

Terms & Conditions

A Fee of \$50 is needed for Consultation or Itinerary Planning.

This fee will be refunded once Land Arrangement is made!

After Reservation is made, Cancellation of any Accommodations, Car or Tours are subject to minimum (*Full Cancellation Charge for Train, Ferry, Motorhome & Boutique/Luxury accommodations*) Admin Charge of NZD45 per items!

Deposit / Full Payment / Amendment

A deposit of S\$500 (or FULL PAYMENT) is required for any booking made. Full payment for air ticket is required within Airline Deadline. No amendment is allowed after air tickets issued.

As for land, **after confirmation is subject to a minimum administrative charge of NZ\$150**. When booking more than 3 items (3 different hotels also know as 3 items), any cancellation more than 30 days will be charged per item NZ\$50 (*Camper Van & Boutique accommodations see below*). #Balance PAYMENT must be made "Not" less than 30 days from departure!

Any amendment after confirmation is subject to NZD75 per amendment file.

Cancellation/Refund

The client has the right to cancel the booking. All cancellation "Must be in written" and subject to ALL Cancellation Charge by EACH Operators.

NO REFUND (unless optional tours cancel by operators due to bad weather) for any form once TOURS comment.

Cancellation even within 24 hours (with no confirmation) minimums Cancellation Charge is NZD100 per pax PLUS Consultation Fees.

Any Refund to be made if clients payment was paid by credit card/s, Admin Fees of 5% will Apply.

If > 30 days, \$500 per person

If 15-29 days, 50% (OR \$500 whichever is higher) of tour fare per person

If 7-14 days, 75% of the package price or deposit, whichever is higher

If less than 7 days FULL Cancellation Charge Apply.

FIT services included in the package not utilized, either fully or partially subject to FULL Cancellation Charges.

Last Minute Bookings

30 Days or less from day of departure will have Admin Charge NZ\$50 per file. For 7 – 14 Days from departure will be NZ\$150 per file. NO Booking will be made 6 days or less from departure.

Departure date - *Nov to Mar (Super Peak Season)*
Admin Charge NZ\$150 per file.

NO Booking will be made 14 days or less from departure during this season!

Package Prices

All prices herein are subject to revisions without prior notice, arising from currency fluctuation, increase in airfares, hotel rates, local taxes, etc. No surcharge will be levied if full payment is made, except in the case of increase or introduction of government taxes affecting the tour. **ALL Rates in NZD is base on our In-House Ex-change Rates.**

Package Prices Policy for Children

Children are base on Age of 02 Years Old to Below 12 Years Old.

Cost of One Adult + One Child = Child cost (with bed) is 90% of Adult Twin Rates.

Cost of One Adult + Two Children = 1st Child (with bed) 90% + 2nd Child 75% (must with bed).

Two Adult & one Child = Child cost (with bed) is 75% of Adult Twin Rates.

Two Adult & two Children = One Child cost (with bed) 75% & one child no bed of 50%

Two Adult & three children or more – Apply as (1 Adult + 1 Child) + (1 Adult + 2 Children table as above).

Travel Insurance

Medical and hospitalization fees abroad can be very expensive. Travel insurance is highly recommended. Your travel consultant will be happy to assist by recommending the right insurance.

Unforeseen Changes

Sightseeing, hotels and routings may be changed due to airline schedules and local conditions. Should this occur, the Company will, wherever possible, substitute arrangements of similar value.

Cancellation of Tour by Company

The Company reserves the right to CANCEL ALL Tours, Accommodations & Transportations due to Balance payment not paid 30 days before departure. For booking made less than 30 days, FULL Payment must be paid. ALL ACCOMMODATIONS IS ON REQUEST ONLY.

Travel Documents/Visas

The client must have a valid passport for *at least 6 months from the returning date to Singapore.* The Company or its agents can assist in the application of necessary visas. However, they cannot guarantee the approval of visa application.

Tour Price Does Not Include

Cost of ALL Taxes, passport, visa fee, gratuity to your guide, tour manager and coach driver, airport taxes, items of personal nature such as laundry, telephone charges or beverages, meals not specified, optional tours, and any other items not stated anywhere as included.

Right to Amend Itinerary

All booking is on request (Subject to availability of Tours/Accommodations/Transportation) ONLY. Due to unforeseen circumstances of FULLY BOOKED/No Operation at/of any City/Tours/Transportation, our company/NZ Operators has the right to amend/adjust itinerary.

Right to Reject

The Company reserves the right to cancel or withdraw any itinerary, or booking made for the client or decline to accept or retain any person as a member of the tour for such person may appear likely to endanger the health, safety or impair the comfort and enjoyment of others on the tour. The Company further reserves the right to cancel this booking if for

any other reason, any carrier, hotel or other contractor refuses to allow such person to participate in the tour. In any of the foregoing event, the Company's sole liability shall be refund to the client any monies paid less the amounts for services already utilized, administration and cancellation fees.

Responsibility

The Company and its agents act only as agents for the transportation companies, hotel contractors and other principals and all tickets, vouchers and documents are issued subject to those terms and contracts under which such transportation and other ground services are provided. They assume no responsibility or accept no liability in contract or in tort for any sickness, detention, injury, damage, accident, loss, delay or irregularities however and by whosoever caused directly or indirectly by events which are beyond its control or which are not preventable by reasonable diligence on its part including but not limited to war, civil disturbances, fire, floods, unusually severe weather, acts of God, acts of government or any industrial action. The right is reserved to alter or modify itineraries and hotel accommodation in any way necessary in the interest of the client, or due to circumstances over which the operators have no control. The right is also reserved to cancel or withdraw, at any time, bookings made by or for the clients, in which event, no liabilities whatsoever in respect of such cancellations or withdrawals shall fall upon the principals, save only that there shall be refund to the client the monies paid by him in respect of the booking so cancelled or withdrawn. The passage contract in use by the transportation companies concerned shall constitute the sole contract between the transportation companies and the purchaser of these tours. All tickets, coupons, vouchers and service orders are furnished and issued to all respects to those conditions under which the means of transportation or any other services provided thereby are offered or supplied by owners, operators, public carriers, managing agent or agents.

Sign & date

as per passport

(ALL AGENTS PLEASE APPLY THIS TERMS & CONDITIONS)