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TERMS AND CONDITIONS

Statement

In these terms and conditions, United Global Travel Services is referred to as “United Global Travels” “UGTS” “we” “our” or “us”. The purpose of these terms and conditions is to describe United Global Travel Services business practices and your obligations as the user of our website. The website of www.unitedglobaltravels.com (the “Site”) and its contents is owned by United Global Travel Services (ABN 28 605 718 787).

United Global Travel Services reserves the right to alter, update, amend or change these terms and conditions without prior notice. You are fully responsible for reviewing these terms and conditions as such alterations or amendments of the terms and conditions will govern your continued use of the site.

The website and information offered to you conditional to your acceptance without modification of the terms, conditions, and notices contained herein (TERMS AND CONDITIONS). The use of this Site by you constitutes your agreement to comply with these terms and conditions.

The term of “you” in these terms and conditions refers to all individuals or entities accessing or using this website for any reason. Individuals in these terms and conditions mean persons who are over 18 years of age. The suppliers, the third party agencies/representatives, and activity providers in these terms and conditions mean all external third party providers in which United Global Travel Services engages in the Site.

United Global Travel Services will not process any bookings/reservations which are made by you within 48-72 hours prior your departure/travelling date. We reserve all the rights, for any reason (in our sole discretion), to reject bookings/reservations/travel arrangements made by you in the Site. We are not responsible for any loss or damage, and any cost incurred by you due to our refusal or rejection to process your bookings/reservations/travel arrangements from the Site.

Notice of Agreement

Our website is designed to assist visitors to conveniently obtain travel-related information, to book, and to make reservations or travel arrangements. We also design the Site for our suppliers and third parties to advertise/market/offer their travel-related products and services. By booking or making reservations through the Site, you are bound by a contractual relationship with the supplier or the third party, which you make booking or reservation or purchase the product or service from.



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United Global Travel Services only acts as an intermediary between the supplier, the third party and you, transmitting your reservation or booking to the relevant supplier and confirming the booking or reservation to you electronically or by phone.

United Global Travel Services shall not be responsible or liable to any dealings or transactions you may have with third parties or suppliers (including advertisers). Any dealings with third parties or suppliers included in the Site or participation in promotions, including the delivery of and payment for products and services, and any other terms, conditions, or warranties associated with such dealings or promotions are solely between you and the supplier or the other third party agencies/representatives.

Products and services offered by the suppliers or the third parties on the Site may change at any time without notice. Accordingly, United Global Travel Services, at its sole discretion, may also need to change, without limitation, the restrictions, terms, conditions, prices, details, applicable taxes, charges, and any other associated costs of relevant products and services from time to time without notice.

The Site is provided for your personal use only and non-commercial use. You must not vary, modify, distribute, copy, display, perform, reproduce, publish, license, transfer, retransmit, lend, or sell any information, software, products or services obtained from the Site. Any breaches or violations of these terms and conditions by you may result in legal action being taken by United Global Travel Services against you.

Should you not agree with our terms and conditions, you must not use, purchase, book, make reservations or travel arrangements through our website or by contacting our Customer Service Centre via email or phone.

Prohibited Use and Redistribution Rights

By using the Site, you have agreed that you will not use the Site for any purpose that is unlawful or prohibited by these terms and conditions. The site is not intended for distribution to, or use by, any individual or entity in any jurisdiction or country where such distribution of use would be contrary to local law or regulation. You also fully agree that you will not redistribute, amend, copy, or commercially use any data, information or materials found on the Site without United Global Travel Services written permission, which permission may be withheld in UGTS's sole discretion.





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Intellectual Property, Contents, License and Copyright

The Site is protected by Australian and International copyright law, intellectual property rights, and treaty provisions. Logos, trademarks, license, business names, trading names, products, technology, graphics, images, layouts and all of the Site contents owned by United Global Travel Services or by other third party agencies/suppliers. You may copy or use the information or contents on the Site subject to written permission of United Global Travel Services. You must not breach or violate any third party's intellectual property rights in any jurisdiction in using this Site.

