

Tasmanian Spring Fling Tour: November 2024

Terms and conditions

Please read these terms and conditions carefully as they incorporate the basis upon which bookings are accepted by YOURTours. If you pay your deposit, you are deemed to have accepted these terms.

Validity:

Hosted Small Group Tour prices are valid as stated per tour. This information is accurate and up to date at the time of printing, please note that:

- the contents of this document 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 YOURTours.

Deposits and Final Payments:

A non-refundable deposit of \$1,500 is required within 7 days of our confirmation of your booking.

Full balance payment is due 8th July 2024.

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 abide by the terms and conditions set forth in the holiday flyer/brochure and tour terms & conditions. 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 120 days of departure will only be processed if we hold full payment. Please note: For tours including a river or ocean cruise and/or great rail journey, deposit value and payment date plus any additional payment schedule dates will be advised with tour deposit invoice.

Should any additional costs or changes in price arise after your payment of the Tour invoice, YOURTours shall issue an additional invoice to you. This invoice is payable upon receipt.

Please note that 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. Passports 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 however due to the additional administrative costs there will be a \$100 charge per amendment plus any fees imposed by our suppliers or operators.

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Cancellation by you and Refunds:

Cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking regardless of whether travel has commenced. As a minimum, our cancellation charges are 10% of the total booking value, plus any applicable supplier fees or penalties. The amount of each supplier's cancellation fees or penalties is beyond our control and payment is solely your responsibility. To the extent permitted by law, no refund is available for cancellations after the tour has commenced or in respect of any tours, accommodation, meals or any other services not utilised.

Requests for refunds must be received no later than 30 days after the last service booked with YOURTours.

Note: Where air tickets are purchased from YOURTours whether individually or as part of the tour package, cancellation fees may also be applied by the airline and refunds, if any, will not be made until the airline has refunded YOURTours.

Any cancellations must be received in writing and will be assessed based on the date received in our office. Cancellation fees are levied as follows:

- More than 120 days before departure – loss of deposit
- From 119 days to 60 days before departure – 50% tour value
- From 60 days to tour departure date – 100% tour value

Cancellation due to Failure to Pay

If full payment is not received by the due date, YOURTours reserves the right to treat your booking as cancelled and no refund will be made. YOURTours will not be responsible for lost reservations.

Cancellation by us

YOURTours reserves the right, to modify or cancel any trip, accommodation, in-destination activity, or arrangement, definite or not, at any time. Our tours are guaranteed to depart once minimum group size are met. In the event that we cancel your tour, you can transfer amounts paid to an alternate departure date or receive a refund, unless your trip is cancelled due to a Force Majeure Event

Force Majeure:

YOURTours defines Force Majeure as: "Any circumstances beyond the reasonable control of a party which prevent or impede the due performance of our services, including but not limited to war or hostilities; riot or civil commotion; epidemic; pandemic; earthquake, flood or other natural disasters." The traveller warrants that YOURTours and its subsidiaries shall not be responsible and/or liable for costs or missed opportunities due to changes and/or cancellations in the program, or part(s) thereof due to Force Majeure.

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Early Return, Illness or Absence

Early return expenses are your responsibility unless this is due to negligence by YOURTours. There is no refund for absence or early departure from a trip, including but not limited to the cost of any reduction of your holiday, accommodation, transfers, meals or sightseeing cruises or any optional extensions. It is a requirement to travel on our hosted tours to hold comprehensive travel insurance which covers such circumstances.

Prices, Taxes and Currency Fluctuations:

YOURTours guarantees the price of your arrangements once you have paid us in full. Hosted Small Group Tour prices are based on costs and exchange rates as of 20 March 2024 – should these change, it may be necessary to reprice your tour.

Please check with YOURTours before confirming your reservation to ascertain if there have been any pricing changes. The price quoted for a tour will be a total figure and no breakdown of component costs can be provided. Taxes or levies imposed by government bodies, or their agencies are beyond our control. Prices shown are for payment by cash, bank transfer or debit card only (eft-pos)

Credit Card Transactions:

We accept Mastercard, VISA, American Express and Q-Card for Credit Card payment. Payments made with American Express, and Q-Card will incur a service fee of 4% per transaction. Payments made with Mastercard or Visa will incur a service fee of 2.5%.

Not Included in Tour Cost:

Airfares including airport taxes, ticketable taxes and surcharges (unless specifically specified as an inclusion in the tour brochure). Visas, travel insurance, excess baggage, optional activities, cruise shore excursions (unless stated otherwise) and items of a personal nature.

