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STATEMENT OF ACCOUNT

Dr Anecito and Mrs Charina Mantilla
 17 Valley View Crescent
 GLENDALE NSW 2285

DATE OF ISSUE 23 Nov 12
REFERENCE JOMXLL211112

CONSULTANT Adam Pearson
DATE DEPART 04 Jan 2013
DATE DUE 24 Nov 12

PASSENGER MANTILLA/CHARINAMRS
 MANTILLA/ANECITODR
 MANTILLA/JESSICAMISS
 MANTILLA/JADRIANMSTR

SERVICE	AMOUNT EXC GST	AMOUNT TAX / LEVY	AMOUNT GST	AMOUNT INC GST
Flight United Airlines 04JAN13 Sydney/San Francisco 06JAN13 San Francisco/Vancouver/ 24JAN13 Toronto/San Francisco/Sydney	\$9,862.00	\$3,634.56	\$0.00	\$13,496.56
Hotel Harvey's Choice Holidays SHERATON FISHERMAN'S WHARF Check In:04JAN13 Check Out:06JAN13	\$918.00	\$0.00	\$0.00	\$918.00
Tour 05JAN13 SAN FRANCISCO CITY TOUR Includes return airport transfers, accommodation and day tour in San Francisco				
Insurance HWT Travel Insurance Comprehensive cover, nil excess, no pre-existing medical cover	\$894.00	\$0.00	\$0.00	\$894.00
TOTAL (required Saturday 24 November)	\$11,674.00	\$3,634.56	\$0.00	\$15,308.56

Payment by credit card may attract a charge of between 2% and 4% depending on the credit card used and the travel service provider's policy. For full details, please check with your consultant. No charge applies for payment by Eftpos where Savings/Cheque Account is used.

**Cancellation of your arrangements will incur a 15% cancellation fee from Harvey World Travel + any charges made by tour operators, airlines and hotels etc
 We recommend you purchase Travel Insurance at the time of paying deposit**

ACCOUNT CONDITIONS

Please read thoroughly and contact us immediately with any questions

TERMS & CONDITIONS

It is important that you and all members of the travelling party are aware of the following terms & conditions as they may relate all or in part to the bookings held by our office on your behalf. If you are making bookings on behalf of a couple or a group we will be happy to provide you with more than one copy of this confirmation if requested.

All reservations have been booked under the terms & conditions laid down by the airlines and tour wholesalers. Please pay particular attention to the clauses covering amendments and cancellations as detailed in their brochure. Harvey World Travel reserve the right to also impose these fees and our "Menu of Services" is detailed herein for your benefit.

QUOTED PRICES

Please note that all prices are subject to change, at any time, without notice. Some circumstances that may result in a change to the cost of your arrangements could include currency fluctuations, airfare changes (i.e. fuel surcharges) or availability of airlines, hotels, or other ground arrangements. Deposits merely hold the reservations and do not guarantee prices.

CHANGES/CANCELLATION

Any changes to your reservations may incur a minimum amendment fee of \$50.00 per person per change. Cancellation of your reservation may incur a cancellation fee of up to 100% of the total cost of your holiday arrangements (depending on when the reservation is cancelled). **Many airfares are non-refundable and non-changeable.**

DEPOSIT

All deposits are non-refundable. Once paid, your deposit will secure your reservation, however, until final payment has been made the cost of your travel arrangements are still subject to change without notice.

PAYMENT OPTIONS

All prices are based on payment by cash or cheque. Cheques will not be accepted for travel within 7 working days of final payment date. Credit card payments may also be accepted however costs may vary dependant on the airline or tour operator used. If you intend to pay by credit card to obtain reward points it is essential that we are informed at the time of booking what type of credit card you wish to use so that we can ensure that the airline or tour wholesaler accepts this type of card as form of payment.

A processing fee may be charged if the airline or tour wholesaler does not accept credit cards as payment. Similarly, the airline or tour wholesaler may also charge a processing fee. Your consultant will advise you of this.

Our office is fully computerised. We issue numbered receipts for all payments. Should you wish to pay your holiday off over a period of time, you may do so provided the full payment is received in our office prior to your final payment date (above).

TAXES & LEVIES IMPOSED

Various countries, states, towns and airports around the world and in Australia impose a variety of Security, Airport & Departure Taxes. Where applicable and possible these have been included in the cost of the airline ticket and are shown in the relevant tax boxes. There may be some variations in final costs depending on exchange rate fluctuation and the number of taxes imposed at time of ticketing. Any additional costs or taxes that occur such as departure taxes payable at airports in cash will be the responsibility of the traveller.