Prices, Fares, Fees, Taxes

All prices displayed in the Site are extremely competitive. United Global Travel Services reserves the rights to modify or amend prices, fares, fees, taxes, and surcharges for commercial reasons. Some prices and fares displayed in the Site may subject to additional fees, surcharges, and taxes, levied by the suppliers or by the third party agencies/ representatives. Prices, fares, fees and taxes are set in AUD (Australian Dollar) unless specified otherwise in the Site.

All prices, fares, fees, surcharges, and taxes in the Site are subject to change from time to time without prior notice. United Global Travel Services shall not be responsible or liable to prices, fares, fees, and taxes charged by the suppliers or the third party providers/agencies/representatives as they may change from time to time without prior notice. All prices and fares also subject to relevant/applicable taxes imposed by federal/state/local government.

Applicable fees, taxes, and surcharges may be charged by the suppliers or the third party agencies/representatives in the event of booking cancellation or a no-show. Regardless of any circumstances, you must be responsible to indemnify United Global Travel Services the equivalent amount of AUD 40.00 per customer/per booking/per cancellation/per amendment as our "administration fee" in addition to the applicable fees, taxes, and surcharges levied by the suppliers or the third party agencies/representatives in the event of booking cancellation, booking amendment, or a no-show.





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Airline Ticket/Airfare

We do not charge you online booking fees for most airlines. Airline ticket price/airfare is subject to the relevant airline's own rules, fees, surcharges, taxes, restrictions, terms and conditions. Ticket price/fare is completely guaranteed only once a purchase transaction has been completed and the relevant ticket is issued. United Global Travel Services cannot be held responsible for any additional fees or surcharges levied by any airline due to its flight scheduling or flight delay or flight cancellation or no-show or re-issue of certain documents. Regardless of any circumstances, you must be responsible to all associated fees or surcharges incurred by the airline, or additionally incurred by the airline who issues your ticket.

Some applicable booking fees and surcharges are non-refundable. Some airline tickets cannot be refunded or cannot be transferred once booked, paid in full, and issued. Additional fees and surcharges may apply for special requests or ticket variations. There may also be some airport taxes or local taxes to be paid at some airports that you visit.

It is mandatory for you to always use the same full name as your full name in your Passport to book or to purchase an airline ticket. United Global Travel Services will not be responsible for your failure to do so. Some airlines will not accept or board passenger whose full name is different from his/her Passport or travel document. You must check your flight itinerary carefully to ensure your details are correct and confirmed by the airline. Your airfare will not be refunded due to your failure to check and confirm your personal and flight details with the relevant airline. It is highly recommended for you to check your details and flight status with the relevant airline between 24-48 hours prior your departure.

Regardless of any circumstances, you must be responsible to indemnify United Global Travel Services the equivalent amount of AUD 40.00 per customer/per booking/per cancellation/per ticket/per airfare/per amendment as our "administration fee" in addition to the applicable fees, taxes, and surcharges levied by the airlines or by the suppliers or the third party agencies/representatives in the event of booking cancellation or flight scheduling or flight delay or flight cancellation or re-issue of certain documents, including booking amendment or changing date, or human/computer errors, or a no-show.

United Global Travel Services is not responsible to airline schedule changes such as changes in date, changes in departure/arrival times, and flight cancellations by the airlines.





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Hotels and Accommodations

When you are using our website to make bookings/reservations to a hotel or an accommodation place, you have consented and agreed with the hotel or the accommodation's own rules, fees, surcharges, taxes, restrictions, terms and conditions. All prices displayed on the Site are based on your request on the occupancy using the advertised and existing room provided by the hotel or the accommodation place. Additional fees and surcharges may apply for special requests or variations to the room. You may need to pay the additional fees and surcharges, based on your requests and preferences directly to the hotel or the accommodation place. You must select the room carefully and read relevant terms and conditions prior completing your booking or purchase.

United Global Travel Services reserves rights to amend or to change your hotel/accommodation booking details, with or without your consent, due to errors made by us, or made by the third party agencies, or made by the suppliers. We will not be responsible for any costs or for any additional payments incurred due the relocation of the booked or the purchased hotel/accommodation place by you from the Site.

