



Booking Invoice

Osaka Getaway

Travel dates

28 Dec 2025 - 10 Jan 2026 • 13 nights

Invoice issued to

Ms Vanessa Jane Ho



James Anderson

Flight Centre Indooroopilly
james.anderson@flightcentre.com.au
(07) 38781700

Travellers

- 5 adults
- Ms Vanessa Jane Ho
Adult (Trip Contact)

Mr Anthony F H Ho
Adult

Mr Joshua DANIEL Ho
Adult

Miss Allegra JORDYN
Ho
Adult

Miss Aaliyah JADE Ho
Adult

Merci, danke, gracias, arigato and thank you for booking with us!

Please review your invoice and let your travel expert know if you need any changes. All the important terms and conditions, as well as payment details, can be found right at the back of the document.

Trip Summary

	Flight	Sun, 28 Dec 2025	Brisbane (BNE) to Osaka (KIX)
	Stay	Sun, 28 Dec 2025	10 nights Guest house Laule'a Tennoji
	Flight	Fri, 9 Jan 2026	Osaka (KIX) to Brisbane (BNE)

Your Peace of Mind



Captain's Pack Value

Booking ID: 7814882

Exclusive to Flight Centre

Includes

Exclusive to Flight Centre is our optional Captain's Pack which includes:

- Up to \$940* value
- Change Fee Waived - Supplier fees may apply.
- Lost Baggage Tracking Service - Receive a \$750 cashback per bag* if your checked in luggage is not found after 96hrs. Max 2 bags.
- Bonus Spending Money* Get extra \$25 spending money when you load \$100 AUD equivalent in foreign currency on a Travel Money Oz Currency Pass, redeem with your Flight Centre Travel Expert, or online at www.travelmoneyoz.com/captains-pack
- Price Drop Protection* - See a cheaper price on your flights* within 30 days, we'll give you the difference in a Flight Centre voucher up to \$50*.
- Cancellation Fee Waived* - Supplier fees may apply.
- Travel Insurance Discount* - Receive a 5% discount off your policy with your Flight Centre Travel Expert.
- Planting for the Planet - 1x tree planted with ReForest*

For full Captain's Pack information and terms and conditions, visit flightcentre.com.au/p/captains-pack

Booking Note

13 Sep 2025

IMPORTANT INFORMATION

Lost Baggage Tracking Service
With our friends at Blue Ribbon Bags.

What to do if your bag does not arrive:

- First, report it to the airline and get a printed/unique numbered report.
- Then, report it to Blue Ribbon Bags within 24 hours of your flight landing. Call 1 917-920-9699 (toll free), or report it online here: <https://flightcentre.blueribbonbags.com/>

Cancellation Policy

From date of purchase, the full amount of **\$295.00** is non-refundable.

\$295.00

All 5 travellers



Sun 28 Dec 2025 - Sat 10 Jan 2026



14 days



Europ Assistance (AU)

Policy Details

Provider: Europ Assistance (AU)

Issue date: 13 Sep 2025

Excess: \$250.00

Nationality:

Booking Note

13 Sep 2025

Plan: Gold

Countries covered: Japan

Policy Option: Single Trip

Discount: A 5% Captain's Pack discount has been applied.

Features and benefits:

The sums insured set out below are the maximum amount that will be paid under each section per insured person per trip.

Trip Cancellation - \$5 000

Additional cancellation events - Included

Including sub-limit for events 1-5 - Specified cancellation limit

Including sub-limit for events 6-9 - Lesser of Specified cancellation limit or \$10,000

Including sub-limit for event 10 - \$800

Travel Delay - \$3,500

Resumption of your trip - \$5,000

Special Events - \$6,000

Medical and other expenses outside Australia - \$Unlimited

Additional emergency expenses - \$Unlimited

Emergency Dental - \$2,000

Hospital Incidentals - \$8,000

Medical repatriation to hospital in Australia - \$3,000

Accidental Death and permanent disability - \$50,000

Personal belongings and baggage - \$25,000

Including sub-limit for laptops and cameras - \$6,000

Including sub-limit for Smartphones - \$6,000

Including Medical aid sublimit - \$4,000

Including All other items/set of item limit - \$1,500

Delayed Luggage - \$1,500

Money - \$500

Passport and Travel Documents - \$5,000

Rental Vehicle Excess Waiver - \$10,000

Personal Liability - \$5,000,000

Legal expenses - \$25,000

Loss of Income - \$45,000

Covid-19: Medical Expenses outside Australia - \$Unlimited

Covid-19: Cancellation or Trip Disruption - \$50,000

Hijack - \$8,000

Pet Care - \$600

Sports Activities - Included

Optional features and benefits:

