A Rendezvous Group Pty Ltd trading as Encounter Travel ®
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Cancellation Terms and Conditions

These Cancellation Terms and Conditions govern the bookings for DISCOVER TURKEY, April 2025 'The Holiday' made with Encounter Travel ("Encounter", "we" , "our", "us" and "the agent"). In submitting a booking (whether online, by phone, email, post or via a travel agent) and paying a deposit you agree to be bound by these cancellation terms and conditions and that they constitute the agreement between encounter and you.

Please carefully read the Cancellation Terms and Conditions and raise any queries before payment of any monies.

Final Monies Due	Tuesday 10 February 2025. After this date higher deposit amounts may be due to confirm a booking.
Deposit	$1200 per person
Participant	40 years and over at time of travel. See detailed terms for more information
Luggage Restrictions for Tour	Luggage is limited to one medium size suitcase per person, the sum (total) of its length/width and depth not to exceed 150cm (59") plus an overnight bag (airline bag size) which may be carried on board the vehicle. If your luggage exceeds this limit, we ask that you make alternative arrangements for the excess to be forwarded to the termination point of your tour. We suggest you have wheels on your suitcase, as there are certain places where assistance is not available. For airline luggage restrictions, refer to your ticket terms.

CANCELLATION

When cancellation advice has been received the next working day is considered the effective date of the cancellation. Public Holidays apply as per New South Wales, Australia Public Holidays. A cancellation must be made in writing to Encounter Travel. Cancellation penalties are on a per person basis. Once we receive your notice, cancellation will take effect subject to the below Cancellation Charges. When the airfare has already been ticketed, the penalties imposed by the airline and our airfare cancellation charges also apply, and these may be as high as 100% non-refundable.

Cancellation Charges

The cancellation penalties increase as it becomes closer to the time of departure, and up to 100% full cancellation penalties apply.

- When cancelled 181 days or more prior to date of departure $200 issued as a credit, and the remainder of deposit refunded*
- When cancelled on or between 180 to 151 days or more prior to date of departure $200 issued as a credit, $400 forfeited, and the remainder of deposit refunded*
- When cancelled on or between 150 to 121 days or more prior to date of departure $200 issued as a credit, $800 forfeited, and the remainder of deposit refunded, unless a roommate match booking and deposit is forfeited*
- When cancelled on or between 120 to 71 days prior to date of departure deposit forfeited*
- Loss of 100% when cancelled 70 days or less, or no show, prior to date of departure*

* AND any progress payment monies which may include but not limited to; tour progress payments, airfare payments, airfare upgrade surcharges, monies for additional services such as pre and/or post tour accommodation, and all or any of these amounts can be as much as 100% fully non-refundable. Future Travel Credit issued with validity date of 18 months from original departure date of The Holiday.

Refer to our 'Transfers' terms in our Standard Booking Terms for details about the option to transfer to another departure date, instead of cancelling a booking.

Use of Future Travel Credit

If you are applying a Future Travel Credit (also referred to as a Future Tour Credit or Credit Note to this Holiday and subsequently cancel this Holiday, the terms of the original Future Travel Credit will be reinstated, less the Holiday cancellation penalty that applies to this Holiday and our amendment fee.

Refer to our STANDARD BOOKING TERMS & CONDITIONS for all other terms that are binding when making a booking.