



BEYOND GREY NOMADS

Assisted Travel for Seniors

Travellers' Questionnaire & Booking Form

To assist me in providing the best travel experience for you, please answer the following questions.

Please note that each traveller needs to complete a separate questionnaire.

1. Date of booking (today's date) ____/____/____
2. Dates of intended travel: from ____/____/____ to ____/____/____
3. Your full name _____
4. Date of birth ____/____/____
5. Home address: _____
Suburb: _____ Post Code: _____
6. Mailing address (if different from street address): _____
Suburb: _____ Post Code: _____
7. Home phone number: (____) _____ Mobile: _____
8. Email address: _____
9. Passport number (if travelling overseas)

10. Are you familiar with using a home computer? YES/NO
11. Do you usually travel with:
 1. Walking stick YES/NO
 2. Walking frame YES/NO
 3. Other form of assistance (please name) _____
12. Are you able to administer your own medication? YES/NO
13. Do you need a carer to assist you with day-to-day routines? YES/NO
14. When would you like to travel? _____

Please note that your chosen dates are not guaranteed and may need to be negotiated.

15. Where do you hope to travel to?

16. Is this trip a holiday, family visit or other purpose? (please elaborate) _____

17. Do you require assistance with:

1. Dreaming up your holiday plans? YES/NO
2. Booking your travel arrangements to your holiday? YES/NO
3. Booking a hire car? YES/NO
4. Planning/researching activities at your destination? YES/NO
5. Booking activities at your holiday destination? YES/NO
6. Booking accommodation? YES/NO

18. Would you prefer to stay in self-catering accommodation with BGN cooking for you? YES/NO

Please note that, while all care will be taken to ensure that your trip is a memorable occasion for all the right reasons, *Beyond Grey Nomads* will not be responsible for:

- cancellations by the travel provider, accommodation provider or any other agency
- travel & health insurance (see Terms and Conditions below)

I strongly recommend that you arrange all the usual insurance for your travel, including health cover while travelling.

Terms and Conditions

Please carefully read the following conditions before you complete the Booking Form as making a booking and paying your deposit constitutes your acceptance of these Terms and Conditions.

ALL NEW BOOKINGS MUST BE ACCOMPANIED BY -

- A completed booking form
- A photocopy of current valid passport (details page only) – If travelling overseas
- Deposit: a non-refundable deposit of 10% of the total service fee per booking is required.

1. *Beyond Grey Nomads (BGN)* is not a carer's service. The service does not include administering of medication, lifting persons, bathing or other services normally done by a carer.
2. All fees to third parties (travel agents, travel providers, accommodation, car hire, activities, etc.) are to be paid directly by you to the providers. *BGN* will not handle payment to these third parties on your behalf.
3. Travel, accommodation and any essential additional expenses for the *BGN* concierge is also to be paid directly by you to the respective providers at the time you make your own bookings.
4. Any expenses incurred by *BGN* as part of your travel experience will be passed on directly to you (e.g. motor vehicle expenses, meals while travelling with you, overseas travel insurance, etc.)
5. Costs for the *BGN* concierge passport will be borne by *BGN* and not passed on to you.
6. *BGN* service may include:
 1. Initial consultation to assist with “dreaming” and planning the trip

2. Accompanying you to book with a travel agent (if you prefer)
3. Assisting you with online bookings (if preferred)
4. Full assistance with the trip itself, including:
 1. up to 12 hours per day of assistance/companionship/concierge service, allowing reasonable breaks for meals etc. and other breaks negotiated between the *BGN* concierge and you while travelling
 2. boarding and disembarking vehicles, aircraft, trains, boats
 3. managing luggage movement, walking frames, etc.
 4. checking in and baggage drop-off at airports and movement through security
 5. chauffeuring (if required) in either a vehicle belonging to *BGN* or a vehicle hired by you
 6. home-cooked meals within self-catering accommodation, including table service and washing-up afterwards
 7. taking photos of your holiday experiences for you with your own phone or camera
5. You agree to freely allow *BGN* to use photos taken by the *BGN* concierge during your trip to be used by *BGN* for promotional purposes
6. At the time of booking your *BGN* assisted travel, you will pay for all the travel costs mentioned in #3 above. You will also pay *BGN* 10% of the total *BGN service fee* for your trip, which will not be refundable. A further non-refundable 40% of the *BGN service fee* will be paid one month before departure. The final non-refundable 50% of the *BGN service fee* will be paid one week before departure.

