

# Website terms and conditions

Welcome to NRLtravel.com, operated by Corporate Travel Management Group Pty Ltd.  
ACN 005 000 895

In these terms and conditions, the expressions 'we', 'us' and 'our' are a reference to Corporate Travel Management Group Pty Ltd. The NRL name is used under licence from Australian Rugby League Commission Limited and National Rugby League Limited.

If you use this website, contact us, place an order or reservation with us or one of our travel suppliers, you are agreeing to be bound by the terms and conditions listed below and any other laws or regulations which apply to this website. If you do not accept these terms and conditions, you must refrain from using this website.

We may amend these terms from time to time. If you continue to use the website then you are deemed to have accepted any amendments.

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## Booking and reservations

Our website contains information about travel-related products and services (including pricing information). This information is not an offer capable of acceptance by you. Rather, you can use the website to offer to place a booking or reservation for one or more of the products displayed on the website. We, or our travel suppliers, may accept or reject your offer to make a booking or reservation in our (or its) absolute discretion.

Our travel suppliers provide a large proportion of the information that is made available on our website. We are not required to check or verify, in every instance, the information that they provide. We do not endorse this information as our own, and to the extent permitted by law are not responsible for this information. This information and pricing may change without notice but, if this change relates to a booking or reservation that you have made then we, or our travel supplier, will contact you to discuss a resolution.

Our travel suppliers may have their own terms and conditions (including cancellation policies regarding your and their rights to cancel booking, and liability waivers) with which they require you to comply if you want to make a booking or reservation. Where possible, we will make these terms and conditions available to you and you will be deemed to have accepted them when a corresponding order or reservation is made on our website.

When you make a booking or reservation with a travel supplier, that booking or reservation is only with that travel supplier (and not us).

Where limited-time deals are made available, we will confirm whether that deal is still available at the time you submit your offer to make a booking or reservation under that deal.

[opens in a new tabSupplier agreement](#)

## Fees, amendments and cancellations

### Fees

We operate a variety of different payment systems depending on the type of your booking. The general principles in relation to these are summarised below.

<b>Flights - all airlines (excluding Jetstar)</b>	
Full cash payment	Processed at time of transaction — airline name to appear on statement
<b>Flights - Jetstar</b>	
Full cash payment	Processed by airline at time of transaction — airline name to appear on statement
<b>Hotels</b>	
Pre-paid full cash payment	Processed at time of booking under merchant name "hotel*CTMONLINE"
<b>Car</b>	
Post paid	Car company to process payment direct with traveller
<b>Match Tickets</b>	
Full cash payment	Processed at time of transaction under merchant name "Corporate Travel Management"
<b>Packages</b>	
Full cash payment	Processed at time of transaction – Event Travel Management

It may be necessary to deviate from these general principles from time to time (for example in the event of credit card errors or system failures) and we are not required to inform you in those circumstances. If you have any specific questions about how your payments will be processed, please call us on 1300 675 885 or via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) and we will assist with your enquiry.

Where a booking or reservation has been made on a post-paid basis, the actual amount you paid to the supplier may be different from the price quoted on our website.

You are responsible for making sure that you benefit from any loyalty/frequent flyer/etc. programs.

You agree that we, or our travel supplier, will charge the debit or credit card that you use to make your booking in the amount displayed at the time of booking.

You are responsible for any charges that your bank might apply to a transaction.

When we provide you with a price that we have obtained in a foreign currency, the price displayed at checkout may slightly differ from the price quoted elsewhere on the website. We may round prices quoted on the website to the nearest whole dollar. The amount quoted at the time of booking will be the amount that your debit or credit card is charged.

Note – on the occasions where Corporate Travel Management acts as the merchant, merchant fees will be charged on the applicable elements of a transaction.

### **Amendments and cancellations**

Subject to any rights the consumer may have under the Australian Consumer Law, if you have made a booking with us, and want to cancel or amend a booking or reservation, please contact us. Unfortunately, we cannot guarantee that all bookings or reservations can be cancelled or amended, or that a refund will be payable. All booking amendments and cancellations must be made via the NRL Travel team via email [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or phone (1300 675 885).

