



Evoke World Travel - Adelaide

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Ms Danielle Bament
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AUSTRALIA

Booking #: 1792
Date: 08-Jan-2016
Consultant: Anna Davison
Email: anna@evokeworldtravel.com.au
PNR Ref: ASGNYI

ITINERARY PREPARED FOR: MS DANIELLE BAMENT

Hi Danni,

Please find below your Malaysia Airlines itinerary for travel to Kuala Lumpur. Please double check that all details are correct.

Please send these through a copy of your passport ID page at your earliest convenience.

Regards,
Anna Davison

Tuesday 2 February 2016 - FLIGHT

09:30 Depart **ADELAIDE** on MALAYSIAN AIRLINES flight MH 136 Economy Class Confirmed
Terminal: MAIN TERMINAL
Aircraft: AIRBUS INDUSTRIE 330
Flying time: 7 hours and 30 minutes
Distance: 3545 miles
Airline Reference: X6YZM

14:30 Arrive: **KUALA LUMPUR INTL** Tuesday 2 February 2016
Terminal: MAIN TERMINAL

Saturday 13 February 2016 - FLIGHT

22:20 Depart **KUALA LUMPUR INTL** on MALAYSIAN AIRLINES flight MH 139
Economy Class Confirmed
Terminal: MAIN TERMINAL
Aircraft: AIRBUS INDUSTRIE 330
Flying time: 7 hours and 05 minutes
Distance: 3545 miles
Airline Reference: X6YZM

07:55 Arrive: **ADELAIDE** Sunday 14 February 2016

Terminal:

MAIN TERMINAL

To view your itinerary online visit www.TripCase.com/login, and log in using your email address and password. Enter your reservation code of ASGNYI and your last name to import your booking.

Costs

Service	Fare	Tax	Discount	Due	gst content
Airfare:					
MALAYSIAN AIRLINES ADL/KUL/ADL	\$534.00	\$488.00	\$0.00	\$1,022.00	\$0.00
<hr/>					
Total costs				\$1,022.00	
Less amount received				\$0.00	
Balance				\$1,022.00	
Balance due				13-Jan-2016	

AIRFARE CONDITIONS

Cancellation fees of \$350.00 applies.

Change fee of \$120.00 applies (prior to departure).

TRAVEL INSURANCE

MY Travel Insurance policy in place. Valid for travel dates from 02FEB16 to 18FEB16.

Please read the following terms and conditions carefully. You must ensure you fully understand and agree prior to making any bookings and/or payments. If you are unsure please contact your personal Travel Manager and they will happily explain in detail.

Most importantly once you have made your first payment to Evoke Travel Pty Ltd you are confirming that all your travel arrangements booked by your personal Travel Manager on your behalf are correct. This includes all the travellers names are correct as per their current passport, the dates and times of your travel arrangements are correct as per your request.

PAYMENT

You will be required to pay a deposit or deposits when booking. Your personal Travel Manager will advise you of how much that will be.

All deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law). Final payment is required no later than 8 weeks prior to departure unless otherwise stated. Some airfares or services must be paid in full at the time of booking.

All prices are subject to change and availability and can be withdrawn or varied without notice. Changes may occur due to matters outside our control which increases the price of the product and/or services. Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases.

To secure your travel arrangements and avoid any increases full payment would be required.

PAYMENTS BY DIRECT DEPOSIT

Please note that direct deposit can take up to 24-48hrs for a payment to process. It will need to make your payment at least 2 business days prior to the actual due date. Ensure you email and/or fax a copy of the payment receipt to your personal Travel Manager to ensure your money is receipted and your travel arrangements paid on time.

Payment details -

Bank Details	Commonwealth Bank
Account Name	Evoke Travel Pty Ltd
BSB	064 119
Account Number	1025 5789
Reference Number	Your SURNAME or Client BOOKING Number

Please ensure you add your reference details to the bank reference 'recipient' to ensure we know which guest belongs to which payment.

PAYMENTS BY CREDIT CARD

Please contact your personal Travel Manager to complete a credit card authority form.

All payments via credit will incur the following surcharges -

1.5% for Visa and MasterCard

3.5% for American Express and Diners Card

TRAVEL INSURANCE

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Travel insurance is also strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. We are an authorised representative of 2 companies

1. Allianz Global Assistance Pty Ltd, Australian Financial Services
Licence No. 245631.
2. CoverMore Travel Insurance Services Pty Ltd, Australian Financial
Services Licence No. 241713

You must obtain a Financial Services Guide/Product Disclosure Statement relating to the travel insurance product you are considering purchasing and should read that document before making any decision about whether to acquire the product.

