

BOOKING CONDITIONS

Payment

- To secure a place on one of our Tours, or individual packages, we require an initial deposit of 50% of the Tour or package price per person when registering (or payment in full can be made when registering, if you prefer).
- Final payment is due no later than one calendar month prior to departure date. If registering less than one calendar month before departure date, payment in full is required when registering.
- Failure to make a payment on, or before, the due date may result in cancellation of your booking, or an increase in your package price.

Stated Prices

- Prices shown are in New Zealand dollars and are on a "per person" basis.
- All prices include GST if any.
- Airfare, accommodation, taxes and other supplier charges are subject to change without prior notice, even though your arrangements have been confirmed by us. Whilst we will always attempt to negotiate fixed supplier prices, please note such changes are beyond our control (eg airline taxes, fuel surcharge, CAA Domestic Passenger Levy, Insurance Surcharge and Government Security Levy).
- We also reserve the right to increase package pricing to reflect fluctuations in exchange rates.
- Prices shown include departure tax fees, unless departing from Queenstown or Rotorua Airport, where you will be responsible for the departure tax fee, it is payable at the before clearing customs.

Form of Payment

- Prices shown are for payment by cash, cheque, Mastercard or Visa only.
- A service fee of 3% of the Tour or package price will apply to any credit card payment.

Amendments

- We reserve the right to decline requests for amendments to a booking after final payment has been made or within one calendar month of departure date. If we do agree to an amendment, then each and every amendment made to a booking after final payment has been made or within one calendar month of departure date will incur an amendment fee that we will let you know in advance, along with any fees charged by airlines and/or other suppliers.
- When booking, you must supply us with your correct name as that name appears in your passport. If you provide an incorrect name, you will incur a fee.
- If you wish to have another person take over your package and/or take your place on a Tour, and that is possible, you will incur a fee that will depend on fees charged by airlines and/or other suppliers. However, we do not warrant or guarantee that you will be able to transfer a booking with an airline or other supplier under your name to another person or that that person will be able to secure a replacement booking with the relevant supplier(s) under their own name, in which case that person can not take over your package and/or take your place on that Tour. We do not accept any liability if that happens.

Cancellations

- All cancellations must be advised in writing.
- Cancellations made after payment of your initial deposit and at least one calendar month before departure date will incur a fee that will depend on fees charged by, and refunds obtained from, airlines and/or other suppliers.
- Cancellations made within one calendar month of departure date are non refundable, depending on refunds obtainable from airlines and/or other suppliers, and/or our ability to resell the package.
- Please note that event tickets are non-refundable.
- If you cancel we may, at our discretion and subject to availability and a fee that we will let you know in advance, permit you to transfer to a future Tour or package any amount paid that we have not had to pay to an airline and/or other supplier.

Our Services

- Our services consist of arranging travel and accommodation services, securing event tickets, arranging peripheral activities, making bookings and issuing appropriate tickets and vouchers.

Our Liability

- We are instrumental in bringing about a direct contractual relationship between you, the customer, and the principal supplier(s) (i.e. airlines, other transport operators, accommodation suppliers, event managers and other suppliers). We undertake to perform these services with reasonable skill and care.
- We will not be held liable for any loss, damage or claim arising from acts, defaults or omissions outside of the control of us, our employees and agents, or any cause independent of human control. This includes (but is not limited to), loss or damage which arises directly or indirectly from any act of God, weather disruptions, dangers incidental to the sea, fire, breakdown in machinery or equipment, acts of Government or other authorities, wars whether declared or not, terrorism, hostilities, civil disturbances, strikes, riots, deaths, pilferage, epidemics, pandemics, quarantines or medical or customs regulations.
- The Consumers Guarantees Act 1993 applies to services supplied by us, except where they are, or are held out as being, acquired for business purposes.
- We will endeavour to provide the most suitable travel arrangements to meet the particular requirements you make known to us. However, travel is an individual experience, and your preferences and opinions may vary from our own, and accordingly we cannot take responsibility for your personal satisfaction.