At the time of making your booking with us via the website, we will not charge you a booking fee. However, if you need to cancel or change an existing booking, we reserve the right to charge a fee for this service.

A booking fee will apply for travel services that are not available via the website.

Our service fees are provided below:

<b>Per person per booking fee description</b>	<b>Fee Including GST</b>
	<b>AUD</b>
Offline Assistance: Changes, cancellations, refunds &/or new booking creation*	\$38.50
Offline Assistance (Packages): Changes, cancellations, refunds &/or new booking creation*	\$49.50
<i>* Service fees are in addition to any supplier fees for changing or cancelling a booking</i>	

## Conditions of use

You agree that:

- a. we do not adopt or endorse any of the opportunities advertised on our website and that you are responsible for evaluating all information provided through our website;
- b. ratings and reviews (such as hotel ratings) are not guaranteed to be accurate, are not always verified and are for guidance only;
- c. we do not guarantee the availability of any opportunity displayed on our website;
- d. we may provide links to third party web sites and we are not responsible for the contents of or your use of these sites;
- e. the website may require certain third party software recommended by us from time to time and the function and performance of the website may be affected if you do not make use of such third party software in the manner recommended by us;
- f. the website is not error free, and that the website may contain errors that cause it to malfunction or not operate as intended;
- g. the website will not work with all devices and certain devices (for example, specific mobile devices) may receive limited or no functionality from the website;
- h. we handle personal information you provide when using the website in accordance with our privacy policy (and you must ensure that you obtain all consents, and provide all notifications required by law in connection with information you provide about others);
- i. any information that you provide is true and accurate;
- j. where you provide us with your credit card details, we may pre-authorise your credit card; and
- k. it is your responsibility to ensure compliance with all passport, visa, vaccination and other regulatory requirements and general travel requirements such as arriving at the airport on time and ensuring that your tickets match the names on the corresponding travel documents.

You agree not to:

- a. use our website if you are less than 18 years old;
- b. use this website for any purpose where you or another person will derive a financial benefit (such as a commercial purpose);
- c. decompile, disassemble or reverse engineer the whole or any part of our website;
- d. make any modification to our website;
- e. merge all or any part of our website with any other software;
- f. use our website for any unlawful or prohibited purpose;
- g. provide us with information relating to another person that you are not permitted to provide;
- h. use our website to make bookings for anyone other than someone on behalf of whom you are authorised to act;
- i. use automated data gathering, extraction or publication tools on our website;
- j. avoid or attempt to avoid the security or access restriction measures we have in place;
- k. use, reproduce or modify our branding or logos; or
- l. through act or omission, mislead or deceive others.

## **Intellectual property rights statement**

All intellectual property rights in this website, including design, text, graphics, logos, icons, sound recordings and all software relating to this website belong to or are licensed by us. These intellectual property rights are protected by Australian and international laws.

Other than in relation to any personal travel plan we provide, you may not in any form or by any means copy, adapt, reproduce (other than for the purpose of viewing the website in your browser), store, modify, distribute, print, upload, display, perform, remove any credits, publish post frame within another website or create derivative works from any part of this website or commercialise any information obtained from any part of this website without our prior written permission or, in the case of third party material, from the owner of the intellectual property rights in that material.

You grant us a non-exclusive, irrevocable, worldwide licence to use any intellectual property rights in any material that you provide to us (including where that material is owned by a third party). You warrant that you are entitled to grant this licence and that doing so will not breach the rights of any third party.

## **Linked websites**

This website may contain links to other websites. The links are provided for convenience only and may not remain current or be maintained. We are not responsible for the content or privacy practices associated with linked websites.

You are not permitted to link or reproduce our website (in whole or in part) to any other website (including, for example, the use of website mirroring).

## **Secure data**

We are committed to protecting your personal information & will take all reasonable steps to do so. All data collected on this site is owned by the & on behalf of the Australian Rugby League Commission Limited & National Rugby League Limited & is done in accordance with their Privacy Policy which is available [here](#). However, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, any information that you transmit to this website is transmitted at your own risk. If you become aware of any problems with the security of the data or the website, please contact us immediately. If we have concerns about security or the ability of our servers to handle your requests, we can either suspend your account or your access to the website.