TRAVEL INSURANCE

Your holiday safety and enjoyment is important to us and we support the Australian Governments recommendation that all people travelling to an overseas destination take out travel insurance. Therefore in providing you with the total cost for your travel arrangements we have included a quote for travel insurance.

To help you identify which is the most suitable policy for you we have included a copy of our brochure. It is important to read this brochure carefully and to take note of the cover and exclusions as they may relate to your particular circumstances.

If you have any pre-existing medical conditions (as listed in the brochure) then cover for this may need approval by the Insurer. If you need cover for a pre-existing medical condition that requires approval by the insurer, we are able to provide you with the Medical Assessment Form for completion and return to us.

Please note that in providing you with this quote for insurance we have not taken into account your personal objectives, financial situation or needs. Before deciding to purchase any of the travel insurance policies we offer you should read the Product Disclosure Statement (PDS) and policy wording.

If you have taken out another Travel Insurance Policy or believe you have adequate cover from a credit card policy we will require details of the insurance cover that you hold. If you decline the offer to purchase travel insurance passengers will be required to sign an Indemnity Form before travel documents will be released.

PASSPORT REQUIREMENTS

Passports are required for all international travel. **Passports must have a minimum of 6 months validity from the date of scheduled return to Australia.** Travel documents and airline tickets **must exactly match** the name and spelling as appears in the passport. Additionally, for security reasons some airlines may require all details as they appear in the passport prior to ticketing. Please ensure that you advise your consultant of the correct details at the time of booking. **We will need to sight your passport before any documents can be released and we will not be liable for any incorrect information given to us nor for any re-issue fees imposed by the airline or tour wholesaler should re-issue of documentation be required.**

If travelling on any passport other than Australian you must inform us immediately as it may be necessary to obtain a re-entry visa into Australia or visa for other countries. If you have a previous criminal record please discuss with your Travel Agent at the time of booking. You could be denied entry into your country of destination.

Whilst we offer full assistance it is the responsibility of each traveller to ensure that they have full and correct documentation to undertake their journey.

VISA REQUIREMENTS

Issuance of visas is not the responsibility of your travel agent and we cannot be held responsible should you be unable to obtain the correct visa to undertake your journey. Australian Passport holders require a visa to enter some countries. Some countries allow for a "visa free" stay for tourism purposes. If you are travelling on business this does not always apply. Also, if you or members of your travelling party have a recorded criminal offence, entry may be denied. Please speak with the relevant consulate of the country you are visiting prior to departure for further information.

Some consulates charge visa fees and we reserve the right to charge a service fee to cover courier fees and the like should we obtain this documentation on your behalf.

Deportation for non-issuance or incorrect visa is at the traveller's expense. Although many countries have visa free entry for tourists for specified lengths of stay entry to that country is still a part of entry decision.

If you plan to undertake independent travel whilst in Europe or elsewhere our consultants are more than happy to check the itinerary and the various countries you may visit and advise what visa are required.

HEALTH

We recommend that you contact your family doctor or the Travel Doctor in Newcastle to discuss any medical requirements for your journey.

DEPARTMENT OF FOREIGN AFFAIRS & TRADE

For reasons of political unrest, acts of war or terrorism or natural disasters in certain parts of the world the Australian Government in conjunction with various other worldwide bodies may decide to issue a Government Advisory warning to Australian passport holders not to travel to that country. In these instances whilst travel to some countries is not advisable and some clauses of the travel insurance coverage may not be affective we appreciate that some clients may still need to travel to those areas. Whilst we are prepared to make these bookings on our clients' behalf we do so without responsibility or liability.

There is a service provided to Australian travellers where you are able to register your personal details i.e. passport numbers, contact details in Australia and the countries you will be visiting. These details are automatically passed on to the relevant Embassies of the countries you will be visiting. Simply register via the website: www.orao.dfat.gov.au to utilise this service, and for consulate warning www.smarttraveller.gov.au .

FREQUENT FLYER PROGRAMS

Most airlines offer Frequent Flyer Reward Programs – Most airlines now sign you up to their programmes either via their websites or subsequently ask your travel agent for details. Similarly, if you are a member of any Frequent Flyer program please ensure that your consultant has your membership number so that the necessary steps can be taken to ensure that you earn the rewards. As a safeguard it is also advisable to keep all your boarding passes so that you can verify this against your Points Summary after travel has been completed.