Change of mind

Increased luggage sub-limit

Existing Medical Conditions

Cruise

Winter Sports

Action Pack

For full details of the benefits, terms and conditions, limits, sub-limits and exclusions that may apply, refer to the relevant Product Disclosure Statement (PDS).

Cancellation Policy

For more information on the Cancellation Policy, please refer to the travel insurer's Product Disclosure Statement ("PDS") link in the Travel Insurance section of this document.

\$824.13

All 5 travellers

Terms and Conditions


Your booking is subject to Flight Centre's Booking Terms and Conditions and Travel Service Provider Terms and Conditions. Please read the Important Notice about Flight Centre and Travel Service Provider Terms and Conditions paragraphs which appear towards the end of this quote or booking invoice along with Flight Centre's Booking Terms and Conditions at <https://help.flightcentre.com.au/s/article/booking-terms-condition-s-au>. Proceeding with the booking is taken as acknowledgement that you have read these and are aware of the effect of the terms. This applies to every product purchased.

Trip Details

Flights


Brisbane to Osaka

 Sun 28 Dec •  11:40am - 7:45pm • 9h 5m • Non-stop • [View Fare Rules below](#)

 • Jetstar • JQ23 • Boeing 787-8 • Economy



 No check-in baggage*

*Baggage inclusions vary depending on airlines and airfares. To find out more, please refer to your electronic ticket.


Depart  Brisbane Airport (BNE)

Arrive  Osaka Kansai International Airport (KIX)

Osaka to Brisbane


 Fri 9 Jan •  9:45pm - 7:35am +1 • 8h 50m • Non-stop

 • Jetstar • JQ24 • Boeing 787-8 • Economy

 No check-in baggage*

*Baggage inclusions vary depending on airlines and airfares. To find out more, please refer to your electronic ticket.




Depart  Osaka Kansai International Airport (KIX)


Arrive  Brisbane Airport (BNE)

All 5 travellers


Stays

Guest house Laule'a Tennoji

 Sun 28 Dec - Wed 7 Jan •  Check in: 3:00pm - Check out: 10:00am •  10 nights

     •  2 6 24, 545 0001, Osaka



Family, 3 single & double beds (5,0,0)
 3 single & double • Room only

All 5 travellers

Package Cancellation Schedule & Fare Rules

Cancellation Policy

If cancelled on or after **21 Dec 2025**, a cancellation charge of **\$2,894.47** will apply.

Fare Rules

In addition to the above cancellation schedule, the following fare rules apply to the airfare(s) in your package.

Brisbane (BNE) - Osaka (KIX) - Osaka (OSA) - Brisbane (BNE) • [View Flight above](#)

Airfare Conditions:

Please note that if date changes are permitted on an airfare, the amendment cost will include a set airline fee, as outlined below, plus any applicable fare and tax difference between the original fare purchased and the lowest available fare of equal or higher value for the new flights. Fare and tax difference will depend on seat availability and routing and can only be determined when a change is actioned.

All costs in the conditions below are on a per person basis. Our own change fee as per our booking terms and conditions, and the airline's Conditions of Carriage, as per their website, will also apply.

Date/Time changes: Airline Fee + Fare and Tax difference

Cancellation before departure: Non-Refundable

Cancellation after departure: Non-Refundable

Minimum stay:

Maximum stay:

Additional rules:

Please also note that failing to take any flight on your itinerary (no show) for any reason, may result in the cancellation of your remaining flights and forfeiture of the value of your ticket

Total Price

\$15,297.32

Does not include Insurance. Includes taxes and fees.

