

A Rendezvous Group Pty Ltd trading as Encounter Travel ®

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## Cancellation Terms and Conditions

These Cancellation Terms and Conditions govern the bookings for NZ ULTIMATE, September 2022 'The Holiday' made with Encounter Travel ("Encounter", "we", "our", "us" and "the agent"). In submitting a booking (whether online, by phone, email, post or via a travel agent) and paying a deposit you agree to be bound by these cancellation terms and conditions and that they constitute the agreement between encounter and you.

Please carefully read the Cancellation Terms and Conditions and raise any queries before payment of any monies.

<b>Final Monies Due</b>	Tuesday 19 July 2022. After this date higher deposit amounts may be due to confirm a booking.
<b>Deposit</b>	\$700 per person
<b>Participant</b>	Best suited to ages 55 years and over at time of travel. See detailed terms for more information
<b>Luggage Restrictions for GPT Tour</b>	<p>Each traveller is entitled to travel with ONE suitcase on tour measuring (length + width + depth) no more than 150cm (59"). Ultimate Small Group Touring travellers may bring up to TWO suitcases if airline ticket permits. Weight limits also apply to luggage due to Occupational Health and Safety issues. The maximum suitcase weight allowed is 23kg (50lbs). If a traveller brings more than the allocated limit of luggage, any additional arrangements made to get their luggage to the final destination, will be at their own expense. Please be aware that oversized or overweight luggage may be refused to be carried by coach companies. Each traveller is supplied with a GPT Travel Bag for personal and small items which can be carried on the coach when travelling. The travel bag is designed to carry a maximum of 6kg (13lbs). Due to limited space on board the coach, please ensure carry-on bags are approximately (length + width + depth) 81cm (32") with a maximum weight restriction of 6kg (13lbs). All luggage carried is entirely at the travellers' risk. Grand Pacific Tours or Encounter Travel take no responsibility for accidental damage or loss.</p> <p>For airline luggage restrictions, refer to your ticket terms</p>

## CANCELLATION

When cancellation advice has been received the next working day is considered the effective date of the cancellation. Public Holidays apply as per New South Wales, Australia Public Holidays. A cancellation must be made in writing to Encounter Travel. Cancellation penalties are on a per person basis. Once we receive your notice, cancellation will take effect subject to the below Cancellation Charges. When the airfare has already been ticketed, the penalties imposed by the airline and our airfare cancellation charges also apply, and these may be as high as 100% non-refundable.

### Cancellation Charges

Cancellation charges vary from Holiday to Holiday. The Holiday has a minimum deposit payment that is non-refundable; and if only paid in part is also non-refundable. The cancellation penalties increase as it becomes closer to the time of departure, and up to 100% full cancellation penalties apply.

- When cancelled 62 days or more prior to departure the deposit \$700 is forfeited/retained by us.
- Loss of 60% of total price when cancelled 61 – 9 days prior to date of departure\*
- Loss of 100% of total price total price when cancelled 8 days or less prior to departure or no show \*

\* AND any progress payment monies which may include but not limited to; tour progress payments, airfare payments, airfare upgrade surcharges, monies for additional services such as pre and/or post tour accommodation, and all or any of these amounts can be as much as 100% fully non-refundable. Future Travel Credit issued with validity date of 18 months from original departure date of The Holiday

### Use of Future Travel Credit

If you are applying a Future Travel Credit (also referred to as a Future Tour Credit or Credit Note to this Holiday and subsequently cancel this Holiday, the terms of the original Future Travel Credit will be reinstated, less the Holiday cancellation penalty that applies to this Holiday and our amendment fee.

Refer to our 'Transfers' terms in our Standard Booking Terms for details about the option to transfer to another departure date, holiday or opt for a Future Travel Credit instead of cancelling a booking.

**Refer to our STANDARD BOOKING TERMS & CONDITIONS for all other terms that are binding when making a booking.**

In conjunction with our terms the tour operator, Grand Pacific Tours has booking terms and conditions which also form part of your agreement to our Booking Terms and Conditions. Grand Pacific Tours booking terms and conditions provided with quotes or otherwise as requested. If not provided with a quote you must request this information prior to making a booking.