

# Booking Terms & Conditions

Payment and completion of the GOOD TO GO Form acknowledges that your client has read, understood and accepted these booking conditions. Grand Pacific Tours (GPT) is a 100% Australian owned company.

For a full list of booking terms and conditions, refer to the GPT website at [gptnz.com](http://gptnz.com)

**Deposits & Payment** At the time of booking a deposit of \$200 per person is required for all Affordable, Signature Coach Tours & Special Interest Tours; \$500 per person for Ultimate Small Group Tours and \$700 per person for Cruise Coach Tours. If the Tour Package includes flights, a further deposit to cover the airfare and taxes is also required at time of booking.

The balance of payment, including any merchandise, is due 60 days prior to departure. If you are booked on a module of a tour (8 Day Taste of the North Island or 10 Day South Island Spectacular), your final balance date will be due 70 days prior to departure, as this will fall in line with the 16 Day or 19 Day itineraries that this tour is part of. Once the tour has been booked and confirmed cancellation fees will apply as per Terms and Conditions.

**Airfares** The airlines require all Trans Tasman flight bookings to have the air ticket issued within five days of confirmation of the airline reservation. As GPT offer a fully inclusive package price, the dollar difference between 'Land Only' price and 'Package Price' does not represent the airfare deposit amount due. Enquire with your Travel Agent as to the exact amount of airfare deposit and taxes required at the time of booking. Surcharges may apply over peak travel times.

**Airline Indemnity** Airlines carry no responsibility for any statement in this brochure relating to the ground content of the tours. These airlines act as air carriers only. GPT indemnifies the airlines against any claim, action, loss or damage that may arise. Minimum connecting times are as per IATA, airport and airline specifications. Flight sectors are booked as advised by the operating airline in accordance with their rules.

**Prices** All holiday prices are based on schedules, fares and tariffs current at the time of printing. GPT reserves the right to vary the cost of tours if necessary, by reason of currency fluctuation, component cost increase or airfare cost. Tour costing will be guaranteed at the price prevailing at the date of final payment.

**Children** Children's fares (i.e. 11 years and under) are available. Exact amounts will be confirmed to your travel agent at time of booking. Each child must be paired with a supervising adult within the same party due to our seat rotation policy. Please note: Unfortunately children under five are not suitable on these tours. Children are not permitted on Ultimate Small Group Tours.

**Luggage Limits** Each traveller is entitled to take one suitcase, the sum of its length, width & depth not to exceed 140cm. Weight limits apply to luggage due to Occupational Health and Safety issues. The maximum allowed by most airlines and GPT is one piece up to 23kg. Luggage over this allowance will be charged by the airline at the applicable rate. If a traveller brings more than the allocated limit of luggage, any additional arrangements made to get their luggage to final destination will be at travellers own expense. Travellers on Ultimate Small Group Tours are entitled to take 2 suitcases up to 23kg per piece. All luggage is entirely at the 'owners risk' whilst on tour and we strongly recommend that travel insurance be taken out by each traveller to cover accidental damage or loss. The GPT travel bag is designed to carry a maximum of 6kg. Due to limited space on board the coach, please ensure carry-on bags do not exceed this limit. Check with your Travel Agent for more details.

**Hotel Information** GPT endeavours to utilise the most suitable hotels available in each location to ensure travellers enjoy a level of cleanliness, comfort and service. In more remote locations, hotel standards may not be as high due to limited choice. Should the hotels on tour change for any reason, we will endeavour to ensure that the alternative hotel is of an equivalent standard.

**Pre / Post Accommodation in New Zealand** Pre tour hotel check in time is approx. 2pm. If early hotel check-in or late check-out is required due to flight schedules, additional accommodation will need to be purchased. The rates quoted in this brochure are only valid for one night and room only. Any additional meals will need to be ordered and purchased directly with the hotels, BB rates cannot be provided. Additional nights may be charged at the prevailing rate by the hotel.

