

BOOKING AND PAYMENT CONDITIONS AND IMPORTANT INFORMATION



For travelers, travel agents and product distributors, These conditions apply to all types of tours including Independent Travelers.

OPERATION OF GROUP TOURS

All tours are subject to a minimum number of ten travelers and a maximum number of sixteen travelers per tour. Numbers of travelers - 9 or less and seventeen of more - can be catered for by special request. Please consult with product distributor or agent for further information.

PRIVATE TOURS operate with any number of travelers

1. ACCEPTANCE

Payment of deposit for any booking constitutes your acceptance of these Terms and Conditions.

2. PREPAYMENT

All products must be prepaid in full prior to commencement of your holiday.

3. DEPOSITS / PAYMENTS

A non-refundable deposit of 15% per person of the total cost of tour per person plus any deposits is required by product providers is required at the time of booking. Full payment is required a minimum of 60 days prior to departure. For bookings made within 60 days of travel, payment must be received immediately.

4. REFUNDS / CANCELLATIONS / AMENDMENTS

Cancellations must be advised to ENZH via the distributor, in writing and will come in to affect the day they are received by Exclusive New Zealand Holidays Ltd. (hereinafter referred as ENZH).

Cancellations received:

up to 60 days prior to departure forfeit: Deposit - 15% of tour price.

59 - 45 days prior to departure forfeit: 30% of the tour price.

44 - 15 days prior to departure forfeit: 60% of the tour price.

14 - 5 days prior to departure forfeit: 90% of the tour price.

4 days or less prior to departure forfeit: 100% of tour price.

"No show" on day of departure forfeit: 100% of tour price.

Once traveler's reservation has been confirmed, any required amendments instigated by the traveler will incur a minimum charge of USD100.00 per booking to cover communication and administration costs.

Any requests for refunds are to be made to ENZH via your distributor in writing (signed by traveller) and will come in to affect the day they are received by ENZH.

No refunds are available for any unused services, except where an activity is not available due to weather conditions. Services that have been pre-booked and are canceled at least 72 hours prior to the date the service would have been availed will only be refunded or part-refunded with the approval of the operator providing the service. Claims for refunds due to circumstances outside the control of the traveler or the Product Supplier must be in writing, along with a written statement from the operator involved. This must then be submitted within a 20-day period of returning to your normal place of residence to ENZH via your distributor in writing and will come in to affect the day they are received by ENZH. ENZH reserves the right to review its Refunds/Cancellations/Amendments Policies from time to time should this become necessary.

5. WEATHER CONDITIONS

Services that have been pre-booked and are canceled at least 72 hours prior to the date the service would have been available will only be refunded or part-refunded with the approval of the operator providing the service. Claims for refunds due to circumstances outside the control of the traveler or the Product Supplier must be in writing, along with a written statement from the operator involved. This must then be submitted within a 20-day period of returning to your normal place of residence to ENZH via your distributor in writing and will come in to affect the day they are received by ENZH. ENZH reserves the right to review its Refunds/Cancellations/Amendments Policies from time to time should this become necessary.

6. TOUR COSTS

Each tour described is a complete “package” and as such, an itemized breakdown of costs will not be given. These prices include Government Goods and Services Tax of the countries visited. Currently 12.5% in New Zealand and 10% Australia.

7. INCLUDED IN TOTAL PRICE

All items as specified in your itinerary price except where stated as “optional activities”.

Not included in these prices are airport departure taxes, customs or immigration fees, all items of a personal nature such as laundry, telephone/fax/Email charges, excess baggage, room service (including meals), mini bar charges, alcoholic and non alcoholic beverages etc are your responsibility.

8. PAYMENT

Once full payment has been received by ENZH no further charges will occur, other than those instigated by you.

9. GRATUITIES (TIPS)

Gratuities (tips) are the responsibility of the traveler. A guide to tipping will be included in your travel documents presented to you on arrival in New Zealand and or Australia.

10. AIR TRAVEL

International & internal airfares are not included, these will be arranged by our preferred distributor, who will provide you with full information on airfares to New Zealand and Australia .

11. INSURANCE

It is strongly recommended that you purchase comprehensive Travel Insurance to cover the duration of your holiday and to protect you against cancellation charges, loss or damage to luggage and personal effects, loss of cash and medical expenses. Full details of Travel Insurance are available from one of our preferred distributors.

12. VISA - ENTRY PERMITS - PASSPORT

Information regarding Visa, Entry Permits and Passports to be obtained from a preferred distributor

13. EXCESS BAGGAGE

Carriage of baggage in excess of the set limit on air travel is the responsibility of the individual traveler, our preferred distributor will advise.

14. RESPONSIBILITY CLAUSE

The responsibility of Exclusive New Zealand Holidays Ltd (ENZH) is strictly limited. As a tour operator, ENZH organizes, promotes and sells tour programs consisting of certain travel services, including but not limited to, surface transportation, sightseeing excursions and hotel accommodation which ENZH purchased or reserves from various suppliers. The suppliers providing travel services for ENZH's tour programs are independent contractors and are not agents or employees of ENZH is not responsible for the willful or negligent acts and/or omissions of such suppliers or any air carrier or their respective employees, agents, servants or representatives including, without limitation, their failure to deliver or their partial or inadequate delivery of services. All coupons, receipts and tickets are issued subject to the terms and conditions specified by the suppliers and/or air carriers. By utilizing the travel service of the suppliers, you agree that neither ENZH nor any representative shall be liable for any accident, injury, property damage or personal loss to you or to those travelling with you in connection with any accommodations, transportation's or other travel services, or resulting directly from any occurrences or conditions beyond ENZH's control, including, but not limited to, acts of terrorism, war, defects in vehicles, breakdown in equipment, strikes, theft, delay or cancellations or of changes in itinerary or schedules.

The distributor or agent of ENZH's products will forward deposits and all other payments to Exclusive New Zealand Holidays Ltd on your behalf. The distributor or any other agent involved in the planning of your travel or any other person or distributor what so ever of itineraries planned and arranged by ENZH.is not a agent of ENZH for the purpose of receipt of monies as required by ENZH's terms and conditions of sale until such monies have been received by ENZH from the distributor, agent or person to whom you have paid any monies to.

Part or full payment of travel is deemed to be acceptance of these conditions.