

# Traveller Information & Booking Conditions



QUEEN CHARLOTTE TRACK, MALBOROUGH SOUNDS



CHRISTCHURCH CASINO



THE FIX, DUNEDIN

## South Pacific Travellers' World Ltd's Fair Trading Contract with you

We wish to set out clearly the responsibilities which we, at South Pacific Travellers' World Ltd, have to you and which you, in turn, have to us when a contract is made between us. A contract will exist as soon as we confirm your booking and you make payment either to us or our approved agent. The contract will include everyone on our confirmation/invoice to you. We are obliged to provide you with the travel arrangements you have booked with us on the terms clearly stated below and within this brochure. Your contract is entered into with South Pacific Travellers World Ltd, New Zealand.

## Reservations

You can book through your local Travel Agent. Your booking is considered to be confirmed and accepted in respect of all persons travelling when we issue a confirmation to your agent.

If you book through a Travel Agent, we will address all on-going correspondence to that agent. All monies paid by you to the Travel Agent will be held on behalf of South Pacific Travellers World Ltd.

If you book direct with South Pacific Travellers World Ltd, all correspondence will be sent to the address of the first person on the booking file unless you tell us otherwise.

Upon receipt of full payment we will issue service vouchers and itinerary for each component of your travel arrangements with us. Your vouchers will be despatched to you or your agent prior to your departure or will be sent to your first night's accommodation awaiting your arrival in New Zealand.

## Deposits and Payments

A non-refundable deposit of NZ\$200 per person must be received in order for us to confirm and hold reservations. Any additional deposits required by suppliers will also be collected at this time. Balance of payment is due 30 days prior to start of travel.

If you book 30 days or less prior to travel, full payment is due when we confirm the arrangements.

Failure to pay deposit or full payment will result in the cancellation of your reservations.

Your payment of deposit confirms that you have read, understood and accepted our terms and conditions

## Credit Cards

We are pleased to accept Visa and Mastercard.

## Booking Amendments by You

If you wish to change your travel arrangements in any way once we have confirmed your booking/s, we will endeavour to meet your request. A minimum service fee of \$25 per file, up to a maximum of 5% of the value of your booking/s (whichever is greater) will be charged. We may also need to pass on any amendment/ cancellation fees imposed by our suppliers. If your travel documents have already been issued a service fee of \$50 will be charged to reissue them.

Please remember you have entered into a contract with us regarding the individual services and you cannot change these without our permission. Please do not change or cancel a service by contacting the service provider/s direct. All requests should be made directly to our South Pacific Travellers World office.

## Booking Cancellations by You

If, after we have accepted and confirmed your booking, you wish to cancel it, the following cancellation fees will apply:

Your deposit of \$200 per person or 10% of total fare (whichever is greater)

Plus: For cancellations 15 – 30 days prior to travel: a further \$100 per person  
For cancellations 0 – 14 days prior to travel: 100% of total fare

Any cancellation fees imposed by suppliers will also be charged.

A cancellation can only be accepted in writing either from the person who made the booking or the Travel Agent through whom the booking was made. The cancellation will be effective from the date on which it is received by us.

## Refunds

Any unused or partially-used sections of the travel arrangements are non-refundable.

You may be able to claim a refund of your cancellation charges from your insurance company, if the reason for your cancellation complies with the terms of your insurance cover.

## Changes after your travel arrangements have commenced

### Cancellations or Changes by South Pacific Travellers' World Ltd

It is unlikely that we will need to make any changes to your arrangements but sometimes it is unavoidable. South Pacific Travellers' World Ltd reserves the right to alter fares, amend itineraries or to cancel arrangements. Assistance will be provided to make alternative arrangements to a similar value when/where practical.

Refunds are not available where circumstances arise beyond the control of the South Pacific Travellers' World Ltd necessitating alternative arrangements to be made to ensure the safety and /or further participation and enjoyment of your holiday.

## Special Requests and Needs

Please advise any special needs and/or requests at the time of booking and in writing, to your Travel Agent or South Pacific Travellers World Ltd. We will endeavour to meet special requests, but cannot guarantee that they will be, nor will we be responsible if any are not met. If you have any medical conditions or disabilities which may affect your travel arrangements, we need to be advised in writing at the time of booking. If we cannot accommodate your needs/requirements, we will advise you at that time.

## Child Fares

Please contact us for information on child fares, as these vary based on the specific product you require. Some sightseeing activities are unsuitable for children.

Children under 7 years are unable to participate in the guided walk at Fox Glacier and there is a minimum height requirement of 1 metre to travel on the Huka Jet ride.

## Brochure Validity and Accuracy

This brochure is valid until 30 September 2009 and supercedes all other issues. The information in this brochure has been compiled with diligence and care. Every effort has been made to ensure its accuracy. However regrettably errors do sometimes occur. Please check all details at time of confirmation.