Total Insurance Price

\$824.13

Essential Information

Passports & Visas

It is your responsibility when travelling or transiting on your journey to ensure that you have valid passports, visas, ESTA (USA), eTA (Canada, New Zealand, and The United Kingdom are some countries allowing travel via eTAs for Australian passport holders) and re-entry permits which meet the requirements of immigration and other government authorities. If you need information regarding visas and other travel document requirements (i.e. ESTA or eTA eligibility) for your trip, please ask your travel consultant for assistance.

Please note that many destinations require a minimum of 6 month's passport validity from return date. Please let us know if you have less than 6 months validity on your passport and we can confirm requirements specific to your travel arrangements.

Many countries require passport information to be included in itineraries prior to travel. We want your travel experience to be as smooth as possible and request that passports for all travellers be presented to your consultant prior to departure.



Visa Advice

Visa Not Required

Important Information

Some countries allow Australian passport holders to enter without a visa for a limited time. Each destination has its own rules, so it's best to check the CIBT website or contact the country's consulate directly to confirm the details.

For most countries the traveller must:

- Hold a passport valid at least six months beyond the period of intended stay with one blank visa page
- Hold proof of sufficient funds
- Hold proof of confirmed onward/return airline tickets
- Hold documents showing proof of purpose of trip
- Hold all documents required for the next destination
- Hold a visa for the next country, where applicable
- Confirm with their airline that boarding will be permitted without a visa as these conditions are subject to change

If you don't meet the eligibility criteria, you may need to obtain a visa before departure. It is your responsibility to confirm these details as early as possible.

Visa and passport rules can change, so please reconfirm requirements closer to departure via the link above or with your travel consultant.

Many countries require at least 6 months' passport validity from your return date. If your passport has less than 6 months' validity, let us know so we can advise accordingly.

Non-Australian passport holders may have additional re-entry requirements. Dual passport holders or those using travel documents must also check for any extra visa conditions and notify us promptly.

Booking Note

13 Sep 2025

This information is for Australian passport holders traveling to Japan for Tourism purposes:

Visa Exempt

Visa exempt for a stay of up to 90 days. The traveller must:

Hold a passport valid at least six months on entry with two blank visa pages

Hold proof of sufficient funds

Hold proof of onward/return airline tickets

Hold documents showing proof of purpose of trip

Hold all documents required for the next destination

Confirm with their airline that boarding will be permitted without a visa as these conditions are subject to change

Hold a machine readable passport

Ms Vanessa Jane Ho

Mr Anthony F H Ho

Mr Joshua DANIEL Ho

Miss Allegra JORDYN Ho

Miss Aaliyah JADE Ho

Payment Details

Price Breakdown

Travel Services	\$15,297.32
Insurance	\$824.13
Payment Surcharge	\$76.00
Grand Total	
Total price includes surcharges, taxes and fees (including any applicable sales tax). Payment surcharges are dependant on payment methods. See Payment Fees for details.	
	16,197.45 AUD

Statement of Account

Below is your statement of account which shows a breakdown of your payment history and payment details.

Date	Details	From	Payment Type	Debit	Credit
13 Sep 2025	Payment	Ms Vanessa Ho	Visa Card		9,576.00
13 Sep 2025	Payment	Ms Vanessa Ho	BPAY		6,667.10
Total (including payment surcharge)					16,243.10

Payment Surcharge

Payments above are inclusive of payment surcharges. Please see below for a breakdown of payment surcharges.

Date	Details	From	Payment Type	Debit	Credit
13 Sep 2025	Payment	Ms Vanessa Ho	Visa Card Surcharge		76.00

Total Remaining Balance Owing	-45.65 AUD
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Online Payment Options

⚠ Important Notes

- **If you pay via Direct Deposit:**
You must notify your travel consultant first if you are using this method. Payments **MUST** include the name reference to assist in processing your payment. Payment will be reflected on your invoice once the payment has appeared in our bank account.
- **If you pay via BPAY:**
It will take up to 3 business days to process and you must notify your consultant of your payment once it has been made.

When making a payment via BPAY or Direct Deposit, please email a copy of the payment remittance to your travel consultant.



