

BOOKING CONDITIONS

IMPORTANT NOTES: Please read the booking conditions below. Payment of ticket indicates acceptance of the booking conditions detailed in the brochure.

MINIMUM NUMBERS

The tour will proceed with minimum number of full paying passengers. In the event that the required numbers are not reached – the tour may be subject to changes. The flight is subject to regulatory approvals.

RESERVATIONS, FINAL PAYMENT AND AMENDMENTS

To confirm your place on this program please book as early as possible. A reservation can only be confirmed with 100% payment. Please note if full payment is not received within 7 days of the invoice issue date, TBSE reserve the right to resell your seat. It is the responsibility of the delegate to ensure that the information provided is true and correct at the time of booking. Changes that must be made as a result of incorrect details being entered may incur a fee which is payable by the delegate. Any changes made by you after the payment has been made will incur a minimum of \$100 fee plus any charges imposed by airlines, hotels and operators, and will be subject to availability of the requested changes.

ACCOMMODATION

4 - 5 star accommodation will be provided in New Zealand for 4 nights. Any additional accommodation is at the delegates expense. TBSE reserve the right to provide alternate accommodation of a similar standard if required.

TRAVEL DOCUMENTS

VISAS: Australian passport holders do not require a visa to enter New Zealand, or have a passport issued in a country other than Australia. Should you be travelling to other countries, please check on visa requirements.

PASSPORTS: Passengers will require a current passport with 6 months validity beyond the date of return.

USA ESTA: -Persons travelling to, or via, the USA, are reminded of their obligation to comply with US entry and transit requirements.

TRAVEL INSURANCE

Travel insurance is highly recommended for this program. Travel insurance assistance is available through our preferred supplier, Flight Centre. TBSE is not liable for delegates who do not carry current travel insurance.*

Contact: jane.cattanach@flightcentre.com.au

CANCELLATIONS

Any cancellations must be made in writing by email, post or fax to TSBE. Cancellations received up to 90 days before departure will result in a forfeit of the initial 50% deposit. No refunds will be given for cancellations within 90 days of departure. Please contact TSBE for passenger name change options.*

UNUSED SERVICES

It is our policy to follow the itinerary as written, however sometimes due to circumstances outside our control, or in the best interests of the group, the itinerary may vary slightly. No refunds will be given for any unused portions of the tour in respect of transfers, accommodation, meals, sightseeing tours or any other services included in the tour price but not utilised by the tour member.

AIRLINE RESPONSIBILITY

The transportation firms concerned are not to be held responsible for any act, omission or event during the time passengers are not on board their aircraft or conveyances. The passengers' contract in use by the carrier concerned, when issued, shall constitute the sole contract between the transportation company or firms and the purchaser of these tours. Any airline does not by virtue of its endorsement of a program represent itself, either as contracting with any purchaser, or as having any other legal relationship with any such purchaser.

BROCHURE/ITINERARY AUTHENTICITY

This program was correct at the time of printing. The information provided has been compiled with care and is published in good faith. Variations to the tour, inclusions and prices may occur. This itinerary always remains the property of TSBE, and is subject to change, with or without notice. Its unauthorised use, in whole or in part, is an infringement of copyright, and actionable by law.

RESPONSIBILITY

TSBE, (which expression shall for the purpose of these conditions include any parent subsidiary affiliate or associated company hereinafter shall be called "the Firm"), acts only as agents for the hotels, airlines, bus or car companies, railroads, cruise and steamship lines, or owners or contractors providing accommodation, transportation or other services, and all coupons, exchange orders, receipts, subject to any and all tariffs, terms and conditions under which any accommodation, transportation or any other services whatsoever are provided by such hotels, airlines, bus or car companies, railroads, cruise and steamship lines or owners or contractors.

The Firm shall not be liable or responsible for death or injury to any person or loss of or damage to any property or otherwise (including baggage) whether due to its or its servants agents or employees negligence or otherwise arising out of or in connection with any accommodation, transportation, technical visits or other services or resulting directly or indirectly from acts of God, (dangers incidents to the sea), fire, breakdown in machinery or equipment, acts of governments or other authorities, force majeure or de facto wars, whether declared or not, hostilities, civil disturbances, strikes, riots, acts of terrorism, thefts, pilferage, epidemics, quarantines, medical or customs regulations, delays or cancellations of or changes in itinerary or schedules or overbooking or default, or from any causes beyond the firms control.

Also for any loss or damage resulting from improper or insufficient passports, visas or other documents, and that neither the firm nor its servants, agents or employees shall be or become liable or responsible for any additional expense or liability sustained or incurred by the tour member as a result of any of the foregoing causes. In addition our programs may also utilise services and accommodation provided on river and other cruise/water based vessels. Such visits carry inherent potential risks, including but not limited to health risks and injuries from livestock and other animals, equipment as well as trails, roads and tracks. Participants accept such risks as inherent to such programs. As there can be moderate walking requirements to experience the activities of this program, there is an expectation that participants will have an adequate level of mobility.

Unused services cannot be refunded or exchanged. The Firm reserves the right to cancel the tour and/or modify the itineraries in any way it thinks desirable and further reserves the right to decline to accept any person on any tour and may substitute hotels where necessary.

*fees apply

TOOWOOMBA AND SURAT BASIN ENTERPRISE

ABN: 85 155 004 523

Street Address

6 Ann Street, Toowoomba QLD 4350

Postal Address

PO Box 658, Toowoomba QLD 4350

P +61 7 4639 4600

F +61 7 4639 3416

E access@tsbe.com.au

W www.tsbe.com.au

