



Great Experiences New Zealand Coach Tour Holidays Terms and Conditions

Operated by Group Events Pty Ltd Licence No. 2TA4495

All bookings made are pursuant to the following terms and conditions:

DEPOSIT: A deposit of 10% of the tour cost per person is required within 7 days of confirmation to secure a booking.

FINAL PAYMENT: The balance of monies is due no later than 60 days prior to departure.

PAYMENTS: MasterCard, Visa and American Express are accepted and incur fees of between 1% and 3%, subject to variation. If paying by direct deposit our bank account details are printed on our tax invoices.

BOOKINGS: Bookings will be automatically cancelled if the deposit is not received within 7 days of confirmation.

LATE BOOKING FEE: A late booking fee may be payable for bookings made within 21 days of departure, plus any charges levied by our suppliers, such as non-group airfares or room upgrade fees to accommodate.

VARIATION FEE: A fee of AU\$30 may be payable for each change to the client's original tour booking to cover administration costs. All changes must be advised in writing.

CANCELLATIONS: In the event of client cancellation, fees are listed below. Travel insurance is highly recommended and we suggest you speak with your travel agent for proper advice regarding travel insurance. All cancellations must be advised in writing.

- a) Should a tour be cancelled prior to 60 days before departure, deposits will be refunded less any expenses incurred. (eg credit card fees, hotel cancellation fees, etc).
- b) Within 60 days from departure – the tour deposit becomes non-refundable.
- c) Within 30 days from departure – 50% of the tour cost is non-refundable.
- d) Within 7 days from departure – 100% of the tour cost is non-refundable.
- e) After commencement of tour unused vouchers or unused portions of the itinerary are non-refundable. Refunds cannot be issued by service providers.
- f) If you wish to transfer your tour dates to another departure, the above cancellation fees may apply.
- g) Any airfare related monies paid shall be in addition to the above (refer to AIRFARE TERMS & CONDITIONS).

PRICES: All land costs quoted are in Australian Dollars (AU) with the local currency value indicated at the current exchange rate. Prices are based on schedules, fares and tariffs current at the time of printing. Great Experiences New Zealand reserves the right to vary the cost of tours if necessary, by reason of currency fluctuation, tour component cost increases or airfare increases. Costs include New Zealand Goods & Services tax (GST) of 12.5%.

CHILDREN: Children under 12yrs of age are not suitable for our coach tours and not permitted to travel.

SINGLE TRAVELLERS: A single supplement is applicable for clients who do not wish to share a room with another same gender traveller. For single travellers who wish to share, Great Experiences New Zealand will endeavour to find a compatible room-mate, however, this cannot be guaranteed and as such, single supplements will apply where room-mates are not provided.

SMOKING: Smoking is not permitted on coaches or in any licensed premises (including restaurants and casinos) in New Zealand and smoking rooms at hotels are subject to availability.

SEAT ROTATION: To ensure maximum enjoyment for all, passengers are subject to daily coach seat rotations.

INCLUDED IN TOUR PRICE: All coach travel in New Zealand, hotel accommodation on a room only basis, specialty meals, sightseeing, hotel portage and admissions for attractions, as specified in the itinerary, are included in tour price.

NOT INCLUDED IN TOUR PRICE: Travel insurance, pre-travel documentation, meals not specified in itinerary, drinks, laundry, mini bar, phone calls, tips and gratuities, medical expenses, optional activities and leisure options and items of a personal nature are not included in tour price.

ACCOMMODATION: Accommodation and airport/hotel transfers required before or after the tour dates are not included in tour price. Additional pre and post touring can be arranged at an additional cost.

ATTRACTIONS AND INCLUSIONS: Tours and admissions to some attractions are subject to availability and operational or seasonal factors. Some operators stipulate a minimum or maximum number of bookings which may affect availability.

OPTIONAL MEAL PACKAGES: Meals specified in itineraries are included in tour price. All other meals not specified in the tour itinerary are at the client's own cost and arrangement. A MEAL SUPPLEMENT option is available to all clients and must be booked and paid by time of final payment.