Account name: FC INDOORROOPILLY
BSB: 034-807
Account number: 0004003
Name Ref: 7814882 Ho

 **SWIFT code for payments outside Australia**

Int'l payment with SWIFT Code: WPACAU2S
Int'l payment account number: 0348070004003
Bank: Westpac, 260 Queen Street, Brisbane, QLD 4000 AU



Biller Code: 7971
Ref: 0040078148828

Mobile & Internet Banking BPAY®

Make this payment from your:

- cheque
- savings
- debit
- credit card or
- transaction account.

For more information: <https://www.bpay.com.au>

Payment Fees

The fees outlined below are applicable based on your selected payment option.

Visa	0.80%
Mastercard	0.50%
American Express	0.80%
Diner's Club	2.50%
Debit Visa	0.39%
Debit Mastercard	0.27%
Paypal	<div>Promotional offer applied from Sep 1 - Oct 31, 2025</div> 0% 1.00%

Terms and Conditions

Important Notice about Flight Centre and Travel Service Provider Terms and Conditions

Flight Centre's Booking Terms & Conditions

Please note that your booking is subject to Flight Centre's Booking Terms and Conditions (which can be accessed at <https://help.flightcentre.com.au/s/article/booking-terms-conditions-au> or ask your consultant for a full copy) for our services to you as a travel agent. It is very important you read and understand these Terms and Conditions before completing your booking. Proceeding with this booking is taken as an acknowledgement that you have read the Terms and Conditions and are aware of the effect of terms that could be prejudicial to you.

Travel Service Provider Terms and Conditions

Your booking is also subject to the terms and conditions of the applicable travel service provider(s), including their general booking terms and conditions, conditions of carriage and fare rules, applicable to your booking. All Travel Service Provider Terms and Conditions are separate to the Flight Centre Booking Terms and Conditions (which cover our services to you as travel agent). It is very important you have read and understand all Travel Service Provider Terms and Conditions before completing your booking, because they form a contract between you and the travel service provider, which we are not party to. Proceeding with this booking is also taken as an acknowledgement that you have read the Travel Service Provider Terms and Conditions and are aware of the effect of terms that could be prejudicial to you. You must accept and agree to all Travel Service Provider Terms and Conditions. The Travel Service Provider Terms and Conditions can generally be accessed on the travel service provider's country-specific website. Your consultant will advise you of the travel service provider's product or airfare change and cancellation conditions. Please let your consultant know if you would like assistance to access any Travel Service Provider Terms and Conditions, if you are not sure which terms and conditions apply to your booking, or if you would like us to provide you with a full copy of the Travel Service Provider Terms and Conditions. The Travel Service Provider Terms and Conditions may include terms and/or fees relating to booking cancellations or changes for

reasons outside the Travel Service Provider's control, conditions relating to cancellations or changes on your part which may incur cancellation or change fees, the exclusion or limitation of liability of the Travel Service Provider, and the provision of data about you or provided by you to a third party. By completing this booking, you also agree that you have checked that your travel information has been entered accurately; and accept that visa and passport requirements are your responsibility.

A list of major Travel Service Provider Booking Terms and Conditions can be found at <https://help.flightcentre.com.au/s/article/travel-service-provider-terms-and-conditions-au> Price Breakdown Travel Services.

Flight Centre Booking Terms and Conditions You Should Be Aware Of

All of our Booking Terms and Conditions are important and the full version of our booking terms and conditions can be viewed at <https://help.flightcentre.com.au/s/article/booking-terms-conditions-au>. We would like to bring to your attention the following conditions as they may be considered prejudicial to customers. By completing this booking, you acknowledge that you have read the Flight Centre Booking Terms and Conditions, and are aware of the effect of terms which may be prejudicial to you, including terms which:

- *Relate to cancellations or changes for any reason (including by reason of matters outside your, our or the travel service provider's control), which may also incur cancellation or change fees or the deduction of any unrecoverable costs (**clauses 2 and 10 - 15**);*
- *Provide that where we incur any liability for fees, you will indemnify us (**clause 11**);*
- *Exclude or limit our liability in certain circumstances, such that you are responsible for these risks (**clauses 1, 2, 5 and 23 - 24**);*
- *Relate to the provision of data about you or provided by you to a third party (including travel service providers, our overseas related*

entities and other service providers) (**clause 28**).

