LEONGATHA
·TRAVEL AND CRUISE·

Schedule of Professional Service Fees

All fees, charges and deposits are in addition to those levied by suppliers and airlines. Payment may be made by cash or direct deposit.

Service fees	$75.00 Domestic airfare per person
	$75.00 International airfare (New Zealand / South Pacific) per person
	$75.00 Intercontinental airfare (Europe / North & South America / Asia) per person
	$175.00 International long-haul airfares (Europe / North America / South America / Africa) per person
	$250.00 Round the World airfare per person
	$150.00 Domestic custom handcrafted itinerary per booking
	$300.00 International custom handcrafted itinerary per booking
	$75.00 Cruise only booking per person
	$75.00 Point to Point Online airline reservations with low-cost carriers per person
	$75.00 Car hire per booking
	$75.00 Domestic rail and ferry per person
	$150.00 International rail and ferry per person
Reservation deposit	Required at time of booking and is non-refundable regardless of reason for cancellation (in addition to any Supplier deposits)
	$150.00 Domestic package deposit per booking.
	$150.00 International package deposit per person.
International travel essentials	$110.00 Application processing for visas per person (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application).
	$55.00 Application processing for electronic visa per visa/ESTA/ETA per person
Frequent flyer redemptions	$75.00 Domestic frequent flyer redemption booking per person
	$175.00 International frequent flyer redemption booking per person
Additional services	$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Leongatha Travel and Cruise
	$25.00 Hard copy documentation when electronic only documents are provided by the Supplier
	$110.00 Late bookings made within 14 days of departure per person
Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)
	$55.00 Domestic flight only bookings per person
	$110.00 International flight only bookings per person
	$55.00 Domestic package per person
	$110.00 International package per person
Cancellation fees	For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)
	Leongatha Travel and Cruise will retain the reservation deposit and 10% of travel costs paid
	$55.00 Domestic flights
	$110.00 International flights
	Deposited Only Bookings Leongatha Travel and Cruise will retain the reservation deposit as a cancellation penalty
	Bookings Paid in Full Leongatha Travel and Cruise will retain the reservation deposit and 10% of total travel costs paid as a cancellation penalty

Effective 01 October 2026. Fees are inclusive of GST where applicable.

Shop 1 Compass Arcade, McCartin Street, Leongatha VIC 3953
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www.travelexcellence.com.au | ATIA Accredited No. A11551

ATIA Accredited
Australian Travel Industry Association

A MEMBER OF TRAVELLERS CHOICE

LEONGATHA
TRAVEL AND CRUISE

The Value of Our Professional Fees

Your Journey, Our Expertise

As your travel partner, we understand that travel planning is an exciting but complex process.

We're here to shed light on why we charge non-refundable professional fees for our service that benefits you throughout your journey.

- **Expertise:** Our dedicated travel experts possess in-depth knowledge of the travel industry. We stay updated with products, destinations and the latest trends so we can provide you with the best advice.
- **Time-Saving:** Travel planning can be time consuming. We save you hours of research, booking, and organisation. Your convenience is our top priority.
- **Customisation:** We craft personalised itineraries tailored to your preferences, ensuring your trips are memorable and stress-free.
- **Support:** In the event of disruptions, cancellations or unexpected challenges during your journey, we are here, ready to assist you.
- **Exclusive Access:** As intermediaries, we have access to special deals, upgrades and offers that may not be available to the general public.
- **Peace of Mind:** Our fees support our commitment to ensuring your experience is expertly curated during the planning stage of your journey allowing you to enjoy your experience from the very beginning to the end of your journey.
- **Savings:** By leveraging our industry relationships and expertise, we often save you money in the long run.
- **Value-Added Services:** You gain access to a range of travel services that go beyond standard bookings, including travel insurance, visa advice and more.
- **Code of Conduct:** We are proud to be an accredited member of the Australian Travel
- **Industry Association (ATIA):** We adhere to the rigorous ATIA Code of Conduct and in the event that you have any concerns or grievances, you have the opportunity to escalate your concerns through to the association for thorough review and investigation.

Remember, our non-refundable professional fees are an investment in a seamless and unforgettable travel experience. We're passionate about what we do and your satisfaction is our greatest reward.

Thank you for choosing us as your travel partner. We look forward to helping you explore the world and create lasting memories.

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