Home pick-up "door to door" transport:

YOURTours home pick-up/drop-off only applies to travellers located within a 50km distance of their local domestic or international airport serviced by Air New Zealand, Air Chathams or Sounds Air. Home pick-up outside these zones will be considered on a case-by-case basis. Tour guests who miss the pre-booked transfers must make their own way to/from the airport at their own expense.

Holiday Variation:

If unforeseen circumstances beyond our control require us to make necessary changes to your tour, we reserve the right to cancel or reschedule departures and itineraries. When it is necessary to change a hotel, the company reserves 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 publishing. These may change at any stage which may alter the itinerary and require amending flights and/or cities. Cruise lines reserve the right to change ports of call at any time including during the cruise itself. YOURTours is not liable for any additional costs incurred in any changes beyond our control.

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Public Holidays

Most countries have public holidays, religious or otherwise. Festivities may temporarily disrupt your holiday and some religious holidays may result in a reduction of facilities and entertainment.

During local or national holidays, certain facilities such as museums, sightseeing trips and shopping may be limited or unavailable. In such instances itinerary changes are made by the YOURTours seeking to reduce inconvenience to guests. Such changes are deemed not to be a major change to the itinerary, and the value of the alternative services we provide which you accept will be deducted from any compensation you may be entitled to. Holidays, closing days and other circumstances may necessitate a change of the day of the week for scheduled regional meals, sightseeing or other activities.

Tour Manager:

Hosted Small Group Tours YOURTours reserves the right to change the allocated tour manager should it be deemed necessary.

Accommodation and Meals:

Accommodation descriptions are based on current guides and are subject to change. *Accommodation photographs may not be specific to the actual hotel room occupied.*

Meals highlighted in the tour brochure indicate the meals included in your tour price. Any special meal requirements, including allergies, must be provided at time of booking, and are received on a request basis only. YOURTours cannot assure that special meal requests will be fulfilled and does not assume responsibility or liability if requests are not fulfilled.

Special Requests

Where a special request (e.g. diet, room location, a particular facility at a hotel, flight seat requests and/or particular meals) is an important factor in your choice of holiday, you must advise us when your booking is made. YOURTours will pass your request onto the hotel, airline or other supplier but cannot guarantee that it will be accommodated. The provision of any special request does not constitute a term of your contract with us. Unless and until specifically confirmed, all special requests are subject to availability.

Maps:

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

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Checked Baggage:

Due to space limitations aboard supplier/operator vehicles, you may only bring with you on your tour one average-sized piece of checked baggage weighing a maximum of 20kg, plus one small piece of carry-on luggage weighing a maximum of 5kg to fit under your coach seat or in the small overhead compartment. Carry-ons with telescopic handles and wheels will not fit in the overhead compartments or under seats and therefore, cannot be accepted as carry-on luggage. Carry-on/hand luggage handling is the responsibility of each guest and must be taken on and off the coach by you each day of the guided holiday.

Please be advised that stricter luggage allowances may be in place for other methods of transport such as flights and ferries/cruises.

If you bring excess baggage with you, we reserve the right to leave that excess baggage behind and you will be solely responsible for arranging and paying for storage of that excess luggage during your tour. We will have no liability to you for that excess luggage. YOURTours and YOURTours affiliated entities shall not be liable for loss or damage to luggage or any guest's belongings.

Smoking:

You may not smoke in your hotel room or on any of our supplier/operator vehicles. Smoking in a non-smoking room will result in a fine.

Solo Passengers:

All our tour pricing is based on twin/double share. Solo travellers are welcome to join us by paying the single supplement cost. Available solo spaces are limited on each tour.

Travel Advice:

While every effort is made to ensure tour travellers safety, YOURTours 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 their website at www.safetravel.govt.nz.

Passports, Visas & 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. Your requirements are dependant on your own personal circumstances and YOURTours is not liable for any losses or expenditures incurred as a result of failure to procure a valid visa, passport or health certification.

Certification of your medical history, such a proof of COVID-19 vaccinations, may be required for entry to certain countries or to be eligible for certain services. It is your responsibility to familiarise yourself with these requirements and to ensure that they are compliant. YOURTours cannot be held liable for any losses resulting from denied service or unused tour components in the case of non-compliance. YOURTours cannot be held responsible for any changes in requirements between the date of booking and the expected date of service. Any non-compliance may require you to cancel your booking, which will be considered voluntary in nature and normal cancellation terms will apply.

