



TERMS & CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. THEY INCORPORATE THE BASIS UPON WHICH BOOKINGS ARE ACCEPTED AND CONSTITUTE AN AGREEMENT BETWEEN YOU AND SPRINGBOARD VACATIONS.

PRICING

Prices are in U.S. dollars unless otherwise stated. Prices are based on Australian, New Zealand, South Pacific, European and African tariffs and are contracted in advance and are subject to currency fluctuations, changes in local taxes both here and overseas and increases by suppliers. Springboard Vacations reserves the right to amend prices should we incur increased taxes or any other relevant factors that may result in additional charges. There will be no reimbursement or refund for price differences due to local specials and local or domestic discounts. Acceptance of this arrangement is a condition of booking.

CONFIRMATION OF BOOKINGS

Bookings for vacations listed on this web site will be confirmed only after receipt of a non-refundable deposit of US\$200 per person. African safari programs require a 35% deposit within 7 days of confirmation.

CUSTOMIZED VACATION ARRANGEMENTS

For customized vacation arrangements a US\$200 per person non-refundable planning fee is required after initial consultation and prior to presentation of a customized itinerary. The planning fee shall be deducted from the final balance.

DEPOSITS & FINAL PAYMENT

Additional deposits may be required for specific arrangements or by certain operators; if additional deposits are required, you will be notified at the time of making your reservation. All deposits paid will be deducted from the final balance. The final balance is due no later than 45 days prior to departure. For all bookings made within 45 days of departure from the U.S., full payment is required on confirmation. Payment of any money constitutes acceptance of all Terms and Conditions as described herein by the purchaser and/or passenger.

FORM OF PAYMENT

Springboard Vacations accepts check, Visa, MasterCard, American Express & Discover for land arrangements.

AMENDMENT FEES

After confirmation has been received amendments can be made to your itinerary. Springboard Vacations requires an amendment fee of US\$100 per change to an itinerary. Amendments made after documents have been issued may incur a US\$100 fee.

UNUSED SERVICES

Any changes you make to any part of your vacation after you have departed will be completely at your own expense. There is no refund for services provided in the vacation prices

not utilized by you. Springboard Vacations will charge a handling fee of US\$45 per person where open-dated Hotel and/or Farmstay Passes have been purchased and refunds of unused vouchers are required.

TRAVEL INSURANCE

BUY SOME! We can't stress this one enough. We strongly recommend that you take out comprehensive travel insurance. You can purchase travel insurance to provide coverage for loss of deposit, cancellation fees, medical expenses, lost or delayed baggage and other travel-related losses. Please ask your travel agent for details.

CAR RENTALS

Ask for full details of inclusions and insurance coverage. No refund on unused days can be made. A bond for the deductible and/or petrol (gas) is required to be paid locally. Australian non-metropolitan and Northern Territory car hires do not include unlimited mileage.

AIRFARES

Airfares are subject to change without notice. Airfares are only guaranteed on the date that full payment is received. Changes in airline flight schedules are beyond Springboard Vacations control. Any increased costs or amendments to an itinerary due to changes in flight schedules are the responsibility of the passenger. Most airfares are subject to cancellation penalties, change fees and other rules and regulations determined by each airline.

CANCELLATION FEES

Cancellation fees are determined by the date that Springboard Vacations is notified, in writing, of your cancellation. Cancellations prior to 45 days before departure will incur a charge of US\$200 per person. Cancellations made between 45 and 15 days prior to departure will incur a fee of 35% of total tour cost. Cancellations made between 7 to 14 days prior to departure will incur a fee of 60% of total tour cost. Cancellations made 7 days prior to departure and no shows will incur a fee equal to 100% of total tour cost. There will be no refund of any land services cancelled within 24 hours of departure. Some hotels, lodges, cruises and tour operators assess their own penalties for cancellations within 60 days and may be up to 100% of the total value. Travel insurance is strongly recommended.