- We also receive remuneration through commissions, financial incentives and other means from booking travel and travel-related products and services on your behalf with third party travel service providers (**clauses 3 and 8**).

Booking Conditions

Please note that there are Supplier and/or Airline conditions specific to the booking you have made and Supplier General Booking Terms and Conditions and/or Conditions of Carriage that also apply to your booking. These include conditions around supplier cancellation for reasons outside their control as well as conditions relating to voluntary cancellation on your part. Please alert your consultant if you would like a full copy of any of these terms and conditions to review and retain for your records. Alternatively the Supplier's General Booking Terms and Conditions can be accessed on their website or in their brochure and Airline Conditions of Carriage can be accessed on the relevant airlines country specific website/s.

Full Booking Terms and Conditions

We strongly recommend you familiarise yourself with our full booking terms and conditions available at <https://www.flightcentre.com.au/booking-terms-condition>. Please also retain a copy for your records.

Travel Insurance

Cooling Off Period

This policy can be cancelled within 21 days of the date of issue for a full refund of the entire premium unless the customer has made or needs to make a claim under the policy or has already departed on their journey.

General Terms and Conditions

We believe it is important for you to consider taking out appropriate travel insurance to cover your travel arrangements. Insurance cover offered by credit card companies or reciprocal medical cover agreements may not be comprehensive or suit your needs – we recommend you carefully check the cover and benefits and consider whether it is necessary to purchase additional travel insurance. Insurance that covers various aspects of your travel, such as cancellation, overseas medical and repatriation expenses, personal injury and accident, death, loss of personal baggage and money, and personal liability can be beneficial.

Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all travel. Your travel consultant can provide general information to you about travel insurance. For details of the services that travel insurers provide, including a quote, please refer to the travel insurer's Combined Financial Services Guide and Product Disclosure Statement ("Combined FSG/PDS") and Target Market Determination ("TMD").

We are an authorised representative of Europ Assistance Australia Pty Ltd (ABN 71140219594, AFSL 552106) ("EAA") and receive financial and non-financial benefits when you buy travel insurance products through us from EAA. We and EAA are authorised to arrange travel insurance products on behalf of the insurer, Mitsui Sumitomo Insurance Company Limited (ABN 49 000 525 637, AFSL 240816) ("MSI"). EAA holds a binding authority from the insurer, MSI to issue contracts of insurance and to deal with or settle claims on MSI's behalf and as MSI's agent. Any recommendations made about insurance is general advice only and doesn't take account of your particular needs and circumstances. You must read the travel insurer's Combined FSG/PDS and TMD before you decide to buy the travel insurance product you are considering purchasing to ensure that it meets your needs and financial situation. The Combined FSG/PDS also contains information about the conditions, limits and exclusions that apply to the insurance, the Cooling Off Period, and how you can access privacy policy and complaints handling procedures. To take out travel insurance through us, or if you have any questions about the travel insurance products, please contact your consultant, visit our website <https://www.flightcentre.com.au/booking/insurance>, or call 1300 268 120. If you make a travel booking through us and decline travel insurance, you may be required to sign a disclaimer. Combined FSG/PDS: <https://www.flightcentre.com.au/booking/insurance> and TMD: <https://www.europ-assistance.com.au/partner/flightcentre/policy-hub/fc-tmd/>

Important information for existing Cover-More policyholders

If your policy was issued by Cover-More Insurance Services Pty Ltd (ABN 95 003 114 145, AFSL 241713) ("Cover-More") on or before 14 November 2024 (your policy number starts with a 7 and contains 12 digits) please visit <https://www.covermore.com.au/flight-centre-transition-australia>. You can access Cover-More's

Combined FSG and PDS for full terms, conditions, inclusions and exclusions and the TMD: https://policy.powersbycovermore.com/partners/fcau/files/documents/pds/PDS_FYP.pdf

We remain an authorised representative of Cover-More in respect of these policies. We and Cover-More are authorised to provide general advice relating to these policies on behalf of the insurer, Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507).

Booking conditions: <https://www.flightcentre.com.au/booking-terms-conditions>

Privacy notice: <https://www.flightcentre.com.au/privacy-policy>

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