Some applicable booking fees, reservation fees and surcharges are non-refundable. Some rooms in the hotel/accommodation place, which are sold or displayed in the Site cannot be refunded or cannot be transferred once booked, paid in full, and reserved. Additional fees and surcharges may apply for special requests or variations to the room.

Some hotels or accommodation places require you to present your credit card (the exact same credit card that you used to make the relevant booking), or to leave a certain amount of cash deposit during your stay to cover any additional expenses. It is solely your own responsibility to pay any additional expenses incurred during your stay in the hotel or an accommodation place. The hotel or the accommodation place reserves the right to charge you any additional expenses incurred during your stay. Your deposit payment required by the hotel or the accommodation place when you are checking in, either deducted from your credit card or directly from your cash deposit, has nothing to do with any payments made by you to us in the Site. Your payment of additional expenses which incurred during your stay and required to be paid to the hotel or the accommodation place when you are checking out, either deducted from your credit card or paid directly with cash or from your cash deposit, has nothing to do with any payments made by you to us in the Site.





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Regardless of any circumstances, you may also be responsible to pay any additional costs which may occur due to the inabilities of the third party agencies or the inabilities of the suppliers to provide you the hotel/accommodation at the price published in the Site. You must read all relevant information about the hotel/accommodation place, including its cancellation policy, its date and booking amendment policy, its no-show policy, and its strict terms and conditions carefully prior completing your booking or purchase in the Site.

Tour/Holiday Packages

When you are using our website to make bookings/reservations or to purchase packages from the suppliers or the third party agencies/providers (including the advertisers), you have consented and agreed with the suppliers or the third party agencies/providers/representatives' own rules, fees, surcharges, taxes, restrictions, terms and conditions. All prices on tour/holiday packages displayed on the Site are based on both custom designed tour/holiday packages and fixed (non-flexible) tour/holiday packages offered or sold by the suppliers/the third party agencies/the activity providers.

Additional fees and surcharges may apply for special requests or variations to the tour/holiday packages. You may need to pay the additional fees and surcharges, based on your variations, requests and preferences directly to the suppliers/ third party providers/activity providers. You must read all relevant information about the tour/holiday package, including its cancellation policy, its date and booking amendment policy, its no-show policy, and its strict terms and conditions carefully prior completing your booking or purchase in the Site.

United Global Travel Services reserves rights to amend or to change your tour/holiday booking details or your holiday itinerary, with or without your consent, due to errors made by us, or made by the third party agencies, or made by the suppliers.

Some tour/holiday packages in the Site are non-refundable. Some tours or holiday packages, which are sold or displayed in the Site cannot be refunded or cannot be transferred once booked, paid in half/full, reserved, and purchased. Additional fees and surcharges may apply for special requests or variations to the purchased tour/holiday packages.





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Regardless of any circumstances, you must be responsible to indemnify United Global Travel Services the equivalent amount of AUD 40.00 per customer/per booking/per cancellation/ per tour/per package/per amendment as our “administration fee” in addition to the applicable fees, taxes, and surcharges levied by the suppliers or the third party agencies/representatives or the activity providers in the event of tour/holiday packages cancellation, or tour/holiday packages amendment, including amendments on travel date, or human/computer errors, or a no-show.

On-line Payment Surcharges and Exchange Rate Conversion

When you make an on-line booking or purchasing travel products and services from our website, you must pay everything in full at the time of the booking. Most of banks and credit/debit card companies charge a processing fee or a transaction fee to their members/clients/acountholders. You must check and confirm the associated fees and charges from your bank or your credit/debit card provider prior using your credit/debit card to make payments in our website.

This so called a” transaction/processing” fee may attract an additional surcharge ranging from 0% up to 11% from your total amount due, depending on your bank or your credit/debit card provider. United Global Travel Services cannot be held liable to any additional fees and surcharges levied by your bank or your credit/debit card provider. You must check and confirm the relevant transaction fees/surcharges from your bank or your credit/debit card provider prior making payment in our website.

When you pay through **Electronic Fund Transfer (EFT)** from your bank account to our bank account, you must pay your booking(s) within 90 minutes of the placement of your booking(s) in our website.