We can provide you with general information about the travel insurance options available to you.

To take out travel insurance through us, contact your personal Travel Manager for a quote required for your specific travel arrangements. In order for us to arrange your insurance, you must complete the application form and return this to your personal Travel Manager. This confirms that you have read and understood the applicable Financial Services Guide/Product Disclosure Statement, and understand the limits on your cover and your duty of disclosure to the insurer.

OUR CHANGE AND CANCELLATION FEES

Subject to your refund and remedy rights under the Australian Consumer Law, the following fees apply if we change or cancel any bookings at your request:

Domestic / Trans Tasman bookings -

1. Changes will incur a fee of \$30 per passenger per booking in addition to supplier fees.
2. Cancellations will incur a fee of \$50 per passenger per booking in addition to supplier fees.

International excluding Trans Tasman bookings -

1. Changes will incur a fee of \$50 per passenger per booking in addition to supplier fees.
2. Cancellations will incur a fee of \$150 per passenger per booking in addition to supplier fees.

SUPPLIER CHANGE AND CANCELLATION FEES

Cancelled bookings may also incur supplier fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Supplier fees may also apply where a booking is changed and when tickets or documents are re-issued. Where we incur any liability for a supplier cancellation fee for any booking which you change or cancel, you agree to indemnify us for the amount of that fee. Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds from that supplier.

TAXES

Airline taxes are subject to change and are confirmed at the time your airline ticket is issued. There may also be a local departure tax charged at some airports.

PASSPORTS & VISAS

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid Australian passport. If this is not the case, you must let us know.

It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part). If you need information regarding visas, passports and other travel document requirements for your trip, please let your personal Travel Manager know. We can provide you with general information on visa and passport requirements that apply to international travel bookings you make with us. Our consultants can also obtain more specific information from an external visa advisory service provider on your behalf.

If you are travelling to the United States please see <https://esta.cbp.dhs.gov> for important information regarding compulsory pre-registration for their visa waiver program (â€œESTAâ€•). Australian passport holders will not be able to enter the United States without a valid ESTA (or visa). Please note, you may not meet the eligibility requirements of ESTA and may be required to obtain a visa.

TRAVEL ADVICE

We recommend that you contact the Department of Foreign Affairs and Trade or visit their website at www.smartraveller.gov.au for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. We highly recommend that you register your travel plans with DFAT, so that you may be more easily contacted in an emergency.

HEALTH

You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available from DFAT (see smartraveller.gov.au).

SPECIAL REQUIREMENTS

Please liaise with your personal Travel Manager regarding any special requirements you may have for your travel arrangements such as special meal, seating requests, room type and/or disabled access.

FREQUENT FLYER

When booking with your personal Travel Manager, please let them know your frequent flyer membership details (or other applicable loyalty program details) for inclusion in your booking. Please check your frequent flyer program (or other applicable loyalty program) for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking.

We recommend that you retain your boarding passes, tickets and any other relevant vouchers to assist with claiming your points upon your return (if necessary).

SERVICE GUARANTEES

Our booking and advisory services come with a guarantee that:

- *they will be provided with due care and skill;
- *they will be reasonably fit for the specified purpose;

- *they can reasonably be expected to achieve the desired result; and
- *they will be provided within a reasonable time.

If we fail to meet any of these guarantees, you have rights under the Australian Consumer Law.

AGENCY

We act as an agent for, and sell various travel related products as agent on behalf of, numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, as well as preferred wholesalers. Our obligation to you is to (and you expressly authorise us to) make travel bookings as your agent on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties.

All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers. We can provide you with copies of the relevant service provider terms and conditions on request. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us. Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted, your rights are against that provider and not against us.

LIABILITY

To the extent permitted by law, we do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Our liability will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these terms and conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

Travel Documents

Travel documents include airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non date-changeable and subject to cancellation and/or amendment fees if lost or destroyed. Travel documents cannot be transferred to another person to use.

All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in the names, dates or timings.

As a general rule your travel documents will be available for collection/delivery 3 weeks prior to your departure, however this will depend on your individual travel arrangements.

Please ensure you contact your personal Travel Manager to confirm when your travel documents will be ready.

SCHEDULE CHANGES

We recommend that you contact the airline to confirm your scheduled departure time 24 hours prior to your flight.

BAGGAGE ALLOWANCE

The baggage allowance varies with each individual airline please refer to your E-ticket for the exact allowance per person. If you require the actual dimension and weight information please check online with the specific airline that you are travelling with.