NB: Frequent Flyer points are not always available on special fares with some airlines.

SPECIAL REQUESTS

If you have any special requests, i.e. smoking or non-smoking room, window seats, special dietary requests, airport assistance or a hotel room type, every attempt will be made by us to accommodate your request but it is only a request on your behalf and cannot be guaranteed.

OTHER SERVICES AVAILABLE THROUGH OUR OFFICE

- Arrangement of foreign currency cash/travellers cheques/Cash Passport Cards/Debit Cards
- Theatre, show and sporting event tickets
- Transfers from Newcastle/Lake Macquarie area to Sydney either by hire car, door-to-door shuttle bus or flights from Williamtown
- General car hire arrangements – domestic and international car hire/leasing
- Assistance with foreign country visas*
- Travel document delivery (either personally or by courier)*
- Frequent Flyer redemption bookings*/Airline Club Membership*
- Korjo travel products

*These services will incur a processing fee

Thank you for booking with us.

Kind regards,

Adam Pearson
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KOTARA NSW 2289

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<h1>FREE CARPARKING</h1> <p>at Westfield Kotara for all Harvey World Travel Kotara Clients!</p>  <h2>Star</h2> <p>CAR WASH VALET PARKING</p> <p>Simply present one of the vouchers below to the Star Car Wash and Valet Parking attendant to have your parking ticket validated.</p>				
<p>FREE PARKING FULL DAY, to value of \$10</p>   <p><small>PRESENT VOUCHER TO CAR PARK ATTENDANT. ONLY VALID AT STAR CAR PARKING KOTARA</small></p>	<p>FREE PARKING FULL DAY, to value of \$10</p>   <p><small>PRESENT VOUCHER TO CAR PARK ATTENDANT. ONLY VALID AT STAR CAR PARKING KOTARA</small></p>	<p>FREE PARKING FULL DAY, to value of \$10</p>   <p><small>PRESENT VOUCHER TO CAR PARK ATTENDANT. ONLY VALID AT STAR CAR PARKING KOTARA</small></p>	<p>FREE PARKING FULL DAY, to value of \$10</p>   <p><small>PRESENT VOUCHER TO CAR PARK ATTENDANT. ONLY VALID AT STAR CAR PARKING KOTARA</small></p>	<p>FREE PARKING FULL DAY, to value of \$10</p>   <p><small>PRESENT VOUCHER TO CAR PARK ATTENDANT. ONLY VALID AT STAR CAR PARKING KOTARA</small></p>



IMPORTANT MESSAGE: NEW ENTRY REQUIREMENTS TO THE USA

Dear Passenger,

Effective from 12 January 2009, the US Department of Homeland Security has introduced new immigration procedures for all passengers intending to enter the USA.

Under the new procedures, travellers wishing to visit the USA under the Visa Waiver Programme – which includes passport holders from Australia and New Zealand – will be required to “pre-register” their intention to enter America **at least 72 hours** prior to their scheduled departure.

This requires all intending travellers to apply online to the Department of Homeland Security for a travel authorisation, prior to boarding an aircraft or vessel to the USA.

Travellers who do not apply for **and receive** a formal travel authorisation ahead of their intended departure date, **will not be able to board a flight, coach or ship to the USA.**

This is not a regulation created by Harvey World Travel. It is a requirement of the US Government, and unfortunately, where passengers do not have a travel authorisation, airline/ship/coach check in staff will not be able to resolve the problem. **Nor will Harvey World Travel be liable for any costs or cancellation penalties or inconvenience where travelers do not have a travel authorisation**, and are not permitted to travel.

To avoid potential conflict between passengers and staff on the day of departure, please ensure you complete and receive the travel authorisation.

To apply online for a US Travel Authorisation, visit <https://esta.cbp.dhs.gov/esta> . The application fee is USD\$14.00 and takes approximately 10 minutes to complete. It is valid for 2 years for holders of a valid passport.

Once a travel authorisation is sought and obtained, passengers must update their travel plans online for subsequent visits to the USA, quoting their travel authorisation number.

Please note: A travel authorisation is required for all clients that are cruising Alaska/Canada, or stepping in the US either for an extended stay, or transiting via a US city for onward travel – ie flights transferring in any US city.