

# Customer Set Up Form (Agent to Complete)

## Travel Details:

Reservation Numbers:

Total Travel Cost: \$

Departure Date (DD/MM/YYYY):

- 10 Month Instalment Plan
- First instalment will be 20% of total travel cost, and processed upon set up
  - Establishment fee will be processed upon set up
  - Subsequent instalments will be processed on the same date of subsequent months
  - 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.  
(Maximum \$5000)

## Customer Details – Credit / Debit Cardholder:

Customer Name:

Date of Birth (DD/MM/YYYY):  
For ID purposes only

Customer Address:  
No PO Boxes

Email Address:

Mobile Phone Number: 04

Home Phone Number: (0 )

## Credit Card / Debit Card Details:

We Accept:



Credit Card /  
Debit Card:

Expiry DateMM/YY:

Name on Card:

Cardholder Signature:

## Travel Agent Details:

Travel Agent Office:

Phone Number:

Consultant Name:

Email:

## Application Checklist:

Include:

**All reservation documents & invoices (including cancellation terms)**

Check:

- The last scheduled instalment is at least 14 days before the departure date
- Customer has been advised the first instalment, establishment fee and card processing fee will be processed on approval
- Customer has advised sufficient funds are available on their card upon approval

## 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 have sighted the front and back of the credit card and photo ID of the customer. 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 (DD/MM/YYYY):

## 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 \$200, which will be charged upon set up of this service and a card processing fee of 2.5% (overseas issued cards 3%) which will be added to each transaction. All fees include GST. 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, including cancellation fees 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 (DD/MM/YYYY):

**RETURN COMPLETED FORM BY: Scan & Email: forms@travelpay.com.au**