YOUR BOOKING WILL BE AUTOMATICALLY CANCELLED IF NOT PAID VIA ELECTRONIC FUND TRANSFER (EFT) WITHIN 90 MINUTES OF THE PLACEMENT OF YOUR BOOKING(S) IN THE SITE.

By using our website, for any reasons, you have also agreed and consented that we reserve the rights to charge you any additional fees/surcharges which may be imposed by our banks and our third party payment processors. When your payment is not received by us on time in our bank account, for any reason, you must make payment to us immediately when we ask you to do so.





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In addition to the transaction/processing fee, we, our banks, our third party payment processors, your bank, and your credit/debit card provider may determine the relevant currency exchange rate which is being used to process your transaction at the time of the booking. Due to these transaction fees and exchange rate conversions, you will see different total amounts being charged in your bank account statement and in your booking or purchase confirmation details from our website.

The currency convertor or the currency calculator available in our website is to be used for general information only. The currency exchange rates use in our website may not be accurate and may not be updated regularly. Currency exchange rates may be sourced from public sources and may vary all the times. The actual and correct amount charged to your credit/debit card or to your bank account is the total amount displayed in your booking details or your fare section details or your total charge section details in our website.

Declined Card

When your credit card is declined for any reasons, you must deposit electronically to our bank account (EFT) within 90 minutes, to guarantee us that you will settle any outstanding amounts owed to us.

Chargeback on Credit Card Payment

Regardless of any circumstances, once you have made full payment by credit card to us, you cannot seek any remedy, any damage, or any chargeback to us if any suppliers fail to provide the service which was contracted to you. You must seek remedy or chargeback from the relevant supplier, but not to United Global Travels.





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Booking Amendment/Change and Cancellation

We try to keep our “administration fee” for booking amendment/change and booking cancellation very low for your convenience. Following are our “administration fee” to change/amend/cancel all bookings made in our website:

- Changes/Amendments to Domestic and International Flight bookings will incur a fee the equivalent to AUD 40.00 per customer per booking on top of the supplier or the third party agency or the airline fees and surcharges each time a request is made.
- Cancellations to Domestic and International Flight bookings will incur a fee the equivalent to AUD 40.00 per customer per booking on top of the supplier or the third party agency or the airline fees and surcharges.
- Changes/Amendments to Hotel and Accommodation bookings will incur a fee the equivalent to AUD 40.00 per customer per booking on top of the supplier or the third party agency fees and surcharges each time a request is made.
- Cancellations to Hotel or Accommodation bookings will incur a fee the equivalent of AUD 40.00 per customer per booking on top of the supplier or the third party agency fees and surcharges.
- Changes/Amendments to the purchased Tour/Holiday Package will incur a fee the equivalent to AUD 40.00 per person on top of the supplier or the third party agency fees and surcharges each time a request is made.
- Cancellations to the purchased Tour/Holiday Package will incur a fee the equivalent of AUD 40.00 per person on top of the supplier or the third party agency fees and surcharges.

Ticket re-issuing and booking cancellations may cost you as much as your total booking amount regardless of whether you have or you have not commenced travel. In the event of where the supplier or the third party agency/provider requires you to pay the cancellation fee or surcharge the same amount as your total booking amount (100% of your total booking amount), you still need to indemnify us the equivalent of AUD 40.00 as our administration fee per customer per booking on top of that 100% booking amount cancellation fee.

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Refunds

All refunds subject to these terms and conditions and all relevant terms and conditions from the suppliers or the third party agencies/representatives. Certain travel products and services are non-refundable.

We will process and give you refunds (if any) directly to your credit card or according to the initial method of payment. This refund process may incur a transaction fee or a processing fee or a credit card surcharge from our third party payment processors or from your bank or your credit/debit card provider. This processing fee or additional surcharge of refunding your money to your credit card is beyond our control. We will not be responsible to this processing fee or credit card surcharge. It is solely your responsibility to pay any additional fees or surcharges levied by our third party payment processor, or your bank, or your credit/debit card provider when we refund your monies (if any) to your credit card.

We will refund your money after we have fully received the fund from the relevant supplier or from the relevant third party agency or from the relevant activity provider. You must also be aware that this refund process may take up to 6 month or more depending on the suppliers.

