

# TERMS AND CONDITIONS

Please read these terms and conditions carefully as they incorporate the basis upon which bookings are accepted by World Journeys Limited (“World Journeys”, “we”, or “us”).

## Brochure Validity

This brochure is valid from 01 July 2018 to 31 December 2019. While World Journeys have exercised reasonable care and skill to ensure that the contents of this brochure are correct, accurate, and up-to-date at the time of printing, please note that: the contents of this brochure are based on information supplied to us by third party suppliers and we cannot be expected to have personal knowledge of the current conditions of accommodation, facilities, and services provided by each supplier; facilities and/or services may change after the date of printing.

## Confirmation of Services

Your acceptance of a quotation or your booking request does not guarantee actual availability of the requested flights, tours, accommodation, or services until such time as you receive a confirmation invoice from World Journeys.

## Deposits and Final Payments

A non-refundable deposit as shown on the tour page is required within 7 days of our confirmation of your option. If the deposit is not received by this time, we reserve the right to cancel all arrangements without notification. Receipt of deposit will be taken as an understanding by us that you have checked your confirmed arrangements and have read and agree to the terms and conditions set forth in this brochure. Final payment is due between 60 and 90 days before departure and is stated under the ‘Booking Conditions’ at the end of each tour. If we do not receive the final payment by the due date, we reserve the right to cancel all arrangements without notification. Bookings made within 60 days of departure will only be processed if we hold full payment. We do not accept bookings for travel within 5 days of departure. **Please note:** your place will not be confirmed until a copy of your passport and the deposit has been received. The name provided in the reservation must match the full name as per passport. Passport must be valid for 6 months after your scheduled return.

## Amendments

If you wish to alter your arrangements after your booking is confirmed you must notify us in writing. We will endeavour to make the amendments you require but due to the additional administrative costs we will charge you \$500 per amendment plus any fees imposed by suppliers. Amendments within 60 days of departure are subject to full cancellation fees.

## Cancellation and Refunds

Any cancellations must be received in writing and will be assessed based on the date received in our office. Cancelled bookings will incur charges and are levied as follows:

- More than 60 days before departure: loss of deposit
- From 60–31 days before departure: 50%
- Less than 30 days before departure: 100%

Where air tickets are purchased from World Journeys, cancellation fees will also be applied by the airline and refunds, if any, will not be made until the airline has refunded World Journeys.

## Prices, Taxes, and Currency Fluctuations

We guarantee the prices of your arrangements once you have paid in full. Prices in this brochure are based on costs and exchange rates as at 01 June 2018 – should these change it may be necessary to reprice your holiday package. Please check with us before placing a reservation to ascertain if there have been any pricing changes. Taxes or levies imposed by government bodies or their agencies are beyond our control. Prices shown are for payment by cash, cheque, or debit card only.

## Prices are in New Zealand Dollars

(unless stated otherwise)

## Credit Card Transactions

We accept certain credit cards by special arrangement. A service fee will apply. If you pay by credit card and a service provider is unable to

provide the services which we have contracted for you, you agree that your remedy lies against that provider and not World Journeys. In the event that payment has been made to World Journeys by credit card, you agree that you will not seek to dispute our charge with your credit card company.

## Not Included in Tour Cost

Visas, insurance, excess baggage, optional activities, shore excursions, and items of a personal nature.

## Holiday Variation

If unforeseen circumstances beyond our control require us to make necessary changes to your holiday we reserve the right to cancel or reschedule departures and itineraries. When it is necessary to change a hotel, we reserve the right to substitute accommodation of at least a similar standard. Travel dates and transit points are based on airline schedules available at the time of printing. These may change at any stage which will alter the itinerary and may require amending flights and/or cities. Cruise lines reserve the right to change ports of call at any time including during the cruise itself.

## Tour Hosts

World Journeys reserves the right to change tour hosts should it be deemed necessary.

## Accommodation

All accommodation detailed in this brochure provides a room with ensuite facilities unless otherwise stated. Hotel descriptions are based on current guides and are subject to change. Hotel photographs may not be specific to the actual hotel room occupied.