Brochure/Flyer

- All reasonable care has been taken to ensure the accuracy of the relevant Tour or package brochure/flyer at the time of printing, but services offered, package availability, prices and event details may be subject to change from time to time.
- You should keep in contact with us (or your travel agent) to ensure any changes which occur can be passed on to you.

Documentation

- Travel documents and all tickets and vouchers will be distributed approximately 7 working days after payment in full has been received.
- It is important that you check all of the documentation handed to you in relation to your proposed travel and accommodation, to ensure it fully meets your requirements and there have been no misunderstandings.
- We will not accept responsibility for any documents subsequently altered without our consent.

Flights

- Voluntary stops en-route are not permitted, but may be available at an additional cost.
- As airlines reserve the right to alter schedules, we can not be held responsible when confirmed flights are subsequently changed.
- Once issued, airlines tickets (paper or electronic versions) are non-refundable and non-transferable.
- Business and First Class upgrades may be available at your request. Bookings will be subject to availability.
- Special add-on fares are available from other New Zealand centres. Please contact us if you require assistance in this regard.

Passport and Visa Requirements

- You will need a current New Zealand passport to travel overseas, with a validity of 6 months or more after the date upon which you are scheduled to return to New Zealand.
- If you have a passport from another country, have a previous criminal conviction, or a contagious disease, a visa may be required. It is your responsibility to secure any visa prior to travel. If you are in any doubt please contact us, and we will be pleased to assist.
- Re-entry visas will be required for travellers leaving New Zealand holding a foreign passport. It is your responsibility to ensure you have the correct documentation in place to ensure your return to New Zealand.

Vaccinations and Health

- Certain countries require and/or recommend that travellers be vaccinated against specific diseases. Please check with your doctor and/or the Embassies concerned to satisfy yourself as to whether your destination has any requirements or suggestions in this respect.
- It is your responsibility to ensure your own health with regards to vaccinations and/or decisions to travel to at risk areas. You may wish to visit the World Health Organisation's website, www.who.int/en, for more information.

Travel Insurance

- We strongly recommend you insure yourself against loss of deposits (in unforeseen circumstances), misplaced baggage, medical expenses etc. We will automatically include Travelsure Travel Insurance as part of your package, and will send your policy information to you after you have paid your deposit.
- Should you not require travel insurance or if you wish to arrange your own travel insurance, please advise us. We will adjust your package price accordingly.

Event Tickets

- We cannot be held responsible where event ticket quality does not meet your, or your client's, personal expectations.

Extend your Stay

- We encourage you to extend your stay or travel to onward destinations. Extra night charges can be discussed at the time of booking, or arranged subsequent to your booking for an amendment fee that we will let you know in advance.

Accommodation

- Bonds or credit card imprints may be required by accommodation suppliers, where they are providing a telephone, mini-bar and/or other facilities in the guest room. These are usually requested at time of check-in.
- As room allotments are limited, your preferred hotel, backpackers or other accommodation may not be available. In this case we will offer alternatives to you.

Rental Vehicles

- Credit card imprints will be required by rental vehicle suppliers.
- You will be responsible for arranging and paying for insurance on any rental vehicle.
- You will be responsible and liable for any damage to a rental vehicle and for any fees or costs incurred that are not covered by the package price, eg excess kilometers or late return of a rental vehicle.

Prizes/Competitions

- Event tickets, on their own or as part of a travel package, may not be used as prizes or in conjunction with a competition, without the prior written approval of the relevant sporting body.

Items Not Covered

- Unless otherwise specified, the costs of meals, drinks, laundry, and items of a personal nature are not included.
- Costs of transport, other than airport transfers or any other transfers that are specified as a part of your package, are not included.

Unused Services

- Refunds will not be provided where from illness or personal choice you do not utilise part or all of your package.

How to Book

- Contact Boys Trip Tours, via www.boys-trip.co.nz or free phone 0508 BOYS TRIP (0508 269 787), to request a quote.