Schedule of Professional Service Fees

All fees, charges and deposits are in addition to those levied by suppliers and airlines. Payment may be made by cash, direct deposit, PayID, credit card or EFTPOS.

Service fees	$15.00 Rex airfare per person per sector
	$25.00 Domestic airfare, rail, bus or ferry - one way per person per sector
	$44.00 Standalone accommodation or car hire booking per booking
	$99.00 Domestic package, tour, cruise or multi-service itinerary per person
	$150.00 International airfare, package, tour, cruise or multi-service itinerary per person
	$44.00 Other services
	$55 - $250 Itinerary planning & management per booking*
Reservation deposit	Required at time of booking and is non-refundable regardless of reason for cancellation (in addition to any Supplier deposits)
	$99.00 per person for all domestic bookings
	$150.00 per person for all international bookings
Frequent flyer redemptions	Applies where EP travel assists with searching, booking or managing reward flights. Separately booked one-way journeys are charged individually.
	$99 / $150 Domestic reward airfare - one way / return per person
	$250 / $350 International reward airfare - one way / return per person
	$150.00 Complex or multi-sector reward booking (additional fee may apply)
Additional services	$200.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by EP travel.
	$66.00 Bookings made with overseas or online Supplier per person
	$55.00 Reconfirmation or ticket change - travel not issued by EP travel. per half hour
	$55.00 Application processing for visa per person per item per half hour (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)
Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)
	$55.00 Domestic airfare amendment per person per ticket
	$100.00 International airfare amendment per person per ticket
	$44.00 Accommodation, car hire, ferry, rail, tour or other amendment per booking/item
Cancellation fees	For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)
	EP travel. will retain the reservation deposit and 15% of travel costs paid
Credit / debit cards	Credit card will only be accepted on transactions up to $10,000 per booking
	Only accepting credit card payment using Visa or Mastercard

Effective 01 October 2026. Fees are inclusive of GST where applicable.

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Australian Travel Industry Association

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The Value of Our Professional Fees

Your Journey, Our Expertise

As your travel partner, we understand that travel planning is an exciting but complex process.

We're here to shed light on why we charge non-refundable professional fees for our service that benefits you throughout your journey.

- **Expertise:** Our dedicated travel experts possess in-depth knowledge of the travel industry. We stay updated with products, destinations and the latest trends so we can provide you with the best advice.
- **Time-Saving:** Travel planning can be time consuming. We save you hours of research, booking, and organisation. Your convenience is our top priority.
- **Customisation:** We craft personalised itineraries tailored to your preferences, ensuring your trips are memorable and stress-free.
- **Support:** In the event of disruptions, cancellations or unexpected challenges during your journey, we are here, ready to assist you.
- **Exclusive Access:** As intermediaries, we have access to special deals, upgrades and offers that may not be available to the general public.
- **Peace of Mind:** Our fees support our commitment to ensuring your experience is expertly curated during the planning stage of your journey allowing you to enjoy your experience from the very beginning to the end of your journey.
- **Savings:** By leveraging our industry relationships and expertise, we often save you money in the long run.
- **Value-Added Services:** You gain access to a range of travel services that go beyond standard bookings, including travel insurance, visa advice and more.
- **Code of Conduct:** We are proud to be an accredited member of the Australian Travel
- **Industry Association (ATIA):** We adhere to the rigorous ATIA Code of Conduct and in the event that you have any concerns or grievances, you have the opportunity to escalate your concerns through to the association for thorough review and investigation.

Remember, our non-refundable professional fees are an investment in a seamless and unforgettable travel experience. We're passionate about what we do and your satisfaction is our greatest reward.

Thank you for choosing us as your travel partner. We look forward to helping you explore the world and create lasting memories.

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