



## Schedule of Professional Service Fees - Air

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

|   |   |   |
|---|---|---|
| <b>Ticketing<br/>(per ticket)</b>   | AU-domestic (restricted economy class fares)<br>AU-domestic (flexible economy class fares)<br>AU-domestic (premium economy class fares)<br>AU-domestic (business class fares)<br>International (all economy class fares)<br>International (premium economy class fares)<br>International (business class fares)<br>International (first class fares)<br>Oneworld® / Star Alliance® / SkyTeam® Round the World fares   | \$110.00<br>\$165.00<br>\$220.00<br>\$275.00<br>\$220.00<br>\$275.00<br>\$330.00<br>\$440.00<br>\$330.00 - \$550.00   |
| <b>Redemption Bookings<br/>/ Upgrade Processing<br/>(per ticket)</b>                      | AU-domestic redemption bookings/upgrades 1 - 4 sectors<br>AU-domestic redemption bookings/upgrades 5+ sectors<br>International redemption bookings/upgrades 1 - 4 sectors<br>International redemption bookings/upgrades 5+ sectors<br>Airline charges are additional and will be outlined at the time of booking  | \$165.00<br>\$220.00<br>\$275.00<br>\$330.00  |
| <b>Voluntary<br/>Amendments (reissue<br/>/ revalidation / name<br/>change per ticket)</b> | AU-domestic amendment<br>International amendment<br>Airline charges are additional and will be outlined at the time of change   | \$110.00<br>\$150.00  |
| <b>Involuntary<br/>Amendments (reissue<br/>/ revalidation per<br/>ticket)</b>             | AU-domestic amendment<br>International amendment<br>Airline charges are additional and will be outlined at the time of change   | <i>nil</i><br><i>nil</i>  |
| <b>Cancellation / No-<br/>Show (per ticket)</b>   | AU-domestic cancellation / ticket held in credit / refund<br>International cancellation / ticket held in credit / refund<br>Surcharge for no-show (as per airline criteria)   | \$110.00<br>\$200.00<br>50%   |
| <b>Ancillaries</b>  | Non-chargeable pre-reserved seat assignments / special meals / dietary requests<br>Mobility Assistance / Meet & Assist / Medical Travel Clearances<br>AU-domestic chargeable seat assignment / additional baggage / sporting equipment<br>International chargeable seat assignment / additional baggage / sporting equipment<br>International extra seat for personal comfort<br>Airline supplied chauffeur transfers (per direction)<br>AU-domestic unaccompanied minors / young passenger (per child)<br>International unaccompanied minors / young passenger (per child)<br>Airline supplied STPC accommodation / transfers / meals<br>Pet Travel (carry-on only, excluding service animals)<br>Airline charges are additional and will be outlined on request | <i>nil</i><br><i>nil</i><br>\$11.00<br>\$15.00<br>\$75.00<br>\$15.00<br>\$55.00<br>\$100.00<br><i>nil</i><br>\$165.00 |

Effective 1 January 2026. Fees are inclusive of GST where applicable.

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## Schedule of Professional Service Fees Land & Sea

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

|   |   |            |
|---|---|------------|
| <b>Hotels (per reservation)</b>                 | AU-domestic pre-paid at the time of booking     | <i>nil</i> |
|   | International pre-paid at the time of booking   | <i>nil</i> |
|   | AU-domestic guaranteed at the time of booking   | <i>nil</i> |
|   | International guaranteed at the time of booking | <i>nil</i> |
|   | Amendment / cancellation                        | <i>nil</i> |
| <b>Car Hire (per reservation)</b>               | AU-domestic booking fee                         | <i>nil</i> |
|   | International booking fee                       | <i>nil</i> |
|   | Amendment / cancellation                        | <i>nil</i> |
| <b>Chauffeur Transfers (per reservation)</b>    | AU-domestic booking fee                         | \$33.00    |
|   | International booking fee                       | \$30.00    |
|   | Amendment / cancellation                        | <i>nil</i> |
| <b>Touring &amp; Cruising (per reservation)</b> | AU-domestic booking fee                         | <i>nil</i> |
|   | International booking fee                       | <i>nil</i> |
|   | AU-domestic tour amendment                      | \$165.00   |
|   | International tour amendment                    | \$200.00   |
|   | AU-domestic tour cancellation                   | \$275.00   |
|   | International tour cancellation                 | \$300.00   |

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## Schedule of Professional Service Fees Services & Payments

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

|   |  |              |
|---|--|--------------|
| <b>Complex Itinerary Planning &amp; Quotation</b> | An initial fee is payable upfront to quote on complex itineraries (your consultant will estimate the time required)                              | \$88.00 p/hr |
|   | Additional revisions/re-quoting charged in half hour increments  | \$88.00 p/hr |
| <b>Travel Insurance</b>                           | AU-domestic travel insurance policy  | <i>nil</i>   |
|   | International travel insurance policy  | <i>nil</i>   |
|   | Annual multi-trip travel insurance policy  | <i>nil</i>   |
| <b>Visas &amp; e-Visas</b>                        | Bonaventure Travel does not handle visa applications directly. We are pleased to direct you to the correct resources applicable to your journey. | <i>nil</i>   |
| <b>After Hours / Emergency Assistance</b>         | Urgent/emergency assistance outside of Monday to Friday 9am and 5pm AWST   | \$275.00     |
|   | Any applicable airline or supplier charges are additional and will be advised  |              |
| <b>Payment Options</b>                            | Cash and cheques are accepted. Please allow up to five business days for cheque payment to clear.  |              |
|   | A handling fee applies for payments made by cash or cheque   | \$66.00      |
|   | We accept payment via direct bank deposit into our Client Trust Account  | <i>nil</i>   |

Under the Reserve Bank of Australia regulations on card surcharges, we (the merchant - Bonaventure Travel) may only surcharge our average 'cost of acceptance'. In calculating our average cost of acceptance, ZenPay Pty Ltd trading as TravelPay - ABN: 63 056 881 942, our Payment Facilitator, has provided us with the information shown in the table below.

| Debit & Credit Cards             | Costs of acceptance | Debit & Credit Cards | Costs of acceptance |
|----------------------------------|---------------------|----------------------|---------------------|
| American Express                 | 1.80%               | Google Pay           | 1.40%               |
| Apple Pay                        | 1.40%               | International Cards  | 3.80%               |
| Mastercard - Corporate & Premium | 120%                | JCB                  | 1.80%               |
| Visa - Corporate & Premium       | 1.40%               | Latitude Pay         | 1.50%               |

The 'Apple Pay' or 'Google Pay' fee is applicable to all Visa or Mastercard transactions by those payment methods. For American Express and other card transactions by Apple Pay or Google Pay, that card type's specific fee is applicable.

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# 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 timeconsuming. 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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