No-Show

Regardless of any circumstances, No-Show will result 100% cost of the booking. You will not receive any refunds/compensations whatsoever from us and also from the relevant supplier or the relevant third party agency.

Fraud & Scam Prevention

It is your responsibility to ensure all booking details submitted to us by you, including spelling, are correct. United Global Travel Services will not be responsible to any errors in your booking details caused by you. You must use the same full name as in either your Passport, or your Driver License, or your Bank Statement in order to make booking(s) in our website. We may ask your Bank Statement for verification purposes to avoid/prevent fraud and scam prior processing your booking(s) or your transaction(s) with us. We may decline to process your booking(s) when we suspect that your booking(s) or transaction(s) is considered suspicious, or unusual, or illegitimate.

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United Global Travel Services may not be able to process your booking(s) due to differentials on your booking details, names, passport, and credit/debit card.

Any errors in spelling your full name in your booking details will result 100% cost of the booking. You will not receive any refunds/compensations whatsoever from us and also from the relevant supplier or the relevant third party agency.

Some products are non-refundable. Please be extremely vigilant prior make booking(s) from our website. You must read the relevant cancellation policy together with the applicable terms and conditions prior making any payment(s).

Misplaced or Lost Ticket

United Global Travel Services cannot be held responsible to ticket misplaced/lost by you. We cannot refund your money due to misplaced/lost ticket caused by you even the relevant ticket has been fully paid for and you have lodged Refund/Lost ticket Indemnity with the relevant airline.

You must resolve this issue of misplaced/lost ticket directly to the relevant airline.

Passport

All International travel requires a valid Passport. Your Passport must be still valid within certain period of time before you travel or depart internationally. It is your own obligation to check with both departing and arriving country's regulations prior travelling internationally. You will not be allowed to enter a country with a void Passport.

You could always check with the relevant country's embassy near you prior travelling to that country. You must ensure that you are compliance with the relevant laws and regulations of the country that you are travelling to.

In Australia, Australian Department of Foreign Affairs and Trade (DFAT) will normally able to assist you with the relevant information on Australian Passport.





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Visa Document

You may need to have a valid visa before entering a country. Some countries will not allow you to enter when you do not have a visa. Visa requirements may vary from country to country. It may also take significant times for a country's authority to issue a visa to you. You must check and ensure that you have sufficient times to obtain the relevant visa documentation prior making booking(s) in our website.

You must check with the relevant country's embassy that you are travelling to, prior making any booking(s) with us. You must ensure that you comply with the relevant laws and regulations of the country that you are travelling to.

General Travel Advice

United Global Travel Services recommend that you always check and read the relevant laws and regulations of the country you are travelling to via the relevant government website. In Australia, you can find some useful information by visiting following websites:

- www.smarttraveller.gov.au
- <http://dfat.gov.au/travel>

You must also be aware of the health requirements of certain countries. You may be rejected for an entry to a country when you are unable to show the relevant health documentation required by the country you are travelling to. This may includes proof of immunisations or proof of certain vaccinations.

Prohibited/Dangerous/Hazardous Goods or Items

Some items and goods are not allowed to be taken inside the aircraft. Each airline has different policy against prohibited/hazardous goods or items. It is your obligation to check this issue with the relevant airline.

In Australia, you can visit the link below to assist you in finding some useful information about prohibited/hazardous goods:

- <http://travelsecure.infrastructure.gov.au/onboard/>

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Travel Destination and Insurance

Travel Insurance is highly recommended for all international travel. You should choose an appropriate travel insurance product which suits your travel needs.

In addition, It is highly advisable that you visit www.smarttraveller.gov.au to find out some useful information about your travel destination, including safety and security alerts/warnings.

Complaints Policy

Please do not hesitate to contact us when you have a complaint. United Global Travels takes this matter seriously. We will listen, acknowledge, understand, and do everything we reasonably can to solve the problem.

