A Rendezvous Group Pty Ltd trading as Encounter Travel ®
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Cancellation Terms and Conditions

These Cancellation Terms and Conditions govern bookings for **NEW ZEALAND ULTIMATE SOUTH ISLAND SEPTEMBER 2027** ("The Holiday") made with Encounter Travel ("Encounter Travel", "we", "our", "us" or "the agent"). By 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, which form part of the agreement between Encounter Travel and you. Please read these Cancellation Terms and Conditions carefully and raise any questions before paying any monies.

Final Payment Due	Monday 12 July 2027. After this date, higher deposit amounts or full payment may be required to confirm a booking.
Deposit	• Tour Only arrangement - $1100 per person • Tour with Airfare - $1100 per person plus payment for airfare in full including any surcharge at time of reservation.
Participant	Best suited 55 years and over at time of travel. Refer to the detailed booking terms for further information.
Luggage Restrictions for Tour	Suitcase to measure (length + width + depth) no more than 155cm (61"). 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. 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, GPT takes no responsibility for accidental damage or loss. In the event of lost luggage by the airline, it is the traveller's responsibility to liaise with the airline / airport to retrieve the luggage, the GPT Crew can assist in providing information on the process. For airline luggage restrictions, refer to your ticket terms.

Cancellation Policy

All cancellations must be made in writing to Encounter Travel. Cancellation takes effect on the next working day after we receive your written notice, with New South Wales public holidays excluded. Charges apply per person, increase as departure approaches, and can reach 100% of the total holiday cost, as set out below. If your airfare has been ticketed, airline cancellation penalties and Encounter Travel airfare cancellation fees also apply and may be up to 100% non-refundable.

Days Prior To Departure	Tour Cancellation Terms
181 days or more	$200 issued as a credit, $550 forfeited, and the remainder refunded
180 to 121 days	$200 issued as a credit, $750 forfeited, and the remainder refunded
120 to 91 days	$100 issued as a credit, $1000 forfeited
90 to 67 days	$1100 forfeited.
66 to 19 days	Loss of 65% of total tour price
18 to 12 days	Loss of 90% of total tour price
11 days or less, or no show	100% of total tour price

Days are counted from the effective date of cancellation. Each range includes both the first and last day shown. Any reference to the remainder being refunded is based on the full deposit having been paid. Any other payments made in addition to the deposit or holiday cost, whatever they are for, may also be non-refundable, up to 100% of the amount paid.

Future Travel Credits are valid for 18 months from the original departure date of The Holiday. If a Future Travel Credit (also referred to as a Future Tour Credit or Credit Note) is applied toward this Holiday and the Holiday is subsequently cancelled, the terms of the original Future Travel Credit will be reinstated, less any applicable cancellation charges and amendment fees relating to this Holiday.

Refer to our STANDARD BOOKING TERMS & CONDITIONS for all other terms and conditions that apply when making a booking.