

Schedule of Professional Service Fees

Service Fees	\$15.00 Domestic airfare per person per sector
	\$33.00 Domestic airfare per person per sector (online bookings)
	\$33.00 Domestic package, tour or cruise per booking
	\$12.00 Domestic rail, coach, car parking or shuttle per person
	\$110.00 International airfare per person (NZ / South Pacific)
	\$110.00 International airfare per person (Rest of World Economy / Premium Economy)
	\$165.00 International airfare per person (Rest of World Business Class / First Class)
	\$16.50 International rail or coach per sector
	\$55.00 International package, tour or cruise per booking
	\$33.00 Other services
	\$55.00 - \$250.00 Itinerary planning and management 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
	\$100.00 per person for all international bookings
International travel essentials	\$33.00 Passport renewal online (Australian passports only)
	\$30.00 - \$100.00 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)
	\$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction
Frequent flyer redemptions	\$44.00 Redeem and book frequent flyer domestic airfare per redemption
	\$66.00 Redeem and book frequent flyer international airfare per redemption
Additional services	\$110.00 Provide essential information necessary for insurance claims
	\$33.00 Provide printed documentation (if not provided by supplier)
	\$100.00 Access to our after-hours emergency service per instance
	\$66.00 Obtain information from Suppliers when significant phone hold time is required for first hour or part thereof and \$33.00 for every subsequent half hour or part thereof
Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)
	\$15.00 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)
	Riverland Travel will retain the reservation deposit and 10% of travel costs paid
Credit card fees	1.2% for Visa
	1.2% for Mastercard
	American Express and Diners Club not accepted

Effective 01 March 2023. Fees are inclusive of GST where applicable.

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