## Fares

The fares for our travel arrangements are correct as at 01 August 2008. We reserve the right to adjust these as necessary. The appropriate fare will be confirmed to you at the time of confirmation. If it is different to what you had expected then you do not have to proceed with the booking. Once you have paid for your travel arrangements in full we will hold the price.

The inclusions in each fare are clearly stated in the brochure. All other expenses such as refreshments, laundry, visa/passport fees, telephone and communication costs, taxi fares, excess luggage charges and items of a personal nature are not included.



ABEL TASMAN NATIONAL PARK



RUGBY KIDS, DUNEDIN



SNOWBOARDING, CARDRONA, NEAR WANAKA

Our prices include such costs as research and product development, brochure production and distribution, web site development and maintenance, communications and travel documentation. These costs are represented within the package price and no breakdown of costs will be given.

All prices advertised are in New Zealand dollars and include 12.5% Goods and Services Tax.

#### Liability

South Pacific Travellers' World Ltd shall not be held responsible for any loss or damage to luggage or personal effects and/or damage resulting in death or personal injury, which may arise whilst travelling with South Pacific Travellers' World Ltd or its nominated suppliers.

All transportation, both land and sea, is subject to the terms and conditions of the company providing the transport, some of which limit or exclude liability. These are available from the carriers concerned on request.

#### Service and Assistance

If an unexpected problem occurs during your travel arrangements then, in your own best interests, please contact our office without delay. Only by doing this can we take steps to remedy the situation and to help you. If you are dissatisfied any complaint must be made in writing to us within 30 days. Please include your booking reference or voucher numbers - this will help us to respond to you quickly.

#### Travel Insurance

We strongly recommend that you arrange comprehensive travel insurance at the time you book your trip. Please ask for details.

#### Law and Jurisdiction

Any matters arising in relation to the contract between us will be governed by New Zealand law and subject to the jurisdiction of the Courts of New Zealand.

#### Travel Documents

It is your responsibility to ensure that all necessary travel documents (eg passports, visas) are valid and effective. We strongly recommend that you verify current information with your Travel Agent.

#### Force Majeure

Compensation will not be payable if we need to cancel or change your travel arrangements in any way for reasons of war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other circumstances amounting to force majeure.

#### Smoking

Under the provisions of the Smoke Free Environment Act (1990), coach services are required to be smoke-free, including on-board rest room where provided. Regular stops are made for passengers' comfort.

#### Luggage Limits - Coach Travel

2 pieces (max 25kg each) per person. Extra luggage, where space is available, NZ\$10.00 per item. Please label luggage to your final destination each day. For safety reasons each person is limited to one item (5kg) of carry on luggage.

#### Environmental Commitment by South Pacific Travellers World Ltd:

As our planet is forced to maintain ever increasing populations, pollution and damage, we all need to assume personal responsibility to minimise our impact on the environment. At South Pacific Travellers' World, we like to "do our bit". We use as little paper as possible, recycle materials as much as we can (especially printer and fax toner cartridges and packaging) and carpool or use public transport to work when practical. We turn off heaters, air conditioning and lights whenever possible to

conserve our hydro energy and generally take time to be thoughtful about our work habits and environment. Our brochures consume a lot of paper - please do your "bit" by passing them on if you can.

#### Brochure Design and Print:

G & A Nelson Ltd, Christchurch; Spectrum Print, Christchurch

#### Photo Credits:

We would like to thank the following for their photographic contributions: G&A Nelson Design & Advertising, Destination Queenstown, Venture Southland, Tourism Bay of Plenty, Tourism Coromandel, Hawke's Bay Tourism, Latitude Nelson, Tourism Auckland, Destination Northland, Tourism Dunedin, Venture Taranaki, Destination Lake Taupo, Lake Wanaka Tourism, Christchurch & Canterbury Marketing and our valued suppliers. All photos have been carefully selected to represent New Zealand as fairly as possible. Please remember, we can't guarantee blue skies and sunshine every day of your visit. We wish we could!

### To Contact Us:

#### Head Office - sales and reservations

South Pacific Travellers' World

538 Wairakei Road

Christchurch 8053

New Zealand

PO Box 29-139

Christchurch 8540

New Zealand

#### Reservations and Enquiries

Mon-Fri

8.30am - 5.30pm

Sat, Sun and Public Holidays

closed

**Reservations: Tollfree: 0800 11 5670  
(within New Zealand)**

Tel: +64 3 961 5670

Fax: +64 3 961 5670

Email: [res@southpacifictravellers.co.nz](mailto:res@southpacifictravellers.co.nz)

Web: [www.southpacifictravellers.co.nz](http://www.southpacifictravellers.co.nz)

[www.southpacifictavelers.com](http://www.southpacifictavelers.com)

[www.kiwicombopass.co.nz](http://www.kiwicombopass.co.nz)

[www.newzealandtravellers.co.uk](http://www.newzealandtravellers.co.uk)

#### Your Agent:



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MEMBER

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