

## **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, credit card or direct deposit. Fees, if applicable, are shown below.

Service fees     \$20.00 One-way domestic airfare, rail or bus per person       \$20.00 One-way domestic business class airfare per person       \$35.00 Return domestic airfare, rail or bus per person       \$35.00 Return domestic business class airfare per person       From \$35.00 Other services       \$55.00 per person for all of the person refundable regardless of reason for cancellation (in addition to any Supplier deposits)       \$55.00 per person for all domestic bookings       \$55.00 per person for all international bookings       \$50.00 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)       \$50.00 Application processing for passport/visa per person for non Ucango Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)       \$50.00 Application processing for electronic visa per person for non Ucango Travel & Cruise customers       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa for non Ucango Travel & Cruise customers       \$50.00 Application processing for electronic visa per person per visa for non Ucango Travel & Cruise customers       \$50.00 Application processing for electronic visa per person per visa for non Ucango Travel & Cruise customers       \$50.00 Application processing for electronic visa per person per visa for non Ucango Travel		1	
S35.00 Return domestic airfare, rail or bus per person     S35.00 Return domestic business class airfare per person     From \$35.00 Other services     S55.00 - \$250.00 Utinerary planning 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)     S55.00 per person for all domestic bookings   S55.00 per person for all international bookings     International travel essentials   S60.00 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)     S10.00 Application processing for passport/visa per person for non Ucango Travel & Cruise cus- tomers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)     S10.00 Application processing for electronic visa per person per visa     S50.00 Cash/Cash Passports or Foreign Currency Draft per transaction     Frequent flyer redemptions   From \$50.00 Redeem and book frequent flyer airfare per redemption     Additional services   S50.00 Cash/Cash Passports or Foreign Currency Draft per transaction     S50.00 Late bookings made within seven days of departure per booking   S50.00 Cash cases to our after-hours emergency service per instance     S10.00 Access to our after-hours emergency service per instance   S50.00 Late booking made within seven days of depar	Service fees	\$20.00 One-way domestic airfare, rail or bus per person	
\$35.00 Return domestic business class airfare per person     From \$35.00 Other services     Reservation deposit     Bequired 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     St5.00 per person for all domestic bookings     St5.00 per person for all domestic bookings     International travel essentials     \$60.00 Application processing for passport/visa per person for non Ucango Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)     \$100.00 Application processing for passport/visa per person per visa     \$20.00 Application processing for passport/visa per person per visa     \$30.00 Application processing for electronic visa per person per visa     \$20.00 Application processing for electronic visa per person per visa     \$20.00 Application processing for electronic visa per person per visa     \$20.00 Application processing for electronic visa per person per visa     \$20.00 Application processing for passport/visa per person per visa     \$20.00 Application processing for passport/visa per person per visa     \$20.00 Application processing for electronic visa per person per visa     \$20.00 Application processing for passport/visa per person per visa     \$20.00 Lapplicatidin procelesing for passport/visa  <		\$20.00 One-way domestic business class airfare per person	
From \$35.00 Other services       \$55.00 - \$250.00 Itinerary planning per booking (credited towards reservation deposit once booked)       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       \$150.00 per person for all domestic bookings       \$150.00 per person for all international bookings       \$60.00 Application processing for passport/visa per person for non Ucango Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)       \$30.00 Application processing for electronic visa per person for non Ucango Travel & Cruise customers       \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction       Frequent flyer redemptions       Additional services       \$10.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise       \$25.00 Eachings made with overseas or online Supplier per person       \$50.00 Late bookings made within seven days of departure per booking       \$20.00 Application and ther reservation is confirmed (in addition to Supplier amendment fees)       \$25.00 Cash/Cash Passports erreign currency per person       \$10.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise       \$50.00 Late bookings made with overe		\$35.00 Return domestic airfare, rail or bus per person	
\$55.00 - \$250.00 ltinerary planning 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   \$55.00 per person for all international bookings     International travel essentials   \$60.00 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)     \$100.00 Application processing for passport/visa per person for non Ucango Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)     \$20.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person     \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction     Frequent flyer   From \$50.00 Redeem and book frequent flyer airfare per redemption     \$50.00 Leebookings made with overseas or online Supplier per person		\$35.00 Return domestic business class airfare per person	
Reservation deposit     Required at time of booking and is non-refundable regardless of reason for cancellation (in addition to any Supplier deposits)       S55.00 per person for all domestic bookings     \$150.00 per person for all international bookings       International travel essentials     \$60.00 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)       \$100.00 Application processing for passport/Visa per person for non Ucango Travel & Cruise cus- tomers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)       \$20.00 Application processing for electronic visa per person for non Ucango Travel & Cruise customers       \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction       Frequent flyer redemptions       \$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise       \$25.00 Bookings made with overseas or online Supplier per person       \$20.00 Essential international phone calls and taxes per instance       \$100.00 Access to our after-hours mergency service per instance       \$25.00 International amendment per booking       \$20.00 Dessential international phone calls and taxes per instance       \$20.00 Destic amendment per booking       \$25.00 International amendment per booking       \$25.00 International amendment per booking <th></th> <th colspan="2">From \$35.00 Other services</th>		From \$35.00 Other services	
