travel & cruise
CASTLEMAINE

Schedule of Professional Service Fees

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

Service fees	$11.00 One-way domestic airfare, rail or bus per person
	$22.00 Return domestic airfare, rail or bus per person
	$55.00 Domestic package, tour or cruise per booking
	$65.00 International package, tour or cruise per booking
	$150.00 Itinerary planning per booking (credited towards reservation deposit once booked)
Reservation deposit	Required at time of booking and is non-refundable regardless of reason for cancellation (in addition to any Supplier deposits)
	$55.00 per person for all domestic bookings
	$110.00 per person for all international bookings
International travel essentials	$60.00 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)
	$100.00 Application processing for passport/visa per person for non Travel & Cruise Castlemaine customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)
	$30.00 Application processing for electronic visa per person per visa
	$50.00 Application processing for electronic visa per person per visa for non Travel & Cruise Castlemaine customers
	$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction
Frequent flyer redemptions	$110.00 Redeem and book frequent flyer airfare per redemption
Additional services	$55.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Travel & Cruise Castlemaine
	$55.00 Bookings made with overseas or online Supplier per person
	$20.00 Essential international phone calls and taxes per instance
	$100.00 Access to our after-hours emergency service per instance
Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)
	$10.00 Coach or rail amendment per booking
	$25.00 Domestic amendment per booking
	$55.00 International amendment per booking
Cancellation fees	For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)
	Travel & Cruise Castlemaine will retain the reservation deposit and 10% of travel costs paid

Effective 01 October 2026. Fees are inclusive of GST where applicable.

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www.castlemainetravel.com.au | ATIA Accredited No. A14448

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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 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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