



Dear riders,

Over the past few weeks we have spoken to many riders expressing interest in extending their stay in the Top End next year.

There are also those who have told us that they are not willing to make a commitment right now as we wait and see how our country manages the challenges ahead of us in the weeks ahead.

Be reassured that we are listening and are here to talk about your plans when the time is right. We have negotiated competitive airfares and seat allotments with Virgin Australia for the Great Top End Escape 2021 dates and can discuss these with each of you at the appropriate time.

If there are those who would like to secure their seats now you can do so by emailing marcusl@fbitravel.com.au. No payment is required, simply email Marcus with your travel dates to hold your seat and he will be in contact to confirm.

FAQs

Q: I don't feel comfortable booking anything right now even for June/July next year. Is it OK if I wait for a few more weeks?

A: We completely understand this feeling of uncertainty. You should only move forward with your travel plans once we all have a better idea about the future of travel. We are travel experts accessing the latest safety and risk management information. When you are ready to look at your travel options from simply flights to possibly extending your stay in the Top End we are here to provide advice and assistance to all Bicycle Network members.

Q: How do I hold my seat on the Bicycle Network group fare?

A: Contact your Professional Travel Advisor at FBI Travel and they will give you all the information you need to consider before you book.

Q: How much are the airfares?

A: We are unable to publish these due to the terms of our negotiated agreement as they represent a significant discount off the standard published airfares. Your Professional Travel Advisor will be able to provide you with the details. The fare provided will include all applicable taxes.

Q: What does a seat allotment mean?

A: This means that we are holding a certain number of seats on selected flights from all capital cities exclusively for Bicycle Network riders on the Great Top End Escape. This guarantees you a seat and the negotiated group fare we have negotiated on your behalf.

Q: Do I have to fly on these flights or can I do my own thing?



A: You can do your own thing if you prefer, there is no obligation to take a seat on the allotment and access the negotiated airfare.

Q: Can I use my Velocity Points or Frequent Flyer points?

A: It may be possible to use points for your travel to and from Darwin. Speak to your Professional Travel Advisor regarding your options.

Q: What flights does the group fare apply to?

- The departure date for each flight is **19 June 2021**
- The return date for each flight is **27 June 2021**

MEL/DRW 0700/1405
DRW/MEL 0930/1415

SYD/DRW 0945/1405
DRW/SYD 1445/1930

ADL/DRW 0610/1335 (no direct flights on this day – via BNE)
DRW/ADL 0930/1630 (no direct flights on this day – via MEL)

CBR/DRW 0720/1335 (no direct flights on this day – via BNE)
DRW/CBR 0930/1620 (no direct flights on this day – via MEL)

PER/DRW 1005/1510
DRW/PER 1730/2000

HBA/DRW 0630/1405 (no direct flights on this day – via SYD)
DRW/HBA 0930/1725 (no direct flights on this day – via MEL)

Q: Do I have to travel on these exact flights to access the Bicycle Network group fare?

A: You have some flexibility if you wish to travel to Darwin earlier, or to return home later. Your Professional Travel Advisor can discuss this with you

Q: When do I have to pay a deposit?

A: You do not need to pay your deposit until 23 October 2020. We will hold your seat for you and communicate with you leading up to this deposit deadline as you finalise your plans.

Q: How much is the deposit?

A: The deposit amount is \$50 (inc. GST) per person. Payments by credit card may incur a merchant fee/surcharge and we will advise you if this is the case.

Q: When is final payment due?

A: Final payment is due 42 days prior to departure date



Q: What if I need to cancel after I have paid my deposit, or make any changes to my flights?

- If you cancel after deposit is paid but before final payment is due you will forfeit your deposit amount of \$50
- If you cancel after final payment date but prior to 7 days before departure there is a 50% of fare per passenger charge
- If you cancel inside 7 days prior to departure date there is a 100% of fare per passenger charge.
- If you make any changes to your flights after final payment date the airline will charge a \$50 per person per sector change fee
- If you make any changes to your flights after tickets have been issued then you may be subject to the higher fare level should it apply to that sector

Q: What is my baggage allowance?

A: You are permitted 1 x 23 Kgs of checked baggage per person. This may vary between now and departure so please refer to the Virgin Australia website for further details leading up to your departure

Q: Can I take my bike as oversized baggage?

A: Yes you can, as long as it conforms to the specifications on the Virgin Australia website <https://www.virginaustralia.com/au/en/plan/baggage/oversized-fragile-items/> Please also refer to the Bicycle Network recommendations and options available to you to get your bike to Darwin and back safely.

Q: Should I take insurance and what are my options?

A: We strongly recommend that each traveller takes appropriate travel insurance. We can offer you a competitive and comprehensive insurance policy which also covers your equipment (i.e. bicycle) and your Professional travel Advisor can provide you with more information.

Q: Do FBI Travel charge a service fee?

A: Our Professional Travel Advisors are some of the most experienced in the industry. We charge appropriate service fees for our advice and for the work we do on behalf of our clients. Your Professional Travel Advisor will discuss this with you and provide you with a schedule of our fees on request.

Q: Do I need to give you a copy of my passport photo page even though I am travelling within Australia?

A: Yes, we need a copy of this so that we issue your tickets as per the name on your passport. We will request this from you prior to your deposit payment.

Q: Is my money secure with you?

A: Yes it is. FBI Travel operates trust accounts on behalf of our clients. We are a fully accredited industry agency and we are subject to an independent audit each year by the Australian Federation of Travel Agencies (AFTA). For more information please visit our website www.fbitravel.com.au