Reservation deposit     to any Supplier deposits)       555.00 per person for all domestic bookings     555.00 per person for all international bookings       International travel essentials     \$60.00 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)       \$100.00 Application processing for passport/visa per person for non Ucango Travel & Cruise cus- tomers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)       \$30.00 Application processing for electronic visa per person per visa       \$50.00 application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Application processing for electronic visa per person per visa       \$50.00 Redeem and book frequent flyer airfare per redemption       redemptions     \$10.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise       \$20.00 Essential int		\$55.00 - \$250.00 Itinerary planning pe	er booking (credited towards reservation deposit once booked)
\$55.00 per person for all idomestic bookings     \$150.00 per person for all international bookings     \$60.00 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)     \$100.00 Application processing for passport/visa per person for non Ucango Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)     \$100.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa     \$50.00 Redeem and book frequent flyer airfare per redemption     \$100.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise     \$50.00 Late bookings made within seven days of departure per booking			
International travel essentials   \$60.00 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)     \$100.00 Application processing for passport/visa per person for non Ucango Travel & Cruise cus- tomers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)     \$30.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa for non Ucango Travel & Cruise customers     \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction     Frequent flyer redemptions   From \$50.00 Redeem and book frequent flyer airfare per redemption     \$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise     \$50.00 Bookings made with overseas or online Supplier per person     \$50.00 Late bookings made within seven days of departure per booking     \$20.00 Access to our after-hours emergency service per instance     \$100.00 Access to our after he reservation is confirmed (in addition to Supplier amendment fees)     \$25.00 International amendment per booking     \$25.00 International amendment per		\$55.00 per person for all domestic bookings	
International travel essentials   in addition to this fee and will be confirmed to you upon application)     \$100.00 Application processing for passport/visa per person for non Ucango Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)     \$30.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa for non Ucango Travel & Cruise customers     \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction     Frequent flyer   From \$50.00 Redeem and book frequent flyer airfare per redemption     Additional services   \$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise     \$50.00 Late bookings made with overseas or online Supplier per person     \$50.00 Late bookings made within seven days of departure per booking     \$20.00 Access to our after-hours emergency service per instance     \$100.00 Access to our after-hours emergency service per instance     \$20.00 Late bookings made after the reservation is confirmed (in addition to Supplier amendment fees)     \$25.00 International amendment per booking     \$50.00 International adde to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     \$25.00 International adde to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)		\$150.00 per person for all international bookings	
\$100.00 Application processing for passport/visa per person for non Ucango Travel & Cruise customers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you upon application)     \$30.00 Application processing for electronic visa per person per visa     \$50.00 Application processing for electronic visa per person per visa for non Ucango Travel & Cruise customers     \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction     Frequent flyer redemptions   From \$50.00 Redeem and book frequent flyer airfare per redemption     Additional services   \$50.00 Derovide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise     \$50.00 Late bookings made with overseas or online Supplier per person   \$50.00 Late bookings made within seven days of departure per booking     \$20.00 Essential international phone calls and taxes per instance   \$100.00 Access to our after-hours emergency service per instance     \$20.00 Domestic amendment per booking   \$25.00 Domestic amendment per booking     \$25.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     \$25.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     \$25.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     \$25.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-impo			
\$50.00 Application processing for electronic visa per person per visa for non Ucango Travel & Cruise     \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction     Frequent flyer   From \$50.00 Redeem and book frequent flyer airfare per redemption     Additional   \$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise     \$50.00 Late bookings made with overseas or online Supplier per person   \$50.00 Late bookings made within seven days of departure per booking     \$20.00 Essential international phone calls and taxes per instance   \$100.00 Access to our after-hours emergency service per instance     \$100.00 Access to our after the reservation is confirmed (in addition to Supplier amendment fees)   \$25.00 Domestic amendment per booking     \$25.00 International amendment per booking   \$50.00 International amendment per booking     \$25.00 International amendment per booking   \$25.00 International amendment per booking     \$25.00 International amendment per booking   \$25.00 International amendment per booking     \$25.00 International amendment per booking   \$25.00 International amendment per booking     \$25.00 International amendment per booking   \$25.00 International amendment per booking     \$25.00 International amendment per booking   \$25.00 International amendment per booking     \$25.00 International amendment per booking   \$25.00 International amendment		tomers (any consulate, courier or bank fees are in addition to this fee and will be confirmed to you	