SPECIAL DIETARY AND/OR MEDICAL REQUIREMENTS: All special dietary or medical requirements must be notified at time of booking and Great

Experiences New Zealand does not guarantee the ability to accommodate special requests.

FITNESS TO TRAVEL: Payment of deposit by clients to Great Experiences New Zealand acts as a warranty that the client is reasonably healthy and fit to participate in the tour and the client indemnifies Great Experiences New Zealand from all actions, claims and demands arising out of any want of health and fitness. Great Experiences New Zealand reserves the right to remove a client from a tour if their health and/or fitness interferes with other clients or the tour or tour experience in any way.

OPTIONAL TOURS: Great Experiences New Zealand does not operate these excursions. As such, no person employed or associated with Great Experiences New Zealand has any connection with the operators of these excursions. Accordingly, Great Experiences New Zealand cannot and does not take any responsibility for any injury, action, loss or damage of any type, arising in any manner from these excursions.

RESPONSIBILITIES: Great Experiences New Zealand will not be responsible and will be excluded from liability for any loss, damage, omission or acts being negligent or otherwise, committed by operators of airlines, coach companies, hotels or attractions used in connection with tours. We do not accept liability or tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by events not limited to, war, civil disturbance, fire, floods, acts of God, acts of Government or any other authorities, accident to or failure of machinery or equipment or industrial action.

VARIATION OF TOUR: Great Experiences New Zealand reserves the right to cancel or alter the content of its tours should the need arise. Set departure dates may be changed or cancelled. If this occurs, the client's consent to an alternative departure date will be sought. If the client does not accept the alternative offered, Great Experiences New Zealand will refund all monies paid to Great Experiences New Zealand.

DISPUTE: The law of this contract is the law of the State of New South Wales and where applicable, the law of the Commonwealths of Australia and New Zealand.

DOCUMENTATION: All passengers need a passport with a minimum of 6 months validity to enter New Zealand. Clients are responsible for the acquisition of passports and all relevant visas where necessary. We strongly recommend that all clients finalise their documentation at least 60 days prior to tour departure date.

TOUR BROCHURE VALIDITY: The tour brochures (both printed and on-line) and these terms and conditions are valid for the departure dates published unless otherwise indicated on itineraries and supersedes all previous publications and brochures.

ILLUSTRATIONS: The images and photographs of locations, accommodation, attractions and inclusions used in our brochures and web-sites are indicative only.

AIRFARE TERMS AND CONDITIONS

(applicable to Australian based passengers only)

DEPOSITS: If your tour package includes flights ex Australia, a further deposit of AU\$100 is required within five days of flight confirmation, alternately ticket payment in full at time of confirmation may be required by the airline.

CANCELLATIONS: Within 60 days from departure – the airfare deposit of AU\$100 becomes non-refundable. After air tickets are issued, any cancellation fee levied by the airline/s will be in addition to the above, noting most airfares are non-refundable.

PRICES: Airfares ex Australia are quoted in AU dollars and are subject to availability and increases by the airline.

NZ INTERNATIONAL DEPARTURE TAX: All passengers aged 12yrs and over are subject to an airport departure tax of NZ\$25. This is not able to be pre-paid (except ex Auckland) and is not included in tour costs.

AUSTRALIAN AIRFARES & DEPARTURE TAX: Airfares quoted are in Economy Class and can be upgraded to Business Class on request. Ticketed taxes quoted are subject to change without notice and will be included in airfares at time of ticketing.

LUGGAGE ALLOWANCES: Generally each passenger is entitled to 20kg of checked luggage and subject to airline regulations. Airlines may charge a fee for every kilogram in excess of 20kg.

AIRLINE INDEMNITY: Airlines carry no responsibility for any statement in this brochure and/or website relating to the land content of these tours. These airlines act as air carriers only. Great Experiences and Group Events Pty Ltd indemnifies the airlines against any claim, action, loss or damage that may arise.