Insurance

You are strongly advised to arrange **travel insurance** to safeguard against: loss of monies through cancellation charges; baggage loss; medical expenses; theft and other contingencies. *BGN* makes no representations or guarantees concerning reimbursements of funds paid by you under any insurance claim. You agree not to hold *BGN* responsible for any decision made by insurers.

Errors/oversight disclaimer

BGN reserves the right to correct any error in rates quoted or calculated for any service notwithstanding that the invoice may have been paid in full. Client/s accept that *BGN* staff, Management or its Agents could make an oversight affecting travel arrangements. Client/s agrees and understands that *BGN's* (or its agent's) obligation is to amend such error or oversight by prompt action/ correction (if possible) or refund based on actual cost of itinerary services/ sectors affected. Client/s understands and agrees to such limitation of the claim.

Mobility and health

Any medical condition, disability or mobility difficulty that may affect the functioning of the group must be advised on the booking form. Any traveller with a pre-existing medical condition or illness must declare the nature of such condition at the time of booking and make arrangements for the provision of medications or other course of treatment that may be required during the trip. Any relevant health or mobility conditions not adequately disclosed may result in your immediate and direct return to your point of departure at your expense and without availability of refund. *BGN* recommends you consult your doctor in respect of your intended travel as this may also have some bearing on your application for travel insurance. Your doctor or the relevant Government Health authorities can advise on any vaccination requirements necessary. Travellers with a serious or ongoing medical condition or mobility constraint (subject to travel approval by *BGN*) must bring an

accompanying able-bodied companion/carer. All requests for health/medical clearance submitted by travellers are at the sole discretion of the operating carrier/tour operator/travel insurance company. *BGN* cannot be held responsible for the outcome of these decisions.

Passport/Visa

Each traveller is personally responsible for ensuring they possess valid travel documentation. New passport applications must be personally applied for. Existing passports must not expire for at least 6 calendar months after the intended date of return to Australia. Non-Australian passport holders must possess a valid Australian Re-entry Certificate. If you are travelling on a passport issued by a country other than Australia, you will need to be aware that visa requirements may differ from those for Australian passport holders. Visas required by non Australian passport holders must be applied for by the passport holder. Cancellation of a trip due to incomplete travel documentation will incur standard cancellation fees.

Responsibilities

BGN does not accept any responsibility for default causing loss or injury to persons whether by negligence or otherwise on the part of the Principal providing any facilities for any person taking advantage of the services described in this brochure. *BGN* is not liable for any loss suffered by any person or any additional expense caused or occasioned by transportation provider delay, change or cancellation of aircraft service, alteration or cancellation to any other travel service, illness, injury, strike, civil disturbance, insurrection, terrorism, quarantine, flood or other disturbances of whatsoever nature interfering with, altering, or adding to the cost of the service requested or booked. *BGN* is not liable for any dissatisfaction the client may have with the accommodation properties used. You agree not to hold *BGN* responsible for any decision made by insurers, and/or by any suppliers, or requirements of any foreign country, government authority or overseas laws and policies.

Documentation

It is the Client's responsibility to carefully check all confirmation documentation, itineraries, air tickets and vouchers immediately upon receipt (particularly in regard to spelling of names and travel dates), and advise the issuing provider of any discrepancies.

I have read and agree to the above Terms and Conditions. The information I have provided is correct. Signed _____ Date __/__/____