REFUNDS

Travel arrangements cancelled, amended or altered after your departure do not qualify for any refund whatsoever whether part of a package tour or individual components, nor can components be substituted for alternative arrangements. No refund will be made for missed or unused services, hotels, meals, transfers or tours. A refund request must be made in writing within 30 days of travel. Refunds will incur a Processing Fee of \$35 and may be subject to fees assessed by suppliers or vendors. All payments for transportation or travel service not provided to the passenger shall be promptly refunded, in accordance with the agree-to terms and conditions.

RESPONSIBILITIES

Springboard Vacations acts as an agent for services provided by operators and cannot be held liable for any alterations, acts or omissions on the part of those providing services or any other services incidental thereto. Springboard Vacations is not liable for (a) any personal injury, death,

loss or property damage that may occur due to any wrongful, negligent or arbitrary act or omissions on the part of a supplier, its employees or person rendering services; (b) defects or failures of any aircraft, vessel, automotive vehicle or other equipment under the control of independent suppliers; (c) any delays in departure or interruption of arrangements caused by weather conditions, technical difficulties of any aircraft, vessel, automotive vehicle, strikes, war, quarantine, terrorist activity, civil commotion, criminal activity, force majeure or act of God. Baggage and personal effects are the passenger's own risk. It is the responsibility of the passenger to effect insurance. Springboard Vacations and the operators involved in this program, shall be exempt from all liability in respect of any detention, delay, loss, damage, sickness or injury however and whomsoever caused and of whatever kind occurring by any conveyance or property used or utilized by the operator. The passage contract in use by the operators concerned constitutes the sole contract between the operators and the purchasers of travel arrangements. Your travel agent will forward deposits and other payments to us on your behalf but is not our agent for the purpose of receipting money. Receipt of money by the travel agent does not constitute receipt by Springboard Vacations. There is no liability on our part in respect of any money until payments are "received" by us. "Received" means authorization from a Credit Card company or where checks are supplied, checks presented and cleared through our Trust Account by our bank. Springboard Vacations reserves the right to correct any error or omissions of information prior to final payment being received by us.

CALIFORNIA CONSUMERS

California law requires certain sellers of travel to have a trust account or bond. This business has a trust account. This business is a participant in the Travel Consumer Restitution Corporation (TCRC). You, the passenger, may request reimbursement from TCRC if you are owed a refund of more than \$50 for transportation or travel services which was not refunded in a timely manner by a seller of travel who was registered and participating in the TCRC at the time of sale. The maximum amount which may be paid by the TCRC to any one passenger is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRC within six months after the scheduled completion date of the travel. A claim must include sufficient information and documentation to prove your claim and a \$35 processing fee. You must agree to waive your right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a claim with the TCRC, if you were located in California at the time of the sale. You may request a claim form by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or by faxing a request to: (415) 927-7698. CST 2059428-40

All payments for transportation or travel service not provided to the passenger shall be promptly refunded, in accordance with the agree-to terms and conditions, unless the passenger otherwise instructs Springboard Vacations in writing.

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SPRINGBOARD VACATIONS

CREDIT CARD PAYMENT AUTHORITY

Booking Ref/Invoice No: _____

I, _____ authorize Springboard Vacations, its agents or travel partners to charge my

Please check: Visa MasterCard American Express Discover

in the amount of US\$ _____

Include Travel Insurance? Yes No _____ (Initial)

For travel to/in Australia New Zealand Fiji Tahiti Vanuatu
 Samoa Europe Africa

Dates of travel: From ____ / ____ / ____ to ____ / ____ / ____

Credit Card Number: _____ Expires: _____

Cardholder's Name: _____

CVV Code*: _____ * Visa/MasterCard/Discover: the last 3 digits in the signature strip on the back;
for American Express: the 4 digits on front above the account number

The above charge is for travel arrangements made by Springboard Vacations at my request for the above amount. My signature below attests to the fact that I have read, understood, and agreed to be legally bound by the Terms & Conditions of this sale.

Signature of Cardholder: _____ Date: _____

Name: _____
(Please print)

The billing address for this card is: _____

Telephone* _____

* for card verification purposes only.

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