



Dear riders,

As borders are opening across the country we are moving quickly to secure seats on our allotments for all riders who would like us to arrange their flights for them. If you would like us to quote you then please email [marcusl@fbitravel.com.au](mailto:marcusl@fbitravel.com.au) as soon as possible to confirm your seat once you are happy with our quoted price.

For any riders looking to arrange pre or post GTEE travel you need to be quick – accommodation and tours are being filled very quickly – don't miss out, call or email us today to get a quote underway.

## Q&A

### **Q: What happens if NT shut their borders again due to Covid? Will I get a refund on my flights?**

A: Virgin Australia have not committed to refunding passengers should borders close. You can expect a credit to the amount you have paid for future travel with the airline. As your travel agent we will ensure this happens on your behalf.

### **Q: What does a group fare mean? How do I hold my seat on the Bicycle Network group fare?**

A: A group fare means that we are holding seats on one flight going to Darwin and one flight coming home. We have selected the flights which fit perfectly with the Bicycle Network itinerary. If you are not extending your time in Darwin and the Top End then this is your best option.

*Please note - We need to know by 18 December if you are taking the group seat option.*

Contact [marcusl@fbitravel.com.au](mailto:marcusl@fbitravel.com.au) for a quote before you book. You will need to pay a deposit of \$94 per person which includes a \$50 Virgin Australia seat allocation deposit and a \$44 FBI Travel service fee. Full payment is not due until 45 days prior to departure and we will contact you in advance to remind you. Payments by credit card may incur a merchant fee/surcharge and we will advise you if this is the case.

### **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.

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ABN 71 153 266 885



**Q: If I am extending before or after the Great Top End Escape, how much are the airfares?**

A: We have negotiated a corporate fare for Bicycle Network riders and we will quote you this when you contact us. It is a dynamic pricing model so the quicker you contact us, the better. As seats fill up the price will go up. The fare provided will include all applicable taxes. Please note that you need to book and pay for these airfares at the time of quoting - Payments by credit card may incur a merchant fee/surcharge and we will advise you if this is the case.

**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. FBI Travel charge a service fee for making airfare bookings using frequent flyer or Velocity points

**Q: What flights does the group fare apply to?**

For the June ride:

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

For the July ride:

- The departure date for each flight is **03 July 2021**
- The return date for each flight is **11 July 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)*

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*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: 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 and FBI Travel charge a \$50 amendment 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

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equipment (i.e. bicycle) and your Professional travel Advisor can provide you with more information. Please call 1300 568 598 and tell them you are on the Great Top End Escape bike ride and they will quote you according to your circumstances.

**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 expertise and our advice and for the work we do on behalf of our clients.

- If you are booking airfares only then we have a \$44 service fee charge.
- If we are working on an itinerary for you which involves multiple sectors and planning we charge a \$150 itinerary planning fee.

If you have any questions regarding our service fees please contact Marcus on [marcusl@fbitravel.com.au](mailto:marcusl@fbitravel.com.au) or [click here](#) to view our full list of service fees.

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

A: No, but you do need to complete our online form so that we have your details correct. We will send you the form on request.

**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](http://www.fbitravel.com.au)