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Delivery of Documentation:

YOURTours will provide final travel documents at least two weeks before departure. Bookings made close to departure date may mean documents will be sent after the two-week period before departure.

Insurance:

It is a condition of booking one of our tours that travellers are adequately insured for the full duration of their tour that includes (without limitation) coverage of cost of your tour, cover trip interruption, loss of luggage, personal injury, medical expenses, evacuation and repatriation cover including during pandemic events. It is recommended travel insurance is purchased at the time of reservation and payment of your tour deposit. Confirmation of Comprehensive Travel Insurance must be provided at the time of full payment or 90 days prior to travel (whichever comes first).

Conduct & Your Responsibility:

For the wellbeing of all travellers, tour guests are expected to conduct themselves in an orderly and acceptable manner and not disrupt others. You agree to comply with these terms and the terms that apply to any goods or services supplied to you by other operators. You also agree to comply with our reasonable requests and the requests of other operators. You also agree to comply with our reasonable requests and the requests of other operators.

If a tour guest is found engaging in any inappropriate behaviour and to ensure the comfort and safety of our customers, YOURTours reserves the right to remove them from the tour. This decision is made to maintain a safe and respectful environment for all participants. It is important to note that no refund will be provided to individuals who are removed from the tour due to their inappropriate behaviour. Additionally, any additional costs incurred as a result of their removal will not be the responsibility of YOURTours. You indemnify us for any liability, costs, damages or other expenses we suffer or incur as a direct or indirect consequence of your behaviour while part of your tour.

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.

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Responsibility:

There is no contract between the company and the traveller until the company has provided a confirmation invoice and the appropriate deposit has been received. YOURTours accepts bookings subject to the following conditions:

(a) YOURTours acts as a co-ordinator for all persons taking the tour in the making of all arrangements for transportation, sightseeing and hotel accommodations none of which are owned, managed, controlled or operated by YOURTours.

(b) YOURTours only acts as an agent for the owners, contractors and suppliers of transportation 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.

(c) YOURTours does not assume responsibility for seat assignments, name changes, schedule or flight changes, cancellations, claims for reimbursement of airline ticket fees or any other loss or expense incurred to you for any reason whatsoever when purchasing or using airline services.

(d) While the company will use its best endeavours to operate all tours as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary or advisable by the company.

(e) The information contained in this document is correct to the best of the Company's knowledge at the time of print. The Company however accepts no liability for innocent inaccuracies contained herein.

(f) Please note that employees of overseas suppliers are not authorised to make undertakings to our tour guests in respect of refunds or other matters.

(g) If you are participating in a YOURTours small group tour you must over the age of 18 years.

Group Tour Departures:

YOURTours operate Hosted Small Group tours subject to a minimum number of participants. On receiving an initial deposit payment for a booking, we will send you a confirmation invoice and subsequently advise you once the tour departure is guaranteed. This will be no later than 10 weeks prior to the departure date. We reserve the right to cancel the tour up until 10 weeks prior to departure.

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Health and Fitness:

Some of our arrangements may involve physical activity and therefore we require you must be in good health and fully able to participate in any of the activities noted within the tour itinerary. This requirement includes being able to walk unaided for a minimum of two (2) kilometre. A walking pole or walking stick may be used for balance, as long as no additional assistance/support is required. Unfortunately, we do not have the capacity to allow walking frames on international tours.

At the time of booking, any physical or medical condition that may require accommodating while on tour must be disclosed. If you have any doubts, they should be raised with a YOURTours consultant as soon as possible so that we can advise you on the suitability of taking any tour. You may be required to sign a disclaimer form by the in-country tour provider, prior to participating in certain activities.

By paying the deposit tour guests acknowledge that you are of reasonable health fitness to travel and are not travelling contrary to medical advice. YOURTours will not be liable for any injury, illness or loss of enjoyment resulting from a disability or medical condition.

Where a component of the tour, or the tour in its entirety, is not able to be provided as a result of a disability or medical condition, no refund will be available. Additionally, YOURTours maintains the authority to cancel any booking or remove any tour guest from a tour based on health and fitness considerations, without responsibility for any subsequent loss or additional expenses incurred.

Passenger's bringing a quantity of medication with them are advised to carry a doctor's certificate to avoid possible problems with customs officials.

Limitation of Liability

The Consumer Guarantees Act 1993, the Fair-Trading Act 1986, and other statutes in New Zealand may impose warranties, conditions or obligations upon us which cannot by law (or which can only to a limited extent by law) be excluded. We exclude all such imposed warranties, conditions or obligations to the extent permitted by law and exclude any warranty, condition or obligation imposed or implied under common law, equity or otherwise. Except to the extent that the law prevents us from excluding liability and as expressly provided for in these terms, we shall not be liable for any loss or damage or liability of any kind whatsoever (including consequential loss or lost profit or business) whether suffered or incurred by you or another person and whether in contract, or tort (including in negligence), or otherwise and whether such loss or damage arises directly or indirectly from Work or Goods provided by us to you. To the extent that we are liable for any reason for any loss suffered or liability incurred by you arising from any breach of these terms or for any other reason, such liability is limited to the price of your tour.

Images

By completing and signing your tour booking form, you agree our tour host may take photographs and/or video of you during your booked tour, you also agree any such photograph or video may be used and/or published by the company for use on our social media page or group, or in print or electronically for any lawful purpose including publicity, advertising and on our website. If you do not wish your photo to be taken for these purposes during your tour, please advise the company in writing prior to the start of the tour, to ensure we do not include you in published pictures.

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Health and Safety Information including COVID-19:

While it is not compulsory for tour guests to be vaccinated against COVID-19 to travel with YOURTours unless otherwise stated, we strongly encourage that you be fully vaccinated prior to travel. It is important for tour guests to be aware that airlines and local government authorities may have different guidelines depending on the destination.

You also acknowledge that certain countries may impose quarantine or self-isolation measures upon travellers, whether in the place of the destination or upon return and that such requirements are subject to change and may be imposed on short notice.

Covid-19 requirements are constantly revolving and vary from country to country and region to region. If you receive a positive covid test while travelling with us, you must adhere to the regulations of the country or region you are in and may not be permitted to continue travelling with the group. This is something our YOURTours team will advise at the time. Our YOURTours team will do their best to help make arrangements for extended accommodation if local isolation is necessary. Please note that you will be responsible for any resulting additional costs including travel and accommodation. We ask that all payment records are obtained so you can make a claim through your travel insurance provider once you return home.

As Covid-19 still poses a risk to individual health, we ask that you assume personal responsibility for your own wellbeing and consider how your personal situation may affect the tour group if your health status poses a risk to your safety or that of other tour guests or staff. Our YOURTours staff may decide you will not be able to continue to travel with the group, if your health situation appears likely to compromise your wellbeing or that of other guests.

In the event that you are unable to travel with us or need to change your travel plans due to COVID-19 our cancellation charges will apply in accordance with our cancellation procedure. We will not be responsible for covering the cost of any reduction of your holiday, missed transport arrangements, additional accommodation required, or other associated costs incurred by you. It is a requirement to travel on our hosted tours to hold comprehensive travel insurance, including Covid-19 cover, should your tour be disrupted due to COVID-19.

COVID-19 Cancellation / Refund Policy

It is important to note that quarantine-free travel is subject to change at short notice, either by the New Zealand Government or the governing body of any country you may be visiting on tour. Should you be required to isolate or change your travel plans due to COVID-19, any additional costs incurred are your responsibility.

Covid-19 insurance cover should be provided by your insurance provider, please check your policy carefully prior to payment to ensure your policy provides cover should your tour be disrupted due to you contracting COVID-19.

Should travel not be legally possible due to New Zealand Government restrictions and/or Australian Government restrictions imposed, as a result of COVID-19 over the tour dates, we will:

- Reschedule the tour to a future date as soon as travel can resume.
- Only monies recovered can be refunded, with all other payments transferred to future tour dates.

- Should travel restrictions be imposed whilst on tour, we will seek credits or refunds on all unused portions of the itinerary, however this cannot be guaranteed.

Peace of Mind

YOURTours are allied members of TAANZ (Travel Agents Assn of NZ), TIA (Tourism Industry Aotearoa) and CLIA (Cruise Line International Assn).

YOURTours hold Professional Indemnity and Liability Insurance with Ando (Lloyds) in the amount of NZ\$2 mil.

YOURTravel & Tours
17a Maclean Street, Paraparaumu Beach
Kapiti Coast, New Zealand

PRICES ARE IN NEW ZEALAND DOLLARS (unless otherwise stated)