



EPONIMO

Cancellation and Change Policy

The cancellation policy below is not applicable to advance purchased fares, published fares, business or first class and is effective for the reservations made on/after Jan 01, 2008. Cancellation policy varies depending on ticket type or fare rules.

Please make sure to check with your consultant at time of reservation.

- You can cancel your reservation at any time with the following charges
- If you would like to cancel your reservation, please contact your travel advisor
- Cancellation charges are all calculated from the date of departure from origin
- Refunds are processed and refunded by bank transfer only.
- In most cases there is a transfer handling fee
- Refunds are only processed to bank accounts of origin.

Charges for Reservation Changes (Per person)

Date of Cancellation	Basic season	Peak season*
61 to 32 days before departure	AUS\$50	AUS\$150
31 to 16 days before departure	AUS\$200	AUS\$300
15 to 4 days before departure	AUS\$300	AUS\$400
3 days prior to departure date or on departure date	50% or (AUS\$300**)	50% or (AUS\$400**)
After departure	100%	100%

*Peak Season: 25Apr-5May, 5Aug-15Aug, 20Dec-5Jan. ** You will be charged whichever is the higher amount.

Change for Reservation Changes (Per person)

Date of Change	Basic season	Peak season*
61 to 32 days before departure	Free of charge	Free of charge
31 to 16 days before departure	The same as cancellation charge made at applicable term during the basic season (see chart above)	The same as cancellation charge made at applicable term during the peak season (see chart above)

*Peak Season: Departing during one of the following 25Apr-5May, 5Aug-15Aug, 20Dec-5Jan.

NOTICE

1. No matter the date of making cancellations/changes, the higher amount from either AUS\$300 or the cancellation/change fee above applies once ticket is issued
2. Please note that the ticket may have to be issued earlier without intention of passenger depending on the period of traveling or airlines' reason
3. The maximum cancellation charge is 100% of airfare
4. Although you may change your original departure date to a new date more than 60days after the original departure date, if you later try to cancel this new reservation in an attempt to avoid the cancellation charge, you will be asked to pay the cancellation charge based on your original departure date
5. Between the cancellation charge for the new departure and the charge for the reservation change, Rendezvous Travel shall charge you the higher amount
6. Changes made for one of the following reasons are handled by first canceling the original Travel Contract then reflecting them in a new contract:
 - (a) Change or correction of the name(inclusive of spelling) of a party to be boarding the plane
 - (b) Change of the travel itinerary upon the client's request did not become valid because airline space did not become available
 - (c) Change to delay the departure date 60 days or more
 - (d) Change in destination from overseas to domestic, or vice versa
 - (e) For refunds necessitated due to cancellations made for your personal reasons (proof required), Rendezvous Travel asks you to pay the handling fee for bank transfers
 - (f) Please note that there are some financial institutions from which Rendezvous Travel cannot process refunds
 - (g) For further information on refunds, please inquire at Rendezvous Travel
7. For questions or further information, please feel free to contact us [here](#)

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