

<p><b>NAMES and PASSPORTS</b> Please ensure your passports are <b>VALID for at least 6 months after your return date to Australia, and has at least 6 clear pages. Ensure the name on your passport matches EXACTLY to your itinerary including any middle names.</b> Names changes (where possible) incur fees which will be payable by you. If you are not an Australian passport holder please also check your re-entry visa is valid.</p>	
<p><b>ITINERARY</b> Please read your itinerary <u>carefully</u> and check that <u>all</u> details are correct and are as agreed with your consultant.</p>	
<p><b>TRAVEL INSURANCE</b> It is recommended that you purchase your fully comprehensive Travel Insurance Policy when you pay your initial deposit. Our insurance has two starting dates; first from the date the policy is issued until departure date from home to cover against cancellation for unforeseen circumstances, and then second on the day of your departure your policy becomes fully comprehensive. If you are planning more than 1 trip within a 12 month period it may be worth considering an annual policy</p>	
<p><b>CHANGES/CANCELLATIONS</b> Once your itinerary is final and arrangements have been paid for, any changes will incur amendment fees. Fees are charged by the supplier and by East Ivanhoe Travel &amp; Cruise. Please see our terms and conditions for further information.</p>	
<p><b>VISAS – RE ENTRY</b> We can always assist with visas but ultimately these are YOUR responsibility. Please double check that the country you are travelling to doesn't require you to have a visa. Ask your consultant if you need help with this. Some countries have different rules for different nationalities. If you are not travelling on an Australian Passport please make sure you have the correct documentation for re-entry upon your return to Australia. If you have a criminal conviction you must contact the appropriate consulates to check their procedures.</p>	
<p><b>TRAVEL ADVISORY</b> The Australian Government travel advisory website address is <a href="http://www.smartraveller.gov.au">www.smartraveller.gov.au</a>. Please take a few minutes to look at this site. It is recommended you register your trip details on here so the Australian Government can locate you in case of an emergency.</p>	
<p><b>HEALTH</b> Please contact your doctor or a specialist travel clinic to check vaccination requirements for the countries you are visiting. Arrange sufficient amounts of any regular medications and a doctor's letter with a brief medical history. We recommend that you also check that your medications are legal where you intend to visit. It is important to advise your consultant if you are pregnant or have any other medical conditions that could impact your travel arrangements.</p>	
<p><b>FREQUENT FLYER POINTS</b> If you are affiliated with any airline program please let us know your membership numbers so we can add to your flight booking before your final flight sector. We recommend you keep your boarding passes when travelling until you see the points credited.</p>	
<p><b>SPECIAL REQUESTS</b> If you have any special meal or medical requests please notify us so we can notify the appropriate suppliers.</p>	
<p><b>SEATING</b> Most airlines now charge for standard seat selection and offer to secure an exit row or extra leg room seat for a fee. Bassinet seating for infants is always requested but never guaranteed, this is usually a first come first serve basis. Some airlines, depending on what fare type you have booked or if you are a high status frequent flyer, will allow free standard seat allocation.</p>	
<p><b>CONTACTS</b> Airlines now require us to enter a mobile and email into your flight reservation booking so you can be notified of time changes or disruptions. You can choose not to do this but please note we will automatically enter your details so if you do not wish this information to be shared with the airline please let us know at the time of booking. Please also advise any possible emergency contact/s.</p>	