

HASTWELL

TRAVEL & 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 direct deposit, cash or credit card.

Fees, if applicable, are shown below.

Service fees	\$55.00 per ticket, domestic economy class	
	\$115.00 per ticket, domestic business class	
	\$125.00 per ticket, international economy class	
	\$165.00 per ticket, international premium economy class	
	\$255.00 per ticket, international business class	
	\$125.00 per person, TripADeal booking fee	
	From \$200.00 itinerary planning fee (credited toward reservation deposit when booking proceeds)	
Reservation deposit	Required at time of booking and is non-refundable regardless of reason for cancellation (in addition to any Supplier deposits)	
	\$100.00 per person for all domestic bookings	
	\$200.00 per person for all international bookings	
International travel essentials	\$155.00 per person, per application for international visa processing (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)	
	\$110.00 per person, per application for electronic visa processing	
	\$300.00 per person, per application for any visa where travel arrangements have not been booked by Hastwell Travel & Cruise.	
	\$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction	
Frequent flyer redemptions	\$110.00 per person, redeem and book frequent flyer per point-to-point airfare	
	From \$250.00 per person, redeem and book frequent flyer multi sector airfare	
Additional services	\$250.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Hastwell Travel & Cruise	
	\$75.00 per person, bookings made with overseas or online supplier	
	\$75.00 per booking, late bookings made within seven days of departure	
	\$50.00 per instance, essential international phone calls and taxes	
	\$125.00 per instance, access to our after-hours emergency service	
Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)	
	\$55.00 Domestic airfare amendment fee per ticket	
	\$75.00 International airfare amendment fee per ticket	
	\$275.00 Rearranging holiday due to voluntary changes	
Cancellation fees	For cancellations made to any deposited or fully paid booking, regardless of reason for cancellation, Hastwell Travel & Cruise will retain the reservation deposit and 15% of travel costs paid (in addition to Supplier-imposed fees)	
Payment fees	1.65% for Visa	2.05% for American Express
	1.45% for Mastercard	4.05% for international cards issued outside Australia

Effective 14 November 2025. Fees are inclusive of GST where applicable.

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www.hastwelltravelandcruise.com.au | AATIA Accredited No. A10951

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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