We will record your complaint, inform you the progress, and provide a final response to you within 30 business days. Following are our complaint procedures:

- Step 1: Contact us immediately via email (customerassist@unitedglobaltravels.com), or by phone. You need to provide us your complaint in writing to help us efficiently resolving your complaint. Please include your booking reference and other supporting documents in your email.
- Step 2: Our Customer Service Officer will conduct an internal investigation, inform you with the progress, and contact you with the results within 30 business days.

Our website is linked or consists of links to other websites. We are not responsible for privacy policies and business practices of these other websites. You must accept that other websites may not be subject to the same privacy policies as UGTS. You must accept that these third party links or websites may not have privacy policies in place like in our website.

In certain circumstances, which are beyond our controls, you may need to address your complaints directly to our suppliers, our activity providers, our payment processors, and all third parties who advertise/market, or sell their products and services in our website.





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Use of Communication Facilities

The Site may contain forums, blogs, reviews, photos, videos, chat groups or other communication facilities which designed and provided to enable you to communicate with others. You must agree not to use these facilities to abuse, defame, distribute improper materials, harass, threaten or violate other relevant legal rights of others.

You agree to only use these communication facilities to mail, send, and receive messages and material that are appropriate, proper, and when applicable related to these Communication Facilities.

United Global Travel Services do not have obligations to monitor the Communication Facilities and Services, however, UGTS reserves rights to review and to remove any materials, at its sole discretion, without prior notice. UGTS may also terminate your access to these Communication Facilities any time, without notice, for any reason whatsoever.

Links to Third Party

The United Global Travels website may provide links to other websites for customer convenience and information. We do not endorse or make any representatives and do not control those other sites or their privacy practices. We are not responsible for the privacy practices or the content of such websites. It is your own responsibility as customer to review the other sites privacy policy before submitting your Personal Information.

United Global Travel Services shall not be responsible or liable to any dealings or transactions you may have with third parties (including advertisers). Any dealings with third parties included in the Site or participation in promotions, including the delivery of and the payment for goods and services, and any other terms, conditions, or warranties associated with such dealings or promotions are solely between you and the other third party agencies.

Products and services offered by the third parties on the Site may change at any time without notice. Accordingly, United Global Travel Services, at its sole discretion, may also need to change, without limitation, the restrictions, terms, conditions, prices, details, applicable taxes, charges, and any other associated costs of relevant products and services from time to time without notice.





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Intellectual Property, Contents, License & Copyright

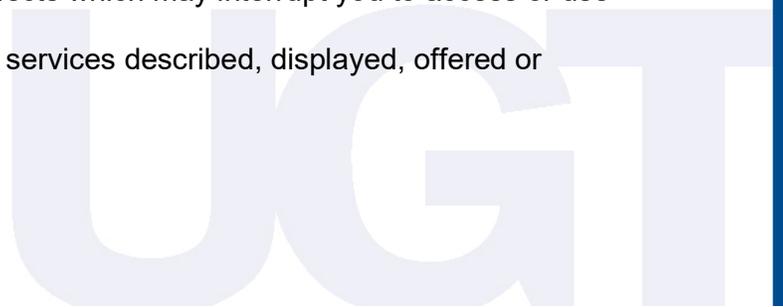
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To the extent required by applicable law, United Global Travel Services do not represent and do not provide warranties of any kind regarding:

- Any information and materials provided by the third parties and accessible on or through the use of the Site;
- The results obtained by you from the use of the information, data, and materials from the Site;
- The accuracy, timeliness, the completeness or the up-to-dateness of any information contained within, or available through the access or the use of the Site, including but not limited to any travel related products, currency exchange rates and associated fees and charges;
- The security, errors, viruses or defects which may interrupt you to access or use the Site;
- The suitability of the products and services described, displayed, offered or provided in the Site for you.





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Regardless of any circumstances, this limitation of liability applies to all damages of any kind including but not limited to direct, indirect or consequential damages, compensatory, personal injury, loss of data, income or profit, loss of or damage to property and claims of third party.

By accessing, using or downloading any content on the Site indicates that you agree to indemnify and hold United Global Travel Services, its subsidiaries, affiliates, officers, directors, employees, and other associated representatives, harmless from any claim, demand or damage including but not limited to attorneys' fees and charges, asserted by any third party or raising out of your use of, or conduct on the Site.

Links and Cookies

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