



Schedule of Professional Service Fees

All fees, charges and deposits are in addition to those levied by suppliers and airlines.

Service Fees	\$65.00 Domestic or trans-Tasman airfare, rail or bus per person		
	\$165.00 International return airfare per person		
	\$185.00 International one-way airfare per person		
	\$110.00 Domestic package, tour or cruise per booking		
	\$185.00 International package, tour or cruise per booking		
	\$55.00 Single land component (car hire, accommodation, rail) per person		
	\$55.00 - \$250.00 Itinerary planning per booking (credited towards reservation deposit once booked)		
	\$250.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Queanbeyan City Travel & Cruise		
	\$55.00 Bookings made with overseas or online Supplier per person		
	\$75.00 Late bookings made within seven days of departure per booking		
	\$100.00 Access to our after-hours emergency service per instance		
Reservation deposit	Required at time of booking and is non-refundable regardless of reason for cancellation		
	\$75.00 per person for all domestic bookings		
	\$165.00 per person for all international bookings		
Travel essentials	\$75.00 Application processing for passport/visa per person (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)		
	\$125.00 Application processing for passport/visa per person for non Queanbeyan City Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)		
Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)		
	\$25.00 Domestic amendment per booking		
	\$50.00 International amendment per booking		
Cancellation fees	For cancellations made to a confirmed booking, regardless of reason for cancellation, the reservation deposit and any service fees are forfeited and Queanbeyan City Travel & Cruise will retain 10% of travel costs paid.		
Credit card fees	1.4% for Visa	1.2% for Mastercard	2% for American Express
	Our fees are determined by our Merchant Provider, TravelPay, please ask us for more information		

Effective 15 November 2021. Fees are inclusive of GST where applicable.

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