**Dietary Requests** GPT limit special dietary requests to Vegetarian, Gluten Free, Lactose Intolerant & Diabetic. These will be requested to the hotel but cannot be guaranteed. Religious dietary requests (ie. Hindu Vegetarian, Kosher, Halal) cannot be accommodated. Being a volume group tour operator contracting specific menus which range from buffet to a-la-carte, the logistics of arranging meals meeting the correct criteria over an extended touring itinerary can be challenging and cannot be guaranteed to meet the expectations of the traveller. Any further intolerances needing to be managed are the responsibility of the traveller.

**Twin Share Travellers** If you are travelling alone and do not wish to pay the single supplement, a twin share room will be provided with a person of the same gender. Smoking and special room requests are not permitted on this basis. It is your duty to disclose any medical or other conditions that may prevent you from being a suitable rooming partner and you must accept that compatibility with your rooming partner cannot be guaranteed. If at any time during the tour you consider your rooming partner unsuitable, we will endeavour to arrange single accommodation for you for the remainder of the tour, subject to availability and at your own cost. We accept no responsibility for the suitability of the allocated rooming partner.

The option to twin share with another single traveller is not available on Ultimate Small Group Tours, Cruise & Coach and Special Interest Tours. Please enquire with your Travel Agent at time of booking.

**Single Travellers** Paying the Single Supplement covers the sole use of a hotel room only, the coach is not single seating and you will be required to sit with a fellow traveller.

**Triple Share Room Bookings** Hotel rooms are generally sized to accommodate two travellers in comfort. When three travellers elect to share a room note that there will be restricted space. A rollaway bed may be used for triple share bookings where three separate beds are required. Triple share arrangements are not available on Ultimate Small Group Tours & Cruise Coach Tours.

**Milford Mariner & Fiordland Navigator** There are stairs to the cabin and dining area. All travellers are required to be physically able to climb stairs on their own or with the assistance of their travelling companion. A mainland option is available. Bedding types are limited and we are unable to guarantee preferred bedding. Extra charges apply for triple share requests on the Milford Mariner, please enquire at time of booking.

**Smoking Laws** Smoking is not permitted in any licensed premises (bars, restaurants, cafes, casinos, etc) throughout New Zealand. Smoking rooms at hotels will be subject to availability and may not be available in some destinations. Smoking is permitted on the cruise ship in designated areas only.

**Coach Seat Rotation** For the enjoyment of all travellers GPT operates a daily seat rotation system which all travellers must participate in as a condition of booking.

**Travel Insurance** Comprehensive Travel Insurance is not included but is strongly recommended for all travellers. Speak to your local Travel Agent to arrange this.

**Cancellations / Transfer of Booking** In the event a traveller cancels off a tour the following fees apply prior to departure:

- 60 days or more prior to departure, loss of deposit plus the cost of the airline ticket if issued.
- Between 7 and 59 days prior to departure, 50% of the tour package price.
- Less than 7 days prior to departure, 100% of the tour package price.

If you are booked on a module of a tour (8 Day Taste of North Island tour or 10 Day South Island Spectacular tour), your cancellation fees will fall in line with the commencement of the 16 Day or 19 Day itineraries that this tour is part of. If a traveller wishes to cancel their existing booking and transfer to a new departure date, the above cancellation fees still apply.

**Traveller Demographic** GPT's demographic of traveller is the mature aged person 50+, or those travellers that prefer a low impact itinerary. All travellers should have a good level of fitness and health to cope with full days of travel, walking and climbing stairs.

**Health and Fitness** Payment of deposit by traveller(s) to GPT acts as a warranty that the traveller(s) is / are reasonably healthy and / or fit to participate in the tour and the traveller(s) indemnifies GPT from all actions, claims and demands arising out of any want of health and fitness. GPT reserves the right to remove a traveller from a tour if their health and / or fitness interferes with the tour or other traveller(s) tour experience in any way.