## Meals

Meals shown on cruises indicate what is included in your tour fare. If you are travelling on a cruise and are on-shore during a meal that is provided on the ship, that meal will not be included and no refund or substitution will be applicable.

## Maps

Maps used in the brochure are for illustration purposes only and may not be to scale.

## Insurance

It is a condition of booking one of our tours that travellers are adequately insured for the full duration of their holiday. We strongly recommend that travel insurance is purchased at the time of reservation and payment of deposit.

## Travel Advice

While every effort to ensure guest safety will be made, World Journeys makes no representation as to the safety, conditions or other issues that may exist at any destination. For travel advice please contact the Ministry of Foreign Affairs and Trade or visit [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

## Passports, Visas, and Health

It is your responsibility to have a valid passport and any visas, re-entry permits and/or health regulations which meet the requirements of immigration and other government authorities.

## Delivery of Documentation

World Journeys dispatches documents by courier and/or electronically after full payment has been received and at least two weeks before departure. Bookings made close to departure date may mean documents will be sent within the two week period before departure.

## Business Purposes

You agree that where our services are acquired for business purposes, or where you hold yourself out as acquiring our services for business purposes, the Consumer Guarantees Act 1993 will not apply to any supply of goods or services made under these conditions.

## Governing Law

This agreement is covered by the laws of New Zealand. Any claim or legal action against overseas suppliers is likely to be subject to the terms of your contract with them, and may be governed by the laws of other countries.

## Responsibility

There is no contract between World Journeys and the client until we have provided a confirmation invoice and the appropriate deposit has been received. We accept bookings subject to the following conditions:

- World Journeys acts as a co-ordinator for all persons taking the tour in the making of all arrangements for transport, sightseeing and accommodations none of which are owned, managed, controlled or operated by us.
- World Journeys only acts as an agent for the owners, contractors and suppliers of transport and/or other related travel services provided and assume no responsibility for the loss or damage to property or for injury, illness or death or for any damages or claims however so caused arising directly or indirectly from accidents, loss or damage to person or property, delays, transport failures, strikes, wars, uprisings or acts of God over which we have no control.
- World Journeys does not assume responsibility for seat assignments, name changes, schedule or flight changes, cancellations, claims for reimbursement of airline ticket fees, frequent flier accruals or any other loss or expense incurred to you for any reason whatsoever when purchasing or using airline services.
- World Journeys reserves the right to withdraw a tour from sale at any time.
- While we will use our best endeavours to operate all tours as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary by us.
- The information contained in this brochure is correct to the best of our knowledge at the time of print. We however accept no liability for innocent inaccuracies contained herein.

Please note that employees of overseas suppliers are not authorised to make undertakings to our clients in respect of refunds or other matters.

## Health & Medical Requirements

All World Journeys’ tours include a level of walking and all participants must be able to easily walk a minimum of 1km without aid. To ensure the safety and comfort of all participants, all travellers are required to advise us in writing at the time their reservation is made (or subsequently should a new condition be diagnosed):

1. Any physical or mental conditions that may require medical or professional treatment or attention during the journey.
2. Any condition that may render the traveller unfit for travel, or that may require special care or assistance.
3. Any condition that may pose a risk or danger to the guest or anyone else on the journey.
4. Any intention or need to use a wheelchair or other mobility device during the journey.

By booking and paying the deposit, all travellers represent and warrant that they are physically and otherwise fit to travel. We reserve the right without liability to require a tour participant to leave the journey if in the judgement of the tour host, the participant is unfit to travel or may require care beyond that which we are reasonably able to provide. Should you have any concerns over your ability to participate, you are requested to discuss your condition with us prior to booking and paying your deposit.

## World Journeys Limited

57 Wellington Street, Freemans Bay,  
Auckland, New Zealand

PO Box 47954, Ponsonby, Auckland 1144

Tel: (09) 360 7311 Toll Free: 0800 11 73 11

Email: [info@worldjourneys.co.nz](mailto:info@worldjourneys.co.nz)

Web: [www.worldjourneys.co.nz](http://www.worldjourneys.co.nz)