customers     \$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction     Frequent flyer redemptions   From \$50.00 Redeem and book frequent flyer airfare per redemption     Additional services   \$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise     \$55.00 Bookings made with overseas or online Supplier per person   \$55.00 Bookings made within seven days of departure per booking     \$20.00 Essential international phone calls and taxes per instance   \$100.00 Access to our after-hours emergency service per instance     Amendment fees   Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)     \$25.00 International amendment per booking   \$55.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid   12% for Visa		\$30.00 Application processing for electronic visa per person per visa	
Frequent flyer redemptionsFrom \$50.00 Redeem and book frequent flyer airfare per redemptionAdditional services\$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & CruiseAdditional services\$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & CruiseAdditional services\$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & CruiseAdditional services\$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & CruiseAmendment feesAny changes made after the reservation is confirmed (in addition to Supplier amendment fees) \$25.00 International amendment per bookingCancellation feesFor cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees) Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paidPayment fees1.2% for Visa2.0% for American Express			
redemptions   From \$50.00 Redeem and book frequent fiver alrare per redemption     Additional services   \$110.00 Provide essential information necessary for insurance claims when the insurance policy was not issued by Ucango Travel & Cruise     \$55.00 Bookings made with overseas or online Supplier per person   \$50.00 Late bookings made within seven days of departure per booking     \$20.00 Essential international phone calls and taxes per instance   \$100.00 Access to our after-hours emergency service per instance     Amendment fees   Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)     \$25.00 International amendment per booking   \$25.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Cancellation fees   For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Payment fees   1.2% for Visa   2.0% for American Express		\$25.00 Cash/Cash Passports or Foreign Currency Draft per transaction	
Additional services   not issued by Ucango Travel & Cruise     \$55.00 Bookings made with overseas or online Supplier per person     \$55.00 Late bookings made within seven days of departure per booking     \$20.00 Essential international phone calls and taxes per instance     \$100.00 Access to our after-hours emergency service per instance     \$100.00 Access to our after-hours emergency service per instance     \$25.00 Domestic amendment per booking     \$25.00 International amendment per booking     \$55.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     Payment fees   12% for Visa   2.0% for American Express		From \$50.00 Redeem and book frequent flyer airfare per redemption	
\$55.00 Bookings made with overseas or online Supplier per person\$50.00 Late bookings made within seven days of departure per booking\$20.00 Essential international phone calls and taxes per instance\$100.00 Access to our after-hours emergency service per instanceAmendment feesAny changes made after the reservation is confirmed (in addition to Supplier amendment fees)\$25.00 Domestic amendment per booking\$25.00 International amendment per booking\$55.00 International amendment per booking\$55.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid\$2% for Visa2.0% for American Express			
\$20.00 Essential international phone calls and taxes per instance     \$100.00 Access to our after-hours emergency service per instance     Amendment fees     Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)     \$25.00 Domestic amendment per booking     \$55.00 International amendment per booking     \$55.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     Payment fees   1.2% for Visa   2.0% for American Express	50101005	\$55.00 Bookings made with overseas or online Supplier per person	
Amendment fees   \$100.00 Access to our after-hours emergency service per instance     Amendment fees   Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)     \$25.00 Domestic amendment per booking   \$25.00 International amendment per booking     Cancellation fees   For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     Payment fees   1.2% for Visa   2.0% for American Express		\$50.00 Late bookings made within seven days of departure per booking	
Amendment fees   Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)     \$25.00 Domestic amendment per booking     \$55.00 International amendment per booking     \$55.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     1.2% for Visa   2.0% for American Express		\$20.00 Essential international phone calls and taxes per instance	
Amendment rees   \$25.00 Domestic amendment per booking     \$25.00 International amendment per booking     \$55.00 International amendment per booking     For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     1.2% for Visa   2.0% for American Express		\$100.00 Access to our after-hours emergency service per instance	
\$25.00 Domestic amendment per booking     \$55.00 International amendment per booking     \$55.00 International amendment per booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     Payment fees   1.2% for Visa   2.0% for American Express	Amendment fees	Any changes made after the reservation is confirmed (in addition to Supplier amendment fees)	
Cancellation fees   For cancellations made to a deposited booking, regardless of reason for cancellation (in addition to Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     Payment fees   1.2% for Visa   2.0% for American Express		\$25.00 Domestic amendment per booking	
Cancellation rees   Supplier-imposed fees)     Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid     Payment fees     1.2% for Visa   2.0% for American Express		\$55.00 International amendment per booking	
Payment fees     1.2% for Visa     2.0% for American Express	Cancellation fees		
Payment fees		Ucango Travel & Cruise will retain the reservation deposit and 10% of travel costs paid	
	Payment fees	1.2% for Visa	2.0% for American Express
		1.2% for Mastercard	3.0% for international cards issued outside Australia

Effective 01 April 2025. Fees are inclusive of GST where applicable.

Shop 8, 28 Aerodrome Road, Maroochydore QLD 4558 07 5451 8600 | maroochydore@ucango.com.au www.ucango.com.au | ATIA Accredited No. A10644





## **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 timeconsuming. 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.

Effective 01 April 2025. Fees are inclusive of GST where applicable.

Shop 8, 28 Aerodrome Road, Maroochydore QLD 4558 07 5451 8600 | maroochydore@ucango.com.au www.ucango.com.au | ATIA Accredited No. A10644



