



Terms & Conditions

Confirmation of booking: we require a non-refundable deposit of \$250 per person to confirm your booking. This deposit confirms your travel arrangements and that you have read and understand our terms and conditions.

Amendments to confirmed bookings: Should you make any amendments to your booking after it has been confirmed, a fee of \$50 per amendment will be charged to cover admin and communication costs. Additional fees may apply from the supplier, which will be advised at the time.

Final Payment: Full payment is required at least 48 hours prior to any service commencing. However, sometimes suppliers may require earlier payment – we will advise you at the time of booking.

Direct credit & credit cards are accepted.

Credit Card Merchant fees: Merchant fees will be applied to Visa, MasterCard, American Express and Diners purchases and refunds.

We are not collecting GST.

Should additional services be required during your trip, these will be subject to availability and are to be confirmed with our partner at the time. Payment will be required at the time of booking.

Cancellations & Refunds: Should you cancel your booking, the following will apply:

- Once we are holding a confirmed booking – Loss of deposit
- Up to 72 hours prior to booking: no cancellation fees – unless otherwise advised
- 72 hours to 48 hours prior to booking: 50% cancellation fees apply.
- 48 hours prior to booking: 100% cancellation fees apply.
- No shows: no refund for any unused service(s)

Cancellations fees will be advised on your Booking Confirmation.

Travel Insurance: We recommend that all travelers have Comprehensive Travel insurance for the full duration of their travel arrangements.

Complaints: If you experience any problems during your holiday it's important that you contact us immediately, so we can help rectify the situation as quickly as possible with the relevant supplier. If this isn't possible and you wish to lodge a complaint, please write to us within 30 days of your return with copies of supporting documentation.



Third Party Suppliers: My Cairns Concierge does not own, manage, control or operate any transportation, vehicle, any hotel or restaurant or any other supplier of services. We partner with independent operators to coordinate itineraries.

All services we provide are subject to their terms, conditions and limitations of liability.

My Cairns Concierge uses all reasonable endeavours to monitor the high quality of goods & services provided by our partners. We exclude all liability for loss or damage that may arise from the action by a third-party agent. We do not accept liability or any claim for compensation for any damage, loss, injury, delays, additional expenses or inconvenience caused by any events that are outside our control.

Tours & hotel descriptions are based on the information provided by our suppliers. Any facilities described can change at any time. Maps and photographs are included for general information and may not necessarily reflect actual locations or services. Hotel room photographs may not be specific to the actual room you'll occupy.

Privacy: Any information provided to us is strictly confidential and we will not disclose personal information to anybody other than those contracted to provide the services you require (including third party services if required).

Newsletter subscription: By signing up to our newsletters, you agree to be sent marketing communications from My Cairns Concierge. You can opt out of these communications using the opt-out function on the electronic communications at any time.

General information:

We need 48 hours' notice minimum to ensure we can provide you with the required service.

Our services are provided 7 days a week, generally between the hours of 8am and 8pm

Gift Vouchers: are available in hourly denominations, valid for 12 months from date of purchase.

Updated: 29 May 2020