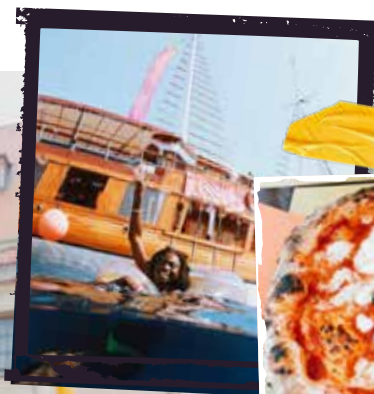


# Topdeck

## FEEL REAL

BOOK TOPDECK WITH  
CONFIDENCE AND  
PROVIDE TOPDECKERS  
WITH MORE FLEX WHEN  
THEY NEED IT MOST



## FLEXIBILITY PROMISE

The world looks different. And now, so do our cancellation and refund policies. All new bookings made before 31 December 2021 will benefit from our extra-flexible booking conditions when you depart before April 2023. So, customers can spend less time worrying about adjusting your plans and more time getting psyched about the fun stuff.



1. **COVID-19 SECURITY:** customers get a full refund or travel credit if they're diagnosed with COVID-19 within 14 days, and up to 24 hours prior to departure. They just need to provide us with a positive COVID-19 PCR test certificate before their trip departs and we'll handle the rest\*.
2. **LOCKDOWN FLEXIBILITY:** situations can change at any moment. We get it. So, if your customer is prevented from travelling due to a sudden government-enforced lockdown, they'll be eligible for a full refund or travel credit\*.
3. **NO ADDITIONAL COST:** until 31 December, all new bookings departing before April 2023 will automatically fall under our new COVID-19 Assurance Policy – at no additional cost to your customer. Book now and kick back knowing they're covered\*.
4. **FOR THEM AND THEIR TRAVEL BFF:** but what about their travel buddy? Sorted. All travellers registered under the same booking reference number can choose to receive a refund or travel credit as well\*.

## THE ALL-IMPORTANT TERMS AND CONDITIONS

### \*COVID-19 Assurance Policy Terms & Conditions.

**Positive COVID-19 diagnosis:** Customers are required to produce a COVID-19 PCR Test Certificate at their own expense, showing a positive diagnosis between 14 days and 24 hours prior to the scheduled trip departure to be eligible for a full refund or a Topdeck Travel Credit Voucher. Before or after this time, the policy will not apply. This policy is not valid for those in quarantine or self-isolating due to contact with a possible or confirmed case of coronavirus, or self-diagnosis of coronavirus. Topdeck Travel reserves the right to check the authenticity of the COVID-19 PCR Test Certificate and/or test results with the provider. **Government-enforced travel restrictions:** Customers prevented from travelling within 14 days and 24 hours prior to their trip departure due to government-enforced restrictions in their home country will be eligible for a full refund or Topdeck Travel Credit Voucher. Customers will be required to supply proof of address, flight/travel confirmation and details of government-enforced travel restrictions to be eligible. The travel restriction must be government enforced. Topdeck Travel reserves the right to check the authenticity of documents provided. This policy does not cover any requirement to quarantine or self-isolate on return from a Topdeck trip to your home country. **Other travellers under the same booking reference:** Under this policy, all travel companions registered under the same booking reference number as the eligible customer can choose to also receive a refund or Topdeck Travel Credit Voucher.

**Standard Terms & Conditions:** Customers who fail to meet the above terms will be ineligible for this policy and standard Topdeck Terms and Conditions will continue to apply. This policy covers the group trip only; any airline, hotel and/or other travel service provider change or cancellation fees are solely the responsibility of the customer and are subject to the terms, conditions and/or policies of the relevant airline, hotel and/or other travel service provider which are available from Topdeck upon request. This policy is applicable to all new bookings made before 31 December 2021 for departures before April 2023, including customers using a Topdeck Travel Credit Voucher. For bookings made via a travel agency, additional fees may be charged by the travel agent directly. Topdeck Travel reserves the right to withdraw this policy at any time without prior notice and to correct any errors, inaccuracies or omissions at any time without prior notice or liability. However, the policy terms in place at time of booking will remain valid for the duration of your booking. Topdeck Travel reserves the right to cancel any booking due to unauthorized, altered, ineligible or fraudulent use of the policy.