Travelling with a collapsible wheelchair / mobility scooter is subject to availability at the time of booking as each tour only has the capacity to cater for one wheelchair / mobility passenger. Accessible rooms are subject to availability and not always allocated in the room type advertised

**General Conduct** GPT reserves the right to remove a traveller from a tour if they are acting in a way that interferes with the general operation of the tour or compromises the general enjoyment of the tour by other travellers in any way.

**Responsibilities** GPT advises that the service it provides is for the booking and packaging of goods and services provided by other operators such as cruise ships, hotels and transportation companies. Travellers are advised to familiarise themselves with the terms and conditions on which these services are supplied. Accordingly, GPT will not be responsible and will be excluded from liability for any loss, damage, omission or acts being negligent or otherwise, committed by the operators of airlines, cruise ships, coach companies, hotels or attractions used in connection with the tours.

**Optional Tours** These tours are to be booked with the Coach Captain whilst on tour. GPT does not operate these excursions. As such, no person employed or associated with GPT has any connection with the operators of these excursions. Accordingly, GPT cannot and do not take any responsibility for any injury, action, loss or damage of any type, arising in any manner from these excursions.

**Documentation** GPT documentation including any merchandise will be forwarded to your Travel Agent two weeks prior to departure. P.O. Box address is not acceptable. Unfortunately we cannot accommodate early requests for documentation. Ticket wallet is one per person for Ultimate Small Group Tours & Cruise Coach Tours and one per couple for Affordable, Signature & Special Interest Tours. The traveller(s) is / are responsible for the acquisition of passports and appropriate visas, where necessary. We recommend that such documents, as required by governments, are finalised at least six weeks prior to the date of departure.

**Transfers** Airport transfers in New Zealand are included. They will not be included if travellers have pre or post tour accommodation booked outside the Tour Hotels. Transfers provided surrounding pre and post tour dates must directly link to the tour and cannot be used on a broken stay. On arrival in New Zealand, the transfer vehicle will wait up to 1 hour after the flight lands. If your flight is delayed or changes please contact GPT. Should traveller's flight departure details change, contact needs to be made to GPT or the transfer company to ensure new transfer arrangements can be confirmed. Any transfer expenses incurred as a result of flight changes NOT advised, will be at the traveller's own expense.

**Refund** Please note that no refund shall be made for any unused portion of any itinerary. Any alteration to the holiday, made by a traveller(s), shall be wholly at the expense of that traveller(s).

**Holiday Duration** The first and last day of most structured holidays is considered a travelling day and therefore may not necessarily be a whole day.

**Special Offers** Only one special offer is applicable per booking. There will be no retrospective discounts.

**Force Majeure** Except where otherwise expressly stated in these booking conditions we regret that we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by reason of circumstances amounting to 'force majeure'. In these booking conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

**Cruise Coach Tour Bookings** BONUS US\$ onboard credit is per stateroom and based on minimum number of cabins sold. For a full list of conditions including deposits and cancellation fees, refer to the NZ Cruise & Coach Brochure.

**Internet** Most hotels have internet access available. Not all hotels offer free Wi-Fi, charges may apply. GPT do not have any influence over hotel Wi-Fi access and related costs. Internet access is available on the Celebrity Solstice for a fee.

**Privacy Policy** For a full version of our Privacy Policy, refer to GPT website at [gptnz.com/privacy-statement](http://gptnz.com/privacy-statement).

**Validity** Brochure valid for travel from September 2019 - May 2020.

## MERCHANDISE CONDITIONS

All prices are inclusive of GST and postage. All purchases must be made with your Travel Agent at time of booking. Payment for all merchandise is due with final tour payment prior to departure. Merchandise will not be sold once on tour or after travellers return home. Refer to the website for delivery & jacket sizes. Exchanges can be made on unused merchandise, a \$10 per delivery postage and handling fee will be charged.