply your passport details if required.

**Booking form:**

A booking form is required for each passenger booked to travel. For group bookings, it is the responsibility of the person whose name holds the booking, to ensure that each member of their group is aware of the booking conditions and completes and returns a booking form. Booking forms are required at the time of booking deposit or flight reservation. The information provided on your booking form is essential for your booking details and travel arrangements. This information is required for your booking to proceed. Whiteroom Tours will not book any component of your travel package without receiving a signed booking form from you.

**Refunds:**

If you are eligible for a refund once a booking has been cancelled, the balance less any non-refundable amounts & cancellation fees will be forwarded to you upon receipt of the refund from the supplier or airline. Whilst Whiteroom Tours will endeavour to get your money to you as soon as possible, some refunds can take up to 12 weeks to process.

**Liability:**

I acknowledge & understand that skiing & snowboarding are sports that are hazardous and have inherent risks of injury &/or death. I voluntarily agree to assume all risks of injury or death that may result to me from skiing or snowboarding. I hereby release Whiteroom Tours & their employees & agents of any obligation to advise me in relation to the dangers obvious or not, inherent in the sport. I accept that I will participate in such sport(s) of my own free will & never at the direction of Whiteroom Tours &/or their employees and agents. I voluntarily take full responsibility for any damage or injury to myself or which I may cause to others.

**Japanese accommodation:**

Some Japanese properties may differ from those encountered in Western ski resorts. Whilst hospitality & service levels often surpass Western standards, rooms generally have less furniture & hanging/storage space. Ensuites are generally smaller & are of a modular design. Some Japanese properties also allow smoking in common areas & guest rooms.