To keep up to date with our latest policies head to [www.topdeck.travel/resources/booking-flexibility](https://www.topdeck.travel/resources/booking-flexibility)





**When sh\*t hits the fan last minute – we've got it covered.** Book your customer's trip before 31 December 2021 and depart before April 2023 to benefit from our new Extra-FLEX Policy. This baby gives you the flexibility to make one change to your departure date or choice of trip, between 30 and 60 days before departure\*\*.



Always here for you!

1. **UNLIMITED NO-FEE CHANGES:** change your mind as often as your underwear? Make as many changes to your trip as you like, up to 60 days prior to departure – with NO amendment fees. Flight, trip or accommodation price differences may apply<sup>^</sup>.
2. **BOOK NOW, PAY THE REST LATER:** secure your booking with a SUPER affordable deposit – and no need to pay a cent extra until 60 days prior to departure. It's that easy (and the best \$\$ you'll ever spend)<sup>^</sup>.
3. **FLEXIBLE DEPOSIT:** we get it, things happen. Cancel before your full payment is due and we'll offer you a rolling deposit voucher to be used for another trip within the next two years. You'll also get a full refund of any additional amounts paid<sup>^</sup>.
4. **PAY IN INSTALMENTS:** don't have the cash to pay all at once? We've been there. Pay off your trip up to 60 days prior to departure in instalments that suit you<sup>^</sup>.

### THE ALL-IMPORTANT TERMS AND CONDITIONS

**\*\*Extra-FLEX Policy Terms & Conditions.** Bookings made under this policy are eligible for one change between 30 and 60 days prior to the original departure date, subject to availability. The deferred trip must be booked at the same time as cancelling the original trip with our Customer Service team. If the deferred trip price is higher than the original amount paid, customers are required to pay the difference at the time of rebooking. If the deferred trip price is lower than the original amount paid, customers will receive a Topdeck Travel Credit Voucher for the surplus amount. Offers, promotions or discounts applied to the original booking may not be transferrable. This policy does not entitle customers to a full refund. For outright cancellations the standard Topdeck Terms and Conditions will continue to apply. Any unrecoverable costs included in the original trip itinerary (including, but not limited to, items such as flights and other non-refundable activities), will be deducted from the total amount paid. This policy covers the group trip only; any airline hotel and/or other travel service provider change or cancellation fees are solely the responsibility of the customer and are subject to the terms, conditions and/or policies of the relevant airline, hotel and/or other travel service provider which are available from Topdeck upon request. This policy is applicable to all new bookings made before 31 December 2021 for departures before April 2023, including customers using a Topdeck Travel Credit Voucher. Topdeck Travel reserves the right to withdraw this policy at any time without prior notice and to correct any errors, inaccuracies or omissions at any time without prior notice or liability. However, the policy terms in place at time of booking will remain valid for the duration of your booking. Topdeck Travel reserves the right to cancel any booking due to unauthorized, altered, ineligible or fraudulent use of the policy. The only exemptions to this policy will be in the event the COVID-19 Assurance Policy applies. Please refer to the COVID-19 Assurance Policy Terms and Conditions for more information.

### THE ALL-IMPORTANT TERMS AND CONDITIONS

**\*Freedom to Flex Terms & Conditions.** If you cancel more than 60 days prior to departure you may request in writing that we provide you with a rolling deposit voucher for a future trip. The voucher must be redeemed within two years from the date of first cancellation. The voucher can be transferred to a friend but cannot be transferred a second time. One voucher can be redeemed per person per trip. If you cancel within 60 days of departure you will need to pay our applicable cancellation fee based on the cancellation policy at time of booking. The balance of your trip must be paid no later than 60 days prior to your trip departure date. If you do not pay within this period we may cancel your booking and your deposit will be forfeited. Full payment is required if you make a booking within 60 days of the departure date; if you then wish to cancel, standard cancellation terms apply. If your booking is a special offer we may require full payment (including any pre- and post-accommodation and sundry service charges) by such earlier time as specified in the offer. For full terms and conditions see [www.topdeck.travel/terms-and-conditions](http://www.topdeck.travel/terms-and-conditions).



To keep up to date with our latest policies head to [www.topdeck.travel/resources/booking-flexibility](http://www.topdeck.travel/resources/booking-flexibility)