



TERMS AND CONDITIONS

CANCELLATION/AMENDMENT

It is our aim to provide a service that reflects the changing need of the corporate travelers, by offering as much flexibility as possible, without imposing punitive fees.

Save for the case where a Client/Agent loses its deposit, there will be minimal charges for cancellation of bookings levied by VISTAcomm. But if hotels and other contractors (including banks) apply charges for cancellation, the Client/Agent shall be liable to pay those charges to VISTAcomm or to the concerned parties directly as the case may be.

ADMINISTRATION FEES ON CANCELLATIONS AND AMENDMENTS

In the case of cancellation, an administration fee to cover communication expenses may be imposed. The fee will be commensurate with the time involved in handling the booking.

BOOKING VOUCHERS & INVOICES

Vouchers & invoices for all arrangements and any other relevant documents will be issued to the Client upon acceptance of payment for all services via email services. These vouchers will be used as confirmation of the services and may be collected by the service provider representatives in the destination.

RESERVATION GUARANTEE

Reservations secured via VISTAcomm are backed up with our Reservations Guarantee. If your confirmed reservation at the hotel (for which you have been issued a voucher) is not available or cannot be honoured when you arrive to check-in, please immediately contact our 24-hour Customer Service at the contact number(s) listed on your hotel voucher. Our Customer Service Agents will arrange a room at another convenient and comparable hotel and Best of Asia Hotel Bookings Hotel Services will pay for any difference of the first night's stay, including any tax and service charges. We will also supply complimentary transfer services between the hotels. Original receipts will be required for reimbursement.

Level 10 43-51 Queen St, Melbourne Victoria 3000, Australia.
PO Box 321 Camberwell Victoria 3124 AUSTRALIA
Info Line / Booking Number 1300 883693

E-mail: bookings@hotelbookings.net.au; Web: www.hotelbookings.net.au;

INSURANCE

All service providers utilised by VISTAcomm have standard insurance coverage as they deem relevant to their needs. VISTAcomm strongly advise all its customers to obtain personal baggage, medical and accident insurance for all passengers

LIABILITY

VISTAcomm shall always do its utmost to provide the Services to the best of its capacity and up to the satisfaction of the Client. It is the understanding of the Parties that VISTAcomm acts as an intermediary between the Client/Agent and hotels, transport operators, local tourist offices and other contractors providing the Services to the Client. VISTAcomm shall in no event be liable to the Client/Agent, by reason of breach of Services or unsatisfactory Services provided to the Client by third parties or by way of indemnity or in tort or otherwise, for any loss, injury, damage, delay, change in schedule or other adverse events which are beyond the control of VISTAcomm and/or sustained by an act or default of any person or company providing the Services to the Client. The Client/Agent warrants that VISTAcomm shall not be responsible and/or liable for additional expenses and/or damages incurred due to any delay, accidents, natural disaster, political action or unrest.

LIMITATION OF LIABILITY

You expressly understand and agree that in no event shall Best of Asia Hotel Bookings, including its affiliates and licensors, be liable for any damages whatsoever, including any direct, indirect, incidental, consequential, special or exemplary damages, and any damages for loss of profits, savings, goodwill or other intangible losses, regardless of whether Best of Asia Hotel Bookings had been advised of or could have foreseen the possibility of such damages, arising out of or in connection with: (a) the use, inability to use, or performance of any of the services of a Best of Asia Hotel Bookings site, or (b) any unauthorized access to or modification to any of your content or transmissions, or (c) any other matter relating to a Best of Asia Hotel Bookings site or any of the services.

ACT OF GOD AND CIVIL DISTURBANCE

Neither party here to, shall be responsible for the performance of this Agreement if prevented or delayed by acts of God, strikes, accidents or other causes beyond the reasonable control of the parties. VISTAcomm is not responsible for any loss or damage relating to cancellation of services as a result of the above mentioned.

CLAIMS

All disputes, claims and litigation regarding the Services shall first be settled by way of negotiation and mutual understanding. In the event such negotiation and mutual understanding would fail, the disputes, claim or litigation shall be finally settled by local arbitration in Victoria, Australia. All claims must be submitted in writing within 30 days after the end of the Services.

DISCLAIMER YOU EXPRESSLY UNDERSTAND AND AGREE THAT:

(A) VISTAcomm and any of the services are provided on an "as is" and "as available" basis and that VISTAcomm makes no warranties, representations or conditions of any kind, whether express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose and non-infringement and that any such warranties are hereby expressly disclaimed, and

(B) VISTAcomm specifically makes no warranties that any corporate hotel or any of the services,

including any content, information, products or services obtained from or through the use of a VISTAcomm or any of the services, will be provided on an uninterrupted, timely, secure or error-free basis or that such services or the results derived there from will meet your requirements or expectations.

(C) VISTAcomm is not a licensed travel agent and will not provide those services covered by legislation in the State of Victoria, Australia. Notwithstanding, if VISTAcomm is able to recommend a licensed agent to provide its services, that travel agent may invoice directly to VISTAcomm who will pass on this fee in its entirety, along with all terms and conditions imposed by the airline or providers, and collect funds on behalf of the agent, providing that money is immediately passed to the travel agent to cover costs and be held in trust as required by law.

COVERAGE AND ACCEPTANCE

All quotations prepared by VISTAcomm are subject to the terms and conditions stipulated above whether they are included in the quotation or not. We reserve the right, at our discretion, to change, modify, add, or remove portions of these Terms and Conditions at any time. Please check periodically for changes. Your continued use of a VISTAcomm following the posting of any changes to these Terms and Conditions will mean you accept those changes.