## **Warnings**

You must ensure that your access to this website is not illegal or prohibited by laws which apply to you.

We do not warrant the accuracy, adequacy or completeness of the information, nor do we undertake to keep this website updated. The information on this website is not, and is not intended to be, advice. You should not act or refrain to act on the basis of any of the material on this website without first satisfying yourself as to the truth or accuracy of all information given.

We do not accept responsibility for loss suffered as a result of reliance by you on the accuracy or currency of information contained on this website.

You must take your own precautions to ensure that the process that you employ for accessing this website does not expose you to the risk of viruses, malicious computer code, or other forms of interference which may damage your own computer system. For the removal of doubt, we do not accept responsibility for any interference or damage to your own computer system which arises in connection with your use of this website or any linked website.

## **Limitation of liability**

To the extent permitted by law, we are not liable for any loss or damage (including without limitation, consequential, indirect or special loss or damage, loss of profits, reputation, opportunity, savings or data) however caused (including, but not limited to, by our negligence) suffered by you in connection with these terms or your use of this website.

If the *Competition and Consumer Act 2010* (Cth) or any other legislation states that there is a guarantee in respect of goods or services supplied, and our liability for breach of that guarantee may not be excluded but may be limited, our liability for such breach is limited to, in the case of a supply of goods, replacing the goods or supplying equivalent goods or repairing the goods, or in the case of supply of services, supplying the services again or paying the cost of having the services supplied again.

Except as set out above, our liability in connection with these terms is limited to \$100.

Subject to the above and to the extent permitted by law, any claim by you against us for loss or damage however caused (including by the negligence of us), suffered by you in connection with these terms must be made within six months of you becoming entitled to make the claim and any claim not made within six months is absolutely barred.

We will not be in breach of these terms as a result of, or liable for, any failure or delay in the performance of its obligations under these terms to the extent that such failure or delay is wholly or partially caused, directly or indirectly, by any occurrence or omission outside our reasonable control, as a direct or indirect result of which the party relying on the event is prevented from or delayed in performing its obligations under this document (other than a payment obligation) or any act or omission by you.

## **Indemnity**

You agree to indemnify us for all damages, losses, penalties, fines, expenses and costs (including legal costs) which arise out of or relate to your use of this website, any information that you provide to us via this website or any damage that you may cause to this website. This indemnification includes, without limitation, liability relating to copyright infringement, defamation, invasion of privacy, trade mark infringement and breaches of the *Competition and Consumer Act 2010* (Cth).

## **Access**

Access to this website may be withdrawn at any time without notice. These terms and conditions will survive any such withdrawal.

## **Governing law and jurisdiction**

If a dispute arises regarding these terms of use, the laws of Queensland, Australia, will apply. In relation to any such dispute, you agree to submit to the non-exclusive jurisdiction of the courts of Queensland, Australia.

If you access this website in a jurisdiction other than Queensland, Australia, you are responsible for compliance with the laws of that jurisdiction, to the extent that they apply.

## **General**

You must not assign, in whole or in part, or novate your rights and obligations under these terms without our prior consent. Any booking or reservation made is personal to you and may not be able to be transferred at all, or may incur costs.

We may assign our interest under these terms without notice to you.

These terms embody the entire agreement between us.

A right under these terms may only be waived in writing signed by the party granting the waiver, and is effective only to the extent specifically set out in the waiver. A single or partial exercise of or waiver of the exercise of any right, power or remedy does not preclude any other or further exercise of that or any other right, power or remedy.

Unless expressly stated otherwise, these terms do not create a relationship of employment, trust, agency or partnership between you and us.

A clause or part of a clause of these terms that is illegal or unenforceable may be severed from these terms and the remaining clauses or parts of the clause of these terms continue in full force.

We may subcontract the performance of all or any part of our obligations under these terms.

You must not subcontract the performance of all or any part of your obligations under these terms without our prior consent.

## **Feedback and complaints**

At NRL Travel, we aspire to deliver extraordinary experiences every day. Should you have feedback or complaints, these can be sent to [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or

Attn: Customer Feedback  
NRL Travel  
GPO BOX 2584  
Brisbane, QLD, 4001.