

Customer Set Up Form

TravelPay™

Travel Details:

Reservation Numbers: Total Travel Cost: \$ Departure Date: / / 2 0 Pay Over: 2 monthly 3 monthly 4 monthly 5 monthly

Choose 3 or 5 equal instalments

- Your first instalment and establishment fee will be processed upon set up within the next few days.
- Your subsequent instalments will be processed on the same date of subsequent months.
- Your final scheduled instalment date must be at least 14 days before your departure date.

Must be completed

Is any portion of this travel not refundable if it is cancelled as late as the final instalment date?

 Yes. If yes, about how much is non-refundable? \$ or No: 100% is refundable if cancelled before the final instalment.

Customer Details – Credit / Debit Cardholder:

Customer Name: Date of Birth: / / 1 9

For ID purposes only

Customer Address:

No PO Boxes

Email Address: Mobile Phone Number: 04 Home Phone Number: (0)

Credit Card / Debit Card Details:

Credit Card / Debit Card:

We Accept:

Expiry Date: / Name on Card: Cardholder Signature:

Application Checklist:

Include:

- Front & back photocopy of your credit or debit card
- Photocopy of front of your photo ID (driver's licence or passport or similar)
- All reservation documents & invoices (including cancellation terms)

Check:

- The last scheduled instalment is at least 14 days before the departure date
- I acknowledge the first instalment will be processed within a few days
- Please ensure funds are available on your credit card

Customer Declaration:

I hereby register with TravelPay (TP) & request TP to process from my nominated card in accordance with this Customer Set Up Form (CSF). I understand that there is a non-refundable establishment fee of \$100, which will be charged upon set up of this facility and a card processing fee of 2.5% (incl. GST) which will be added to each payment transaction. By signing this form, I confirm the information above is true and correct, that I have read, understand and agree to be bound by the CSF and the TravelPay Customer Terms and Conditions available on www.travelpay.com.au. I provide a non-revocable authority to TravelPay to my travel agent (including for cancelling or amending my travel) until all instalments have been successfully paid. I relinquish my right to contest the purchase or to cancel payment on my credit or debit card and understand that there will be a \$50 dishonour fee in the event of any failed payment. If a payment fails, TravelPay will attempt to contact you to organise another payment but your travel will be cancelled and forfeited if the required amount due is not successfully processed within 5 days.

Customer Signature: Date: / / 201

Travel Agent Details:

Travel Agent Office: Phone Number: Consultant Name: Email: Consultant ID:

Travel Agent Declaration:

I agree to be bound by my TravelPay Agent Activation Form and the Travel Agent Terms and Conditions (as provided to me and as available by emailing info@travelpay.com.au).

I declare that the information in this TravelPay application is true and correct and that I have made the required arrangements to book the documented travel for the customer. I agree that no additional charges may be subsequently applied to the customer's travel booking (including currency surcharges or price increases but not including cancellation or change fees) once this application has been accepted by TravelPay. I agree to receive and act immediately upon any instructions from TravelPay in relation to this booking including cancelling or amending bookings, and to obtain and return to TravelPay all available refunds in applicable circumstances including a failure of the customer to successfully pay the TravelPay instalments.

Travel Agent Signature: Date: / / 201 **RETURN FORM BY: Scan & Email: info@travelpay.com.au**

Remember to include copies of your reservation documents (including cancellation / refund terms) and the front & back of your credit or debit card, and the front of your driver's licence or similar photo ID. We will confirm acceptance of your application within 3 business days.

Queries: Email: info@travelpay.com.au or Call: (02) 9556 7580

Why is TravelPay so good for me?

With TravelPay, you can lock in the exchange rate, the best price, 'early bird' and other deals NOW without the big upfront cost. You pay for your travel over 2, 3, 4 or 5 interest-free monthly instalments on your credit/debit card. You don't have to apply for a loan or a separate card.

This is the affordable and convenient way to pay for your travel. It helps you manage your budget and cash flow.

You can use TravelPay for any travel booking, as long as your last instalment is at least 14 days before your departure date.

How does TravelPay lock in the exchange rate and best price?

TravelPay forwards the full amount of your travel costs to your Travel Agent upfront, so they can lock in your booking at current prices and exchange rates.

What does TravelPay cost?

Other than an establishment fee of \$100, you pay no more than you would if you paid the whole cost of your holiday up front.

For example, if your holiday costs \$3,000, you can elect to pay at \$1,000 per month over 3 months, or \$600 per month over 5 months.

Standard card processing fees of 2.5% incl. GST apply.

Which of my cards can I use with TravelPay?

Visa or MasterCard credit or debit cards.

www.travelpay.com.au

How to arrange TravelPay

It's simple...

- Step 1: Your Travel Agent makes your reservation
- Step 2: You and your Travel Agent complete the overleaf form and send it to TravelPay by fax or email
- Step 3: TravelPay processes your first instalment and the establishment fee to your card and then forwards full payment for your travel to your Travel Agent
- Step 4: Your travel agent confirms your travel booking
- Step 5: After your final instalment has been paid, TravelPay notifies your Travel Agent and they will release your travel documents.

What if I need to change or cancel my booking?

If your booking terms permit, you can arrange any minor changes with your Travel Agent.

If you need to cancel your booking or make major changes, advise TravelPay and your Travel Agent. Using TravelPay does not alter the cancellation terms of your booking. If you cancel, you will receive a refund of your instalment payments less any amount that is non-refundable by the Travel Agent or supplier. TravelPay establishment and card processing fees are non-refundable and there is a TravelPay cancellation fee of \$250.

We strongly advise you to arrange travel insurance as recommended by your travel agent to cover you for unforeseen circumstances outside your control - if your travel has to be cancelled or rearranged, or to cover you for lost luggage, medical expenses, changing travel arrangements etc.

TravelPay™ is operated by Zenith Payments Pty Ltd ABN 71 083 359 684

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www.travelpay.com.au



WHY?

- ✓ **Avoid price increase** from exchange rate and fare changes
- ✓ **Lock in the best price** and early bird offers
- ✓ **Make your travel